



Working to PREVENT & END
homelessness in Surrey Heath

e-News

November – December 2020

- *Meet our frontline case workers*
- *Read our updated statistics about those we have supported*
- *Learn about our plans for Christmas*
- *Thank you to everyone who is supporting us*

Meet 3 of our Frontline Case Workers



Helen, Kim and Jackie (L to R) together with Karen have been working hard to support our clients throughout the Coronavirus pandemic. We have adapted our working practices according to the government guidelines always striving to maintain the safety of staff, volunteers and our Clients.

Their effort, commitment and contribution through these difficult times is acknowledged and valued by our Trustees, myself and particularly our Clients.

“Thank you for the food and home starter pack and we would be delighted to help when you need us”

A newly housed couple rebuilding their lives now offer to volunteer with THH

“I have never known what it was like to have so much support - I felt like an island before, all alone”.

A homeless client who was really struggling in all areas, but now engaging well

“So grateful for all the support, for the curtains you made, fantastic, you got me a bed, you are kind and caring. I feel I can be me with you. I don't know what I would have done without you. Lots of work from Helen and Karen which I really appreciate”.

A recently housed Client

The Mayor Pops In



We were delighted to receive a surprise visit from the **Mayor of Surrey Heath Cllr Pat Tedder** in October. Uplifting for all.

Our newest, previously homeless four-legged team member Willow also joined us for the photo and is settling in well.

The Statistics

Stats are not just numbers. Behind each number is a person's individual story involving worry, poverty, health (mental & physical), lost hope, isolation and much more.

The Hope Hub is open to all and we seek to give all Client's the opportunity to turn their lives around and rebuild to be the best they can be.

In the period April - September 2020, our services were accessed 4,704 times.

- **113 Clients** (Male 76: Female 37 of which BAME: 12: 6 Male, 6 Female)
- **923 1:1's with Clients** (face to face or over the phone due to COVID-19)
- **Outreach across the Borough: 155 times** (to provide direct support to homeless people - food, clothing, encourage access to our services)
- **41 People were supported into accommodation** and 3 people have been re-connected with family/local area
- **Secured 14 different benevolent grants for vulnerable people** who would not otherwise be able to pay their rent deposit/rent
- **Provided 31 specialist debt management sessions** for vulnerable Clients (typically with debts greater than 5K and limited/no income at the beginning of engagement with us)
- **17 Clients have secured employment** through our Employment Support Services in the period
- Our **Employment Support Services were accessed 221 times** in Q2 after lockdown by 60 Clients
- During October, we **supported an ex-military into supported accommodation** for 1 year to help him adjust and move towards independent living who is doing well
- In September alone we **supported 9 people into safe secure accommodation and 8 more into employment and 1 into volunteering**
- During September, **11 new Clients emerged who were either now living in a car or temporarily sofa surfing** with a friend due to unemployment

With our Clients we often also help them secure furniture and even support them at a practical level with the physical move through amazing Community support.

We have witnessed a spirit of compassion throughout the pandemic and a genuine desire to help people which is heart-warming. Our plea is that there aren't many homeless people who choose it as a lifestyle; so please get behind charities like ours and help to change a life.

The Hope Hub Gazebo Has Arrived

We are pleased now to be able to use our gazebo in the park so the homeless and vulnerable can have a hot meal, cooked in our own kitchen, under cover. Thanks to Surrey Heath BC for allowing us to pitch it in the park next to The Hope Hub building.

Whilst COVID-19 restrictions continue, this new facility allows us to offer confidential 1:1 Case Worker appointments safely for all concerned. When restrictions ease, we will be using it for our outreach programme and community events!



A Client /Volunteer helps us twice a week with practical tasks and clearing leaves, weeds etc from around our building. Thank you!

Christmas 2020

The festive season will be different for us all in 2020!

If you can, please consider supporting the **Square Giving Tree** in Camberley by taking a tag from the tree and purchase a gift for a Client this Christmas AND/OR supporting our Christmas Giving Campaign – details below. Perhaps you could donate or crowdfund to get a £5 Greggs card or Primark Vouchers to give them out to vulnerable Clients who are struggling financially and can get a hot drink and something to eat at weekends/days we are not open during the winter months.



This Christmas we will be serving festive food on Friday 18 December and on Christmas Eve! We are aiming to give folk a Christmas lunch (COVID-19 dependant) and a Christmas Parcel to each Client with your help.

We will be closed from Christmas Day and re-open on Tuesday 5 January 2021. We will be working with Surrey Heath Borough Council and/or benevolent funders regarding emergency accommodation over the Christmas period when all services are closed as we have in previous years.

Christmas Giving Campaign

We have just launched our Community Christmas Giving Campaign on Just Giving. Look out for details on Social Media, our Website and mails. www.justgiving.com/campaign/THHChristmas2020

Local Community Supporters

We would like to say a personal THANK YOU this time to ALL the COMMUNITY!

You are amazing and show how much you care with the support you give us. From dropping off yummy cakes for the team and Clients to clothes, toiletries, food donations and/or money – we are forever grateful to you all.

- **Yateley Manor School** donated their abundant harvest festival gifts to us through Surrey Heath. Perfect timing as stocks were going down fast! THANK YOU parents, pupils & teachers for your kindness.
- **Sue King** has been holding Car Boot and Table Top sales in 2020 for us – Thank You!
- **Kian Cormier**, a Collingwood College pupil, supplied visors that he had made himself during the first lockdown and then donated £450 to us through the successful visor sales. Fabulous achievement and great to see his efforts were recognised by the England Football Team! Thank you.
- All at **St John's Church in Hartley Witney** for your regular donations of food items.
- The **Falcon Pub in Rotherwick** – Whose customers have donated a second delivery of household items to help with our new home starter packs.
- **Pine Ridge Golf Club** – Following on from the great event and donation made by the Ladies Circle, a second charity golf day was held by the Men and Ladies sections raising an additional £525 for The Hope Hub – Thank you so much!
- **To the couple** who donated many items for our home starter packs – These items are being used by our newly housed Clients.
- Thank you to the **lovely Surrey Heath lady** who baked these amazing cakes for our Clients and staff team. They really were delicious!



CO-OP Local Community Fund selects The Hope Hub for 2nd year running!

The Hope Hub has been chosen to be part of the Co-op Local Community Fund for the second year running, operating for 12 months from October 2020.

Here's how you can generate the funds for us:

For every Co-op own-brand product purchased, 5% goes to Co-op themselves and 1% is donated to their local chosen cause.

Please visit the website and choose to support us.

<https://membership.coop.co.uk/causes/47270> OR join at your local store.

We are formally linked to the Co-op in Old Dean and Co-op Funeralcare in Camberley. You don't have to shop at these addresses so just sign up and nominate The Hope Hub and we will receive a donation each time you shop. [Thank you Co-op for selecting us for local support.](#)



RED CROSS REFERRAL PARTNER

The Hope Hub is delighted to be a referral partner with the British Red Cross for Clients with NRPF (no recourse to public funds).



Without support from charities like us, these people are often destitute. We do all we can to intervene for them, provide food, clothing, emergency items, vouchers (when we have them), a phone and benevolent accommodation or host home where we can.

This is a welcome addition to the help we can provide for the homeless, vulnerable and people affected by issues of poverty.

If you know of anyone who could benefit from this help, please get in touch.

As a busy, focussed frontline registered charity, we stand for those on the fringes of society, struggling with life. As your local charity, we ask you to support us as we remain determined to support the vulnerable, those affected by homelessness issues and poverty in our community.

For more information about us, please visit www.thehopehub.org.uk
You can keep in touch through our social media pages, our website or just give us a call.
Thank you.

May your Christmas be peaceful, reflective and full of hope for the future.

*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

