



Working to PREVENT & END  
homelessness in Surrey Heath

## e-News Spring 2021

### Welcome to our Spring Newsletter!

As always, life is quite hectic at The Hope Hub as we do our best to help and support everyone who needs our services. In January, we moved to working in 'staff/volunteer bubbles' continuing to open twice a week to meet Clients (outside our building with PPE) providing food parcels, hot food, clothing, PPE and emergency items and face to face 1:1 support to find accommodation and employment.

Intensive work and intervention support continues behind the scenes for everyone including online meetings and training throughout the week.

### Here's a snapshot of our past year in numbers (FY20-21)

Remaining open throughout the pandemic, we have been purposefully agile supporting:

- 216 Clients between the ages of 18 – 81
- Services Accessed: 9,733 times – that's up by 3,000 on the previous year!
- Average 45 times per person
- Client Visits to THH (Covid): 943
- Held 5,801 1:1 meetings/online support sessions with Clients
- Served 1,578 Meals/refreshments
- Sourced, packed and supplied 1,114 food parcels
- Supported 91 people into accommodation
- Secured 33 benevolent grants for vulnerable people
- Outreached across the Borough 365 times to support people in need
- Supported 29 people into employment
- Mentored 63 Course Completers in IT / Digital Upskilling and training
- Introduced a new IT Connect Project for housed Clients

**At this point, the dedicated staff and volunteer team(s) should be acknowledged and credited with a job 'incredibly well done' in what has been a very challenging and demanding year!**



## Meet our latest Team Members

*We are delighted to introduce our latest team members to our team who join us at an exciting time in the continued development of The Hope Hub.*

**Nick Daykin** joins as Head of Operations, a newly created role in response to the demand and range of our services. Nick is responsible for our Client services and our forthcoming emergency accommodation project – more in our Summer Newsletter on this exciting partnership development.

**Carly Mair** joins in a speciality role of Mental Health Caseworker focussing on supporting people to improve their individual health and wellbeing and helping each person make positive progress. Many of our Clients suffer with mild to severe anxiety and more serious levels of mental health. Carly works with the Case Worker team to provide specialist focused support to Clients with multiple disadvantage / high needs.

**Helen Robinshaw** is appointed as Project Officer. Her role is to support the Chief Executive in the preparation of grant funding applications and delivery of specific projects to enhance our offer to our homeless and vulnerable people and the wider community.



Nick Daykin  
Head of Operations



Carly Mair  
Mental Health Case Worker



Helen Robinshaw  
Project Officer

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## Service User Caroline shares her story...



Caroline had been rough sleeping and sofa surfing for a period.

She heard about The Hope Hub and asked for support.

She showed a real desire to get her life back on track and engaged throughout. Her Case Worker enthused about her desire to progress.

We were able to secure a benevolent grant to fund her rent deposit and 1<sup>st</sup> months' rent and she was assisted to move just after Christmas (pictured L).



Next step, was to successfully support her into employment and help her manage on a budget and continue with debt repayments. She couldn't afford the bus fare to get to work so we did a "shout out" for a bicycle. Thank you to the donor and the response amongst the local community. We collected a fabulous bike for her from a lady in Sunningdale and Caroline is pictured here (R) and would like to express her gratitude to her benefactor.

Caroline now cycles every day, gets to/from work in an eco-friendly and cost effective way and is beginning to love life!

## ODCoG : Old Dean Community Group & St Martin's Church

The Old Dean Community Group together with St Martin's Church provide a free food stall every Sunday and we were very pleased to be invited for a couple of weeks to take part in March. Members of our team attended and handed out free food, a range of toiletries, hats, gloves, and support with advice on request.



We look forward to working more regularly with ODCoG and from St Martin's Church as lockdown eases. We are able to do this vital outreach because of the support we receive.

## Thank You!

Community

Statutory

Funders

Donors  
Businesses

Supporters

Volunteers

Churches

Whether you have rocked up with cakes or biscuits to give away, donated items, helped someone move, donated vouchers, given what you can financially or are a business, group, funder or statutory organisation that has partnered with us and supported our work during 'COVID YEAR' (FY20-21) – we are immensely grateful.

You have energised us to keep going above and beyond to support those who are struggling and enabled us to extend our service offerings at a critical time of crisis.

**We want to THANK YOU!**

## As we begin our 4<sup>th</sup> year, we are delighted to introduce a brand new Digital Lifeline project:

Partnership project to reduce isolation and train vulnerable adults in digital skills. Our first project of the year being successfully delivered with regular online support and upskilling.

*One vulnerable person on the project says,*

*"I just love working with The Hope Hub. They make me feel valued and I have learnt so much. Thank you."*



## Coming soon...

A new and extended range of **Living Well workshops** thanks to funding from Community Foundation for Surrey and NHS/CCG Innovation Fund.

**These fantastic range of workshops are for anyone in the Community who needs them and will include:**

- Affordable Cookery Courses – Cooking healthy meals on a budget, a food parcel and more.
- Employment Hub – WEDNESDAYS: Drop In: Help with job applications and CVs
- Understand your Tenancy Agreement
- Healthy Living Options
- Money Management
- Feel Well Workshops – Wellbeing and mental health awareness, anger awareness
- IT Workshops from beginner to improver and certificated courses
- Monthly Activities including Arts & Crafts & more

## Like to make a difference in the Community? – Come & join us!

### Bank Case/Service Delivery Workers

The primary focus of this role is client facing, often on a 1:1 basis to support individuals who are homeless, at risk of homelessness and/or need intervention assistance. These roles are to cover for holidays/sickness so we can maintain our service levels all year round. [WE ARE HIRING - BANK CASE/SERVICE DELIVERY WORKERS - The Hope Hub](#)

### Finance Officer

A mixed role combining bookkeeping and fund monitoring and reporting working with the Chief Executive. Follow the link [WE ARE HIRING - FINANCE OFFICER - The Hope Hub](#) to see the Job Description and download an application form.



**Heatherside Community** generously donated scrummy **Easter Eggs** bringing some chocolate heaven to our Clients.

Thank you for caring for the vulnerable and homeless and especially to Ben and Mel at The Wheatsheaf who organised the donation.

## Future Fundraising Events



If you fancy a jog or run, do get involved with the **TWILIGHT RUNWAY CHALLENGE on 11 September at 6pm**. We are chuffed to be an official charity partner and encourage you all to sign up and nominate **The Hope Hub** as your chosen cause. **We need YOU!** Individuals, families, company teams or group of friends; this is your opportunity to make a difference by walking, toddling, running or cycling along Blackbushe Airport Runway. Do Join us!

Sign up here. [www.twilightchallenge.co.uk](http://www.twilightchallenge.co.uk)

### WEYBROOK PARK GOLF CLUB EVENT

Our much awaited postponed 1<sup>st</sup> official Golf Day will finally take place at Weybrook Park Golf Club, Basingstoke on 15<sup>th</sup> September. Teams of four mixed or single gender welcome. Please contact us for details and an application form. [connect@thehopehub.org.uk](mailto:connect@thehopehub.org.uk)



As a busy, focussed, frontline registered charity, we stand for those on the fringes of society struggling with life and are often a voice for the voiceless. As your local registered charity, we ask you to continue to support our work. We remain determined to support the vulnerable, those affected by homelessness and poverty in our community. For more information, please visit [www.thehopehub.org.uk](http://www.thehopehub.org.uk) where you can also find details on how to donate to support our work.

Mags Mercer, Chief Executive

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