

Nkosinathi is dedicated to welfare for the homeless and comprises:

- providing nutritious food, regular access to ablutions and laundry service
- opportunity to speak to a counsellor or social worker, family reunification
- education on addiction, and preparation for attending drugs rehabilitation

In 2019, we operated on 261 days (5 days a week) and served 44,642 breakfasts and 42,909 freshly-cooked lunches (up 21%). That means an average of 335 meals per day and over 87,000 in the year (not quite the record of 100,000 in 2018). 9,969 showers were provided for women and men (about 1 in 4 of those who have breakfast take a shower). Shower numbers are down 37% in part because there were 22 days when the showers were out of action – they are again, at the moment, unusable. Second-hand clothes were distributed to 1,696 people (including the annual Street Store with Grace Church).

The Project Co-ordinator Sr Cathy Murugan HF is assisted by a team of cooks and volunteer social work interns/ auxiliaries, and hundreds of volunteers. In total, volunteers provided 1,835 sessions of work (about 1/5th by homeless people). At R20 per hour, this would be equivalent to R110,000 of labour. Volunteers continue to come from a wide range of schools, parishes, community groups and corporates. Among the more regular were learners from St Henry's and Northlands Girls Schools, and adults from SVDP, Catholic parishes (Newlands West and Phoenix), Cathedral Sodalities and the Sathiya Sai organisation. We also benefited greatly from Muslim organisations that provide drugs education (RAUF) and food (SANZAF/ Jumma Masjid) and from Pandit Bharat and team who enable us to stay open over the Festive Season.

Our sister organisation, the Napier Centre 4 Healing, after several years of preparation, finally accepted its first residents in June and we continue to refer homeless people there for longer-term rehabilitation and reintegration into their families and into the workforce. A joint project with iCare, funded by Comic Relief, has enabled us to assist young men coming to Durban before they fall prey to life on the streets.

With 5 years of operations of Nkosinathi at the DHC (not counting the 8-10 years before that), we operated on 1,200 days (including weekends and public holidays), and served over 416,000 meals, enabled 50,000 people to take showers, and had almost 10,000 volunteering sessions (worth R600,000)!

We continue working with other stakeholders concerned about the issue especially through the eThekwin Task Team on Homelessness (chaired by our Director). This has taken on a new lease on life since the arrival of Deputy Mayor Belinda Scott in September: we are close to opening a Government-sponsored 200-bed Shelter for women and children and also creating a Safe Open Sleeping Space (following the successful model of CPT)

Usizo Lwethu, the DHC Clinic operates in four different ways:

- primary healthcare to refugees and the urban poor at the Afrisun Clinic in the DHC
- outreach healthcare (since June, from a mobile clinic) to homeless people around Durban
- outreach healthcare from a converted container in the grounds of Dalton Beer Hall
- provision of a pre-school for 16 children at Dalton.

21,402 consultations were provided at the Afrisun Clinic (an increase of 18% over 2018), evenly split between women and men. 47% were to refugees. 33% were to patients aged under 21 (compared to 28% in 2018).

There were 7,931 outreach consultations (on the streets and at Dalton) – up 28% on the previous year. 2 men were seen for every 1 woman. Almost 90% of those seen in the Community are South Africans. 60% of outreach patients showed signs of addiction to whoonga – though this is difficult to measure consistently.

Voluntary Counselling and Testing for HIV (VCTs) were given to 2,231 people (more men than women). Reactivity rates continue to be lower year-on-year but remain significantly higher for women (20.7% of those tested are HIV+) than for men (12.5%). We are now able to refer patients immediately for ARV's to a satellite of the Government clinic in our own building. We also provide a Daily Observed Treatment Service (DOTS).

In total, the clinic saw 29,333 patients (up 11% on 2018) This is equivalent to an astonishing 124 patients for each of the 236 consulting days of the clinic. Throughout 2019, we have been receiving significant funding from the US Government for our clinic. For the 3rd year, we received medicines from Government, worth R295,000 (up 11% though still lower than in 2017). In addition, we purchased R205,000 of medicines.

With 5 years of operations of the Usizo Lwethu Clinic at the DHC (and a steady upscaling of Outreach work over those years), we have now had almost 150,000 patient interactions including 12,500 HIV tests.

The Project Co-ordinator, Ruth Birtwhistle SRN (who is on maternity till March 2020, is supported by a fully paid team comprising two more nurses, five community health workers, a social worker, pre-school teacher and a driver. In addition, there is volunteering by Dr Stephen Carpenter and other SA and overseas doctors.

Economic Empowerment, after some years of trial and error on various programmes, has now found a project that really does deliver financial gain to the homeless. Street Lit, selling second-hand books has been hugely successful in gaining awareness and raising income for the vendors. During the Festive Season, we moved for the first time from private venues (Playhouse, ICC, churches, shopping malls) to Municipal land and achieved sales of R20,000 of books in just two weeks on the beachfront!). The innovative nature of this project was recognised when we came 1st for KZN in a national Social Enterprise competition run by the SAB Foundation. We also provided access and coaching in our computer room which has been recently upgraded.

The Project Co-ordinator is Stuart Talbot who also oversaw **Civic Empowerment**. With the help of DPP he successfully trained a group of Political Mobilisers from within the homeless community. They asked questions of top local politicians in a 'Town Hall-style' meeting and ensured that 200+ people registered as voters and exercised their political rights who would not have otherwise. Thanks to the IEC we hosted them and our neighbours to vote on election day in May. The slow process of working with Home Affairs for replacement IDs continues. A further element of this project was educating homeless people about their political and civic rights in collaboration with UKZN Street Law.

Disability Empowerment continued with our 2nd team of 9 deaf young adults (under Amanda Clyde) being trained to run St Augustine's Café. This was possible thanks to our partners iCan/ Khulisani through whom we also provided paid employment for young people with cerebral palsy and learning difficulties.

(Note that the work of **Refugee Pastoral Care**, though based at the DHC, is not part of our Trust but instead reports directly to the Archdiocese of Durban.)

A number of **events** were carried out at the DHC during the year, usually in partnership with other organisations. Some of the key ones were:

- The naming of the pedestrian street outside the DHC as Paddy Kearney Way in honour of our founder
- Co-ordinating, for the first time, the Durban part of the national Winterhoop project
- Street Store distribution of second-hand clothes, haircuts and manicures to over 1,000 people
- Homeless 101 – as part of the Mandela 101 celebration enabling people to learn about the lives of the homeless face-to-face or through the mainstream media
- Sharing theological reflections on our work at the SJTI conference and hosting other lecturers at the DHC
- Attendance at 'National Conversation on Homelessness' in Bloemfontein and presentation at the International 'Street Medicine' Conference in Pittsburgh
- Cultural events such as a dance production, school choirs, shared Ifthaar – and also our first UK concert

The Denis Hurley Centre **Administration** consists of a Director (Raymond Perrier), Finance Manager (Errold Victor) and part-time Administrator (Leanne Banks). The building is run by a Manager (Jean-Marie Ntamubano) assisted by a Caretaker and assistant plus volunteer reception staff.

In 2019, total **funds raised** were R4.4M, a 10% increase over 2018 but still below the 2016 amount. However, we spent R4.8M (slightly lower than 2017) and so have had to draw on prior reserves that are set aside to help us cushion the variances in funding. Recognising pressure on funding, the 2020 budget is set at the same R4.8M though this still requires us to raise R13,100 every single day.

We benefit from a wide range of **donors**. In 2019, we received 39% of our funds from overseas and 61% from SA. Of this, 23% came from renting out space in the DHC, 16% from individuals (including the Centenary Club), 6% from faith-based organisations, 4% from grant-making trusts, 4% from interest, 4% from Emmanuel Cathedral, 3% from corporates, and 1% fundraising events. Many thanks to all who give funds.

After the cost of running the building, the Clinic is our single largest area of spend (35% of what we raise) – but it is hugely efficient with each patient seen at a cost to us of only R62. The cash spend on Nkosinathi is minimised by the huge amount of volunteering and donations of food. Overall, salaries were our single largest cost: they accounted for 61%—though with 20 full-time-equivalent staff these are still very modest average salaries. After this, medicines, utilities, IT, cleaning and repairs were the largest areas of spend (covering the next 29%). **Audited Financial Statements** are available on our website; the 2019 audited statement will be posted by mid-2020.

We are grateful to all those who have helped us, in small and large ways, by donating funds, goods and time to enable us to serve the literally thousands of people whose lives we touch every month.