

Renee France
Community Development Manager
Surrey Heath Borough Council
22 August 2023



*Working to PREVENT & END
homelessness in Surrey Heath*

The Hope Hub Briefing & Summary Report for FY23-24 Year to Date

Background & Overview

The Hope Hub exists for the relief of poverty and to support anyone aged 18+ who is homeless, at risk of becoming so, unemployed, struggling with mental health and/or addiction(s). We serve those on the fringes of society. THH was strategically formed following a 9 month independent consultation during FY2016-2017 on Homeless Services needs by SHBC resulting in the formation of a dedicated charity delivering Crisis and Empowerment Services. Two longer terms goals were to provide an Emergency Accommodation Service and a social enterprise helping people get into employment in future years. In partnership with SHBC, we opened the Emergency Accommodation Service (EAS) in January 2020. This service provides a short term tenancy to homeless people with a local connection typically for 6-8 weeks and we support them into permanent safe accommodation or occasionally, re-connect with family. This accommodation is often in the private rented sector, supported or social housing where they qualify. The Hope Hub remains committed to establishing a social enterprise designed to help people secure employment in the form of a coffee/waffles van once all the funding and resourcing is secured.

THH is also part of the Surrey County Council Changing Futures programme delivering the Bridge the Gap service and was one of the original pilot providers from FY2020-21. This programme is funded until 31 March 2025 supporting people with multiple disadvantages and complex needs. This is proving to be a very effective programme across Surrey and allows us to employ 3 members of staff (2 FTE).

We operate from a trauma informed, strengths based approach and **since opening our day services we have supported 1,065 vulnerable people in the Borough who have accessed our services circa 40,000 times, an average of 38-43 times each.**

Funding

THH gratefully receives a revenue grant of £40,000 per annum from SHBC as part of a 3 year SLA and is the essential 'building block' to our funding streams. Trust/grant funders expect charities providing homeless services to be recognised as a strategic partner of the Local Authority and the funding received is a critical base from which we can apply to other statutory and trust/grant funders.

The Hope Hub | (Behind the Library), Knoll Road, Camberley, Surrey GU15 3SY

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Partnership Focussed

We also partner with Surrey County Council, NHS, OPCC, Catalyst, trust/grant funders and the Community and Churches. Our income in FY22-23 including the EAS was £465,000. (FY22-23 Accounts going through verification at present). We are a disability confident employer and working towards securing the Investing in Volunteers Best Practice award in 2023. We currently employ 14 people in the day service, 5 people at the EAS and 6 Cover workers.

What we deliver for the Borough

In the period, **April 2022-March 2023**, we supported 212 Service Users of which 102 were new. **Below is a summary snapshot of some of our work:**

DAY SERVICES

- 212 Service Users
Male : 136 Female : 67 BAME: 39 : TG: 2 : Ages: 18 – 73
- Services Accessed : 8,800 times : Average 42 times per person
- Visits to THH : 2,540 : Sourced & Served 3,529 Meals/refreshments
- Sourced and gave out 485 food parcels
- Supported 78 NFA people into accommodation : Outreached 481 times in the Borough.
- Supported 24 people into employment
- Mentored 197 Course Completers on IT / Digital Upskilling and training
- 225 attendances at our Living Well Workshops and Activities
- 300 Work Preparation sessions; CV, applying, interview support, volunteering

EAS (Emergency Accommodation Service)

- 40 Tenants stayed between Jan 2022-31 March 2023
- Residing for 199 weeks in total
- 28 Successful Move On with 3 tenants still at the EAS as at 31-3-23
- 6 Benevolent grants secured : 3 SHBC Rent Deposit and 3 THH FFA Rent &/or 1st months' rent
- Sourced & Served 1,643 Evening Meals

Of the 212 Service Users, 102 were newly supported by The Hope Hub:

- ✓ 85/100 Service Users have mental health needs (mostly diagnosed).
- ✓ 54/102 new Service Users were ex-offenders, 43 male, 10 female and 1 TG.

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Between April-July FY23-24, we have supported:

123 Service Users (SU's) who have accessed services 2,600 times. 22/123 SU's have been homeless and 13 people successfully housed. Not all SU's are suitable for the EAS so they typically remain homeless for longer whilst we intervene for, and with them to identify safe, suitable accommodation. As a snapshot of some of our services, we have delivered 702 1:1 case work support sessions, and 100 wellbeing sessions including CV support, training and workshops. We have outreached across the borough 99 times, given out 192 food parcels and served 1,198 meals.

The greatest change we have seen in the cohort we support is their mental health needs. In 2019, typically, 19/100 Service Users had diagnosed mental health needs. In 2023, 85/100 are struggling with mental health, mostly diagnosed. This makes our work more intense; people often become stuck, unable to progress, maintain a tenancy, have healthy relationships but THH is committed to support the vulnerable cohort for the long term. This means engagement and delivering our key life skills are a vital part of the holistic support we give. We become their 'go to safe place' for the period in their lives they need and then we seek to move them towards independence.

Our Living Well portfolio of workshops and upskilling cover all relevant topics from tenancy support, money management, confidence building and cooking. Between April-July 2023, we have run four Slow Cooker projects to Surrey Heath residents and been able to train 60 people and give each person a Slow Cooker for use in their home with a training pack and recipes. We delivered these workshops from THH Day Service, our House, Old Dean (St Martin's) and St Michael's in the 3 wards of highest need/deprivation. Given the cost of living crisis, we know our Living Well portfolio of workshops is relevant and much needed.



IT Zone- Digital upskilling,
CV support, Training



Celebrating Service User
Successes – Courses & L2's



One Pot Cooking – from
THH Day Service

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Enc Short Case Studies as one pdf – April-July 2023

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