



Working to PREVENT & END
homelessness in Surrey Heath

Hope for the Homeless – COVID-19

Our very first e-News coincides with the pandemic that has, and will continue to, shape and change our lives for a while ahead.

Thank you for caring about the homeless folk **ALL** of whom have individual stories of pain, wrong choices (*who hasn't made a few of those in their lives*), broken relationships and/or unemployment, medical conditions, mental health challenges, financial debt/poverty and/or substance misuse and in some circumstances may also be ex-offenders often trying to find the right path and a way forward.

It is extremely challenging all round.

TEAM Hope Hub is responding to COVID-19

We are tirelessly working to source and negotiate temporary (and at best, permanent) accommodation for ALL homeless folk within Surrey Heath Borough.

Working closely with Surrey Heath Borough Council, as always, and strategic partners including housing providers, our host private Landlords (part of ENDEAVOUR project, originally funded by Nationwide).

THANK YOU to all Landlords who have responded positively to assist at this time.

We will regularly keep our website, Facebook and Twitter pages updated with news as to how we are responding so do check in there:

www.thehopehub.org.uk; <https://www.facebook.com/thehopehubsurreyheath/> @hopehubCamberley



Our Clients should also be credited.

They are cooperating with our stringent guidelines so we minimise contact/transmission and wash hands on entry, use gloves when using the phone, maintain a safe social distance (2m), sit at our allocated **CRISIS STATIONS** and queue and wait patiently.

And our Staff and Volunteers.

I would like to acknowledge our Staff and Volunteers who are able to come in and working WAY above and beyond the call of duty.

Other team members will work from home and be equipped with phones and laptops so they can contact Clients who are housed and ensure they have their medication and, where necessary, food parcels delivered on a strict 'NO DIRECT CONTACT' basis.



Thank You'

We know we are going to need food and other items and need ongoing support with this.

Thank you WAITROSE, Yateley and Bagshot who continue to support us.

We are also connected into the www.surreyheath-prepared.uk support team operating from High Cross Church (across the way from us) and some housed Clients will be supported by them in the coming weeks so we say 'Thank You' in advance to all working and volunteering on this important project.

So, what next?

- House all folk with a SHBC connection as soon as possible. There are a few people out there we still need to house. Can you help us?
- Fund return journey(s) for any remaining homeless people to their local area connection and phone their Local Authority/Agency to give notice they will need support.
- Deliver FOOD BAGS to ALL homeless Clients in temporary accommodation. They are working on lists of food / items they will need from next week.
- Phone ALL Hope Hub Clients (we are experiencing a high level of calls of at this time) throughout this pandemic and monitor, encourage and support over the phone. We will involve other services if needed and available.
- Act as intervention point with Job Centre, Housing, Other Agencies as necessary to prepare homeless Clients to move towards permanent accommodation where possible after COVID-19.

Other Key Contacts – COVID-19 : www.surreyheath-prepared.uk : 01276 66798

All our fundraising events are CANCELLED, and we will be impacted by this.

IF you feel you can volunteer or donate at this time, please do so at:

<https://thehopehub.org.uk/donate/>

Stay Well and let's beat COVID-19 by pulling together at this important time.

Mags Mercer, Chief Executive