



Working to PREVENT & END
homelessness in Surrey Heath

Hope for the Homeless – COVID-19 Update June 2020

Snapshot Update

- Emergency accommodation for Homeless extended to 26 June 2020
- New Mayor of Surrey Heath chooses to support The Hope Hub
- Volunteers' Week celebrates volunteers
- The Wisley Foundation offers exceptional support during COVID-19
- We thank the Community for its support
- Our next e-news will be out in August 2020

Emergency Accommodation Extended



Homeless people placed into emergency accommodation at the onset of the COVID-19 pandemic will remain in accommodation until 26 June.

Meanwhile, **we have supported 9 Clients in emergency accommodation** to secure a permanent home during this period.



Through 'shoutouts' on social media, a fantastic response by the local Community and Friends and benevolent funding from **The Wisley Foundation and Frimley Fuel Allotment**, we have been able to support Clients to move and provide them with furniture and essential items so they can begin to settle into their new homes.

*"I am so grateful to you all at The Hope Hub for all your help and support.
Thank you too to all the funders and people who give donations and
items to The Hope Hub for people like me."
Male client, 58 now housed.*

**#Team Hope Hub loves to see Clients settle into their homes and begin to progress.
We will work with each person for as long as they need us.**



New Mayor of Surrey Heath Borough Council chooses The Hope Hub as one of her three chosen Charities

Councillor Pat Tedder, Mayor of Surrey Heath Borough Council has chosen to support The Hope Hub as one of her three charities for 2020-2021 and wrote on 11 May 2020:

"I appreciated first-hand the amazing work you and your team had been doing last year and wanted to give you some support.

However, during this crisis, The Hope Hub have shone out like a beacon in the dark for those who so often get forgotten and your work has come to the fore and been recognised."

We are so pleased to have been chosen. This will help to raise awareness and understanding of our work across Surrey Heath.



Volunteers' Week – 1-7 June

We are celebrating our wonderful Food Parcel Packing and Delivery Team in Volunteers Week!



Thank You!

Team Hope Hub: Karen Wedderburn, Helen Manning, Vicky Heagren & Paul Heagren
NOMINATED BY
MAGS

For helping to sort, pack, and deliver 48 food parcels each week to the homeless and to unemployed people in emergency accommodation in Surrey Heath. They have been integral in allowing the Hope Hub to perform its incredibly valuable function during this pandemic, and to date they have facilitated the packing and delivering of 670 food parcels to those residents who are most vulnerable. We should all aspire to mirror Team Hope Hub's unconditional compassion.



Local MP Rt Hon Michael Gove posted his acknowledgement and thanks to #Team Hope Hub

The Wisley Foundation



With exceptional support during the COVID-19 pandemic from The Wisley Foundation, we have been able to deliver results and outcomes for our Clients.

The Hope Hub would like to thank and acknowledge the tremendous efforts of the Trustees of The Wisley Foundation and grant awards during the pandemic.

Project support includes funding to:

- Provide fresh food essentials for 48 food parcels each week.
- Source equipment we need to successfully set up home working for the frontline staff team to continue to support 180 Clients.
- Cover essential travel costs for volunteers and team deliveries.
- Fund emergency moving or placements for a short period for vulnerable Clients.
- Assist with clothing and emergency items for Clients.
- Contribute to ongoing support costs during COVID-19.

Community Support – Thank You

Community Support from local people – you are incredibly generous – thank you!

Waitrose Bagshot, Waitrose Yateley, Morrisons Fleet continue to be incredibly generous to us helping to feed the homeless in emergency accommodation – thank you!

Regular dried food donations continue from **St Johns, Hartley Wintney** – thank you!

The Falcon Pub, Rotherwick have gifted us with ‘Moving in items’ to give to Clients as we help support as many as possible into their permanent home – thank you to the Rotherwick community.

Thank you to the Southwood Community for your donations.

Thank you to many individual, groups, young people and families who have donated food, clothing and other items.

We continue to be amazed and ever thankful – as do our Clients!

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!

The Challenges of Lockdown

Some complex needs Clients continue to struggle during ‘lockdown’ we are working 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 before the emergency accommodation ends on 26 June 2020.

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

This pandemic continues to demonstrate the incredible desire there is to help those in need and your amazing Community Spirit and commitment to support us continues.

*We want to THANK YOU! Our Clients also say THANK YOU!
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

Our next e-News will cover THH ‘new normal operations’ in July-Aug timeframe.