



Working to PREVENT & END
homelessness in Surrey Heath

Hope for the Homeless – COVID-19 Update May 2020

We are delighted to provide an update for Funders and Supporters through our second e-News.

We have plenty of people to thank: our volunteers and staff, our generous donors and sponsors and our Clients for their cooperation.

Thank you to our Volunteers & Staff Team

Some volunteers have been unable to be with us during the pandemic and we are, of course, keen that they stay well. However, we have a number of able 'temporary Volunteers' who are working from home during the pandemic and come in twice a week to sort, prepare and pack our parcels - and some even deliver them too!

In addition, staff families are helping out voluntarily, delivering, collecting, sourcing for us. All of the staff and volunteer team continues to go 'above and beyond' to help those less fortunate than ourselves.



Throughout April, 40 food parcels a week have been sourced, delivered, collected, prepared, packed, and delivered throughout Surrey Heath Borough.

In addition, as a few Clients have been placed outside of the Borough, we have provided a food card for them to use at their nearest local shop.

Acknowledgement and thanks

Waitrose Bagshot, Waitrose Yateley, Morrisons Fleet have ALL been incredibly generous to us helping to feed the homeless in emergency accommodation. Additionally, we receive regular dried food donations from **St Johns, Hartley Wintney** and have received dried food stock from **Gordon's School** and **The Falcon Pub, Rotherwick**. Menu cards are also being prepared by The Falcon Pub based around our **food parcel** content and through a grant, we will be able to get these printed for long term use.

We must also acknowledge the Surrey Heath COMMUNITY and anyone who follows our work for the incredible support and help whether volunteering, responding to the need for bags, boxes, menu ideas, dropping food off and even preparing a special package as a gift for one long term rough sleeper, now in their permanent home!

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





A private visit from HRH Countess of Wessex acknowledging our work

Over the Easter period, we were deeply honoured to receive a private visit from HRH Countess of Wessex who visited The Hope Hub.

Her Royal Highness got stuck in and helped us prepare food parcels and then personally delivered a number herself to our Clients.

This was a real surprise and a source of encouragement to all the staff and volunteers particularly as it was all arranged at very short notice.

What else have we been up to?

We've also been securing COVID-19 grants so we can change how we operate whilst still supporting our Clients. Through these grants (some restricted, some unrestricted) we have been able to:

- Open 2 days a week (Tuesday & Friday) to source, pack, prepare and deliver food parcels.
- Buy fresh food essentials for Clients, PPE, cover travel for deliveries and prepare and make/purchase activities to help Clients engage with wordsearches, crosswords, art therapy/drawing etc.
- Set up Home working for all the team so phone support can be implemented for ALL 180 Clients we have supported over the past year.
- Respond to new requests and support them directly or refer through www.surreyheath-prepared.uk
- Carry out a team catch up (safe distance of course) twice a week updating each other on Client needs.
- Outreach - as we need to - for Clients who present as homeless or become displaced.
- Continue to deliver CRISIS support, 1:1 Case Work Support by phone and email including interventions and assistance to secure permanent accommodation throughout the week.

Our April achievements

In April we have been able to:

- Support and enable 5 Clients to move into their PERMANENT home (Clients previously in emergency COVID-19 accommodation).
- Secure benevolent grants for two Clients and assisted a third with moving, securing many household items through social media shout outs.
- Make hundreds of support & wellbeing calls to Clients.
- Welcomed our new Mental Health Case Worker who joined us on 1 May with a wealth of experience. This post is jointly funded by NHS/CCG and SHBC and is an important role with The Hope Hub.



HRH Countess of Wessex assisting with food parcels

- 3 members of Team Hope Hub took part in the 2.6 challenge. Mags (and her pooch), Helen and Paul raising collectively £1,486 (inc Gift Aid) towards our work.

www.justgiving.com/fundraising/mags-s-2-6-challenge
www.justgiving.com/fundraising/helen-s-2-6-challenge382
www.justgiving.com/fundraising/paul-s-2-6-challenge352



- Other Community Fundraising has been well supported – **THANK YOU ALL!**

www.justgiving.com/campaign/thehopehubCOVID-19Appeal

(copy and paste into your address bar if the links do not work)

The challenges of lockdown

Some complex needs Clients are finding 'lockdown' incredibly difficult to adhere to and, of course, we need to work with them differently. This is ongoing and there is a great deal of cooperation between Surrey Heath Borough Council, Surrey County Council, ourselves and other multi-agency partners as we work towards solutions for the few for which it is harder to secure/maintain accommodation.

Overall, however, our goal and aim is:

That all Clients, in emergency accommodation, will secure permanent/alternative accommodation before the end of COVID-19.

This is potentially possible as long as they engage with us throughout, and afterwards so we can help them move towards training, volunteering and/or employment.

This pandemic has shown what tremendous Community Spirit, energy, commitment and desire there is to help others and it is heartening to witness first-hand.

*Our Clients say THANK YOU to EVERYONE!
They are deeply touched that they are remembered.*

We will continue to pull together to beat COVID-19 at this important time.

Stay Well!
Mags Mercer, Chief Executive

All our fundraising events are CANCELLED, and we will be impacted by this.
IF you feel you can donate at this time, please do so at: <https://thehopehub.org.uk/donate/>

Non THH Clients can contact www.surreyheath-prepared.uk : 01276 66798 for COVID-19 support