



Volunteer Forum

20th January 2026



Agenda

Welcome

Winter Campaign

Warm Hub Activities

Safeguarding Award

Safeguarding Certificates

Kitchen Upgrade

Upcoming Events

H = Holistic
O = Open to all
P = Person centred
E = Empowering



**Please Support our
Winter Giving Campaign**

Help us provide practical gifts, food and warmth this winter to the homeless and people in poverty

CEO Update



- Winter/ Christmas Impact
- Day Services - Impact
- Kitchen Upgrade
- Safeguarding Award
- Safeguarding Certificates

The Hope Hub

'For the Relief of Poverty'

*Working to prevent & End
Homelessness in our Community*

Mags Mercer

Chief Executive

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Day Services

Period: April – December 2025

- 196 People Supported. 164 MH &/or SM 70
- 80/95 Successfully Housed. Circa 20 Sofa Surfing
- 10,587 Services Accessed : 45 times each
- 470 Outreach support - Boroughwide – Vulnerable / Homeless
- 2,366 Visits to THH Day Services
- 5,098. Meals & Refreshments (1 time count)
- 613 Food Parcels
- 162 Employment Support/CV support
- 86 Attended Training. Some attaining L1 or L2 qualifications
- 866 Living Well Workshops / Activities.
- 285 Debt Management Support.

Kitchen Update



Final measurements on
Thursday 22nd January.

Generous & Supporting
Team.

ET Fit Out : Easter 2026



Safeguarding Award

Thirtyone:Eight Safeguarding Award

Proverbs 31:8

‘Speak up for those who cannot speak for themselves, for the rights of all who are destitute.’

Well-done everyone. We passed
75% ‘Outstanding’
25% ‘Good’



We've achieved the

**Safeguarding
Standards
Award**

2025-2028



Safeguarding Training

Three new THH modules in Safeguarding

1. Your Role and Responsibility
2. Recognising Abuse
3. Responding to a Concern

For Volunteers: Slides only

For Staff: Slides and notes



Complete all 3 modules and a quiz for a THH Certificate in Safeguarding Vulnerable Adults



Winter Warm Hub Activities

- Living Well: 5 Ways, Energy Savings, Budgeting etc
- Communication Strategies: focus on English as an additional Language (EAL)
- Foods, flavours, herbs, spices and relishes.

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Camilla Spicer

Head of Service Delivery

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What's Next?



OUTREACH PROJECTS

Cookery Workshops with Free Appliances – Help appreciated for:

- Thursday 29th January, St Martin's Church, Cookery Workshop/free Air fryers
- ? Wednesday February, THH Crisis Area, Cookery Workshop/free Slow Cookers
- ? Thursday March, Camberley Baptist Church, Cookery Workshop/free Blenders



Questions – Discussion – Thoughts

What's Next?



THE HOPE HUB

- Morgan Lovell – Support for improvements at the hub and EAS 2026
- THH and Lloyds Bank Partnership National level – extending to further local support
- Silent Disco.
- Help with
- Email Gemma: Gemma.Johnston@thehopehub.org.uk Mb: 07359 532731

What's Next?



VOLUNTEER FORUMS

- Wednesday 4th March 2026 Online
- Thursday 4th June 2026 at THH

STAY IN TOUCH

- Volunteer Newsletter
- THH Website
- THH Volunteer Web Pages
- THH Social Media



The Hope Hub

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