



Working to PREVENT & END
homelessness in Surrey Heath

e-News

September – October 2020

- *A date for the diary: 23 September 2020: 10am – 4pm: NHS Drop-in HepC Testing for Surrey Heath*
- *Redecorating and preparing our CRISIS area to re-open safely – project funded by The Screwfix Foundation*
- *Food parcel preparation, collection and deliveries continue – 1,100+ to date!*
- *IT Connect project gaining momentum and 1:1 training and mentoring*
- *18 Clients housed in 6 weeks between August-Mid September*

Client Feedback

2 young men who are brothers said:

“Thanks for giving us a chance and finding us a place to live, for getting us to get stuff done which we needed to do and help and support to do this. Thanks too for all the food support in Lockdown and items we needed. We are doing well now.”

“Working here and all the support I get has changed my life.” - A Client who has engaged fully with us and is now working as our cleaner at The Hope Hub

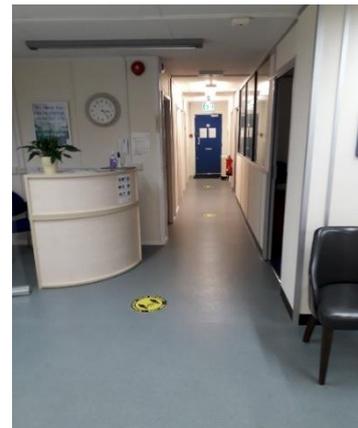
CRISIS Area

Freshly redecorated and prepared to safely allow clients into the building as soon as the ‘R’ number falls below 1.

Thanks to our incredible volunteers who have worked so hard.

What to expect:

- ✓ On entry, temperature check & contact details taken for all
- ✓ 3 Stations each at least 2 metres apart
- ✓ Queuing system outside
- ✓ All staff and volunteers will wear PPE (masks & visors), gloves are optional
- ✓ All Clients and visitors in the building will wear masks
- ✓ Meals, shower, laundry services will be available inside as soon as it is safe to do so
- ✓ Meanwhile, we continue to see Clients outside including taking meals out
- ✓ Outreach services continue on Tuesday, Wednesday and Fridays as a minimum





The Screwfix Foundation grant also allows us to paint some other areas of the building and improve our heating in the next couple of months.

Thank you!



Endeavour Landlord Project

The Hope Hub Endeavour Project began in 2019 through funding by Nationwide.



It has allowed us to fund a Case Worker and establish working partnerships with Private Sector Landlords who are willing to take unemployed and vulnerable people as Tenants.

This project is proving successful, but we need more Private Sector Landlords. Could this be you?

Please get in touch at connect@thehopehub.org.uk if you are willing to offer a tenancy to a vulnerable person
OR
if you are a private homeowner and willing to host a vulnerable person for a few nights.

*"I have high hopes for the boys.
I haven't had any problems with them and they are tidy".*
Endeavour Project Landlord

Client Feedback

"Thank you, Linda, it was nice to be able to talk and thank you for listening and your kind words uplifted me, hopefully things will get better. Thank you once again" Unemployed Client working to improve his IT skills and engaging in training and IT/CV support with Linda, our Training & Employment Coach.

"Thank you everyone at The Hope Hub. You have been amazing helping me all this time. I love my new home, and even made some net curtains myself! Thank you for the food parcels too". Previously a long term homeless Client

NHS: FREE Drop-In Hepatitis C Outreach Testing Day

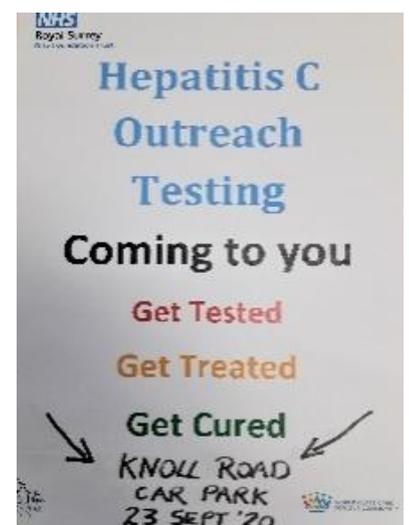
**23 September 2020 10am - 4pm
FOR ALL Surrey Heath Residents**

Knoll Road Car Park.

Refreshments also available from The Hope Hub

Working in partnership with the NHS Royal Surrey Foundation Trust a free Outreach Testing event is available for ALL residents of Surrey Heath.

Another example of how we engage with agencies to provide support across the borough and surrounding area.



Meet 2 of members of our team: Jackie, Mental Health Case Worker Linda, Training and Employment Coach (pictured l to r)

The majority of our Clients suffer from mental health issues.

Our specialist Mental Health Caseworker, Jackie, is providing much needed support to help them engage with The Hope Hub in a constructive way to ensure they have the best chance of improving their situation and moving towards independence.



Client Andrew receiving his new laptop from Linda.

Andrew personally saved half the money and we were able to secure a benevolent grant to match fund the specification needed for the industry work he specialises in.

Andrew is working hard to improve his IT skills and practice them at home safely.

Linda leads on our partnership with The Good Things Foundation as a **registered 'Learn My Way Centre' and 'Make It Click' Training modules programme**. It provides a safe, easy way to learn new skills particularly as the delivery can be either by video, question & answers, multiple choice options or written assessments. These are ideal vehicles to help our Clients upskill in a relevant way for the workplace.

Previously Head of HR, Linda has an excellent track record of supporting and coaching Clients into employment and we have had great success with Clients securing some good job roles. Anyone can access our Learn My Way and Make It Click training modules, so do refer if you know someone who would benefit from improving their IT Skills.

IT Connect Project

Our IT Connect Project is designed for Clients who are newly housed or do not have access to a computer to be able to be loaned the equipment for a period, typically 3 months.

It is going well so far.

This project is funded by Morrisons Foundation.



Corporate funding and recognition

We are so pleased to be recognised by companies both local and national as providers of hope to the vulnerable in our Community.

SC Johnson (based in Frimley) has provided funding through their CSR Programme and selected The Hope Hub as a chosen charity to support for which we are very grateful.



Johnson & Johnson Medical Devices UK/ Ireland Social Club supports us as their sponsored charity for the south of the UK by running online quizzes and activities amongst staff from across the UK and Ireland. Staff donate a small entry fee and The Hope Hub receives a donation each time. Thank you everyone who has taken part and supported our work.

Johnson & Johnson

**Thank you everyone who has and continues to support us.
We are so grateful for your support and recognition from all walks of life.
It allows us to help those in poverty.**

Please get in touch if you would like to hold an event or donate whether an individual, as part of a group or company – email connect@thehopehub.org.uk

Community Support & Encouragement

The amazing support from across the Community and individuals is fantastic - Thank you!

Each donation is unique and different but contributes towards something and allows us focus on frontline service delivery. Never has this been more important than these surreal times! We really appreciate the effort that each person contributes whether it is food, monetary donations, essential items, toiletries, furniture, household items and clothing. The fact that you want to recognise our work in this way is a fantastic encouragement to our committed team AND our Clients.

With your help, we are continuing to make a difference to peoples' lives.

- Individuals – We are so grateful to you all
- HomeCare Removals and Denis O'Hanlon helping to deliver furniture and white goods to recently housed Clients
- Our local supermarkets Waitrose Bagshot and Waitrose Yateley Morrisons, Fleet
- Regular food donations continue from St John's, Hartley Wintney
- Pine Ridge Ladies Circle Golf Section selected The Hope Hub as its sponsored charity for 2020 and raised £900 at their recent charity gold day. Brilliant!

*Do stay in touch and keep well.
Thank you for caring about those on the fringes of society.*

Mags Mercer, Chief Executive

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

