



Working to PREVENT & END homelessness in Surrey Heath

e-News

Spring 2022

Team Hope Hub work acknowledged

We were delighted to receive a certificate of appreciation from the Mayor of Surrey Heath in recognition of our work throughout the COVID19 crisis. The certificate was received by CEO Mags Mercer and Camilla Spicer, Service Delivery Manager on behalf of The Hope Hub team who ALL worked tirelessly to support the vulnerable in our community at a time of great concern for all together with an amazing cohort of volunteers.



And we opened (officially!)

Emergency Accommodation Service (EAS) official opening in April 2022

We were delighted once again to meet The Mayor of Surrey Heath, Cllr Sarah Jane Croke joined by Cllr Shaun Garrett and Cllr Trefor Hogg at the official opening of the EAS on 19 April. A short speech and the ribbon cutting by The Mayor of Surrey Heath after which refreshments were enjoyed in the garden and kitchen.



The EAS became operational in January 2022 and provides up to 6 tenants with short term emergency accommodation in a pleasant environment. During the day, the tenants engage at The Hope Hub day services and are assisted to secure universal credit, housing benefit, digital skills, training, volunteering opportunities and access to employment/mentoring. It is wonderful to have a day and 7-day emergency accommodation service (by referral only) and we are delighted to be partnering with Surrey Heath Borough Council for the long term to deliver this important service to people who need it.

Meet The EAS Team

We have a dedicated team (led by Tristan with Karley, Fatou, and Marlana working at the EAS with cover workers:



Like to join us?

We are looking for salaried evening staff, cover staff and volunteers to work at the EAS. For details, please send an email to: connect@thehopehub.org.uk

A year in numbers

Another intense and busy year has flown by as we wrap up the stats! Some dizzy numbers follow behind which is a real person with a real need and a real story...

In the 12-month period, April 2021 to March 2022, team Hope Hub:

Supported 225 Service Users (SU's) of which 111 were new:

- 225 Service Users: Male 140 Female 84 BAME 37 Transgender 1 Aged: 18 – 77 years
- Services Accessed: 10,108 times - Average 45 times per person
- Service user visits to THH (Covid): 1,086 Served: 1,706 Meals/refreshments
- 1:1 Support: 5,905 times
- Sourced and packed food parcels and meal provision: 2,583
- Supported 70 of 102 people of No Fixed Abode into safe accommodation
- Re-connected to their area/family: 5
- Outreached 585 times across the Borough
- Mentored 95 Learners with 245 Course Completers on IT / Digital Upskilling and training
- Supported 21 people into employment
- >60% of people we support are suffering with Mental Health in varying degrees/diagnosis with 1,010 specific mental health interventions with GP/NHS/hospital/social worker/specialists
- Delivered 25 Affordable Cooking workshops from THH, the Park and St Martin's Church, Old Dean

Our Service Users tell us:

"It's really scary when you have no roof over your head, no job and don't know what to do. All of you at The Hope Hub have been so kind and helped me change my life around. Now I can look forward again with hope". *Male, 40's working with our frontline Case Workers.*

"At last. I have got my 1st ever qualification – Yay! Thank you, Hope Hub. You're the best. Now I can get a job!" *Female, 30's working with our Training & Employment Coach.*

Changing Futures – new partnership with Surrey County Council

Surrey County Council has partnered with a number of charities and voluntary organisations like us, to deliver an assertive outreach programme for people with multiple disadvantages over the next 2 years.

They will be funding two full time (job share/part time welcomed) positions to work from The Hope Hub to deliver this key programme. More details on this national programme funded by Department for Levelling up Housing and Communities can be found here: [Changing Futures - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

We welcome our first Assertive Outreach Worker Jane below and invite applications for these posts – [Work at the Hope Hub - The Hope Hub](#)



We are delighted to welcome Jane Peachment as an Assertive Outreach Worker. This role specialises in supporting people with multiple disadvantages and poor mental health. Over 60% of people we support are suffering with poor mental health of varying degrees/diagnosis.

Did you know?

Changing Futures also includes a Lived Experience project, and this is already underway with our valued Service Users.

The Year Ahead

Living Well Workshops continue to be developed, improved and held at The Hope Hub and/or online. Courses developed are service user driven and we welcome you helping shape our Services Pathway. New timetable available for:

- Understand your Tenancy Agreement
- Healthy Living Options
- Money Management & Budgeting Courses
- Feel Well Workshops – Wellbeing and mental health awareness, anger awareness.
- IT Workshops from beginner to improver and certificated courses.
- Monthly Activities including Arts & Crafts – and more.



You can refer yourself or someone you know. Just get in touch – connect@thehopehub.org.uk



Thank you to **The Wisley Foundation and Community Foundation for Surrey** (CFS) who are funding us to deliver our popular Affordable Cookery courses. CFS are also funding our budgeting courses. We are immensely grateful to both funders.

How you can support our work

The work of The Hope Hub is only partly funded by statutory bodies. We need to raise a considerable amount of funds to ensure we can continue to deliver our much needed and appreciated services pathway throughout the year. We understand it is a difficult time for everyone now but please consider donating to The Hope Hub. There are too many people affected by poverty and homelessness, including those at risk of homelessness. Your donation will help us to achieve our goal of preventing and ending homelessness in our community. To find out how you can donate please see our donate page on our website by clicking:

[Donate - The Hope Hub](#)

Gift Aid

If you are a taxpayer, we can claim 25p on each one pound you donate. It's a huge benefit to us. You can apply Gift Aid to all donations by using this form: [TTH-Charity-Gift-Aid-Declaration-Aug-2021.pdf \(thehopehub.org.uk\)](#) Thank you.

Fantastic Community Support

Once again members of our area community have been so supportive of our work. The response to the many shout-outs on Facebook has been tremendous. THANK YOU. If you haven't already, please look at and like our FB page. [The Hope Hub Surrey Heath | Facebook](#)



Sainsbury's Camberley shoppers have been so generous with their donations. Thank You for selecting us as your Charity for this year.

Community Events you can join in – we would love to meet you!

Golf Event

Our annual charity golf day will take place at Weybrook Park Golf Club near Basingstoke on 22 September 2022. If you would like to take part, why not join up with some of your friends/colleagues or customers to make a 4 ball and join us this year. For full details please email connect@thehopehub.org.uk.



Twilight Runway Challenge : 17 September 2022

Ever wanted to run, walk, cycle, scoot or toddle along a real runway? Then please sign up as a Hope Hub supporter for this year's event. You can enter via the link below – Just ensure you register in support of The Hope Hub. [Twilight Run Challenge 2022 | Home \(twilightchallenge.co.uk\)](#)

Volunteer with The Hope Hub

We are looking for people to join us as volunteers. Tasks involve helping in the office, serving drinks and food, keeping us tidy and helping to collect prepare and deliver food parcels locally. You can also get your L2 food safety and hygiene certificate with us.

Like the idea? Then please get in touch: 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 where you can also find details on how to donate to support our work.

Thank you.

Mags Mercer, Chief Executive

www.thehopehub.org.uk;

<https://www.facebook.com/thehopehubsurreyheath/>

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