

NewHope

PREVENTING
HOMELESSNESS.
TRANSFORMING
LIVES.

ANNUAL REVIEW 2017-18



Working Together



Chair and CEO's Welcome

The last year has seen an increase in homelessness across the nation, including in Watford: in 2017/18 we supported 499 individuals (a 10% increase on last year). As well as an increase in numbers, we are supporting more individuals with multiple disadvantages and complex needs. We are also facing the challenge of decreasing statutory funding.

How do we meet this challenge of a greater need for our services but reduced funding? Co-operation with other agencies is crucial; we successfully submitted a bid through Watford Borough Council to the Department of Communities and Local Government for funding a team to bring together mental health, addiction, benefits and housing expertise. You can read more about the Intervention Team on pages 10–11. The support of our local community has also been exceptional: The Big Imagine Sleepout raised over £50,000 and a fundraising dinner, financed by a very generous supporter, raised nearly £30,000.

We would also like to pay tribute to our wonderful staff and volunteers (whose hard work has been recognised through the Queen's Award for Voluntary Service) who so often go the extra mile.

We are acutely aware it is only thanks to the generosity of our supporters that we are able to continue to meet the growing needs of the men and women who are homeless in our town. We would therefore like to thank every single person and group who has volunteered, donated or taken part in a fundraising event.

Without you we wouldn't be here. We thank God for each one of you.

**John Ford, Chair of Trustees and
Matthew Heasman, CEO**

ROSS'S STORY

New Hope has changed my life

"I didn't know who I was anymore and had become physically ill from drinking. I didn't have a place to live and had to spend time sofa surfing. The worst thing was I wasn't able to see my children."

That's when the Intervention Team got to know me. I was supported in going to the GP and was shocked to discover my liver would soon give up, and I would be looking at a terminal diagnosis within weeks. With this my Intervention Team recovery worker set me on a reduction plan and helped me get to a point where I could go through an in-patient alcohol detox.

I am now alcohol-free and have maintained my tenancy at New Hope. I see all my children and take care of them on a regular basis.

I will always be in recovery but the help given to me by New Hope has changed my life and I'm grateful everyday. I don't think I would be here otherwise."



Accommodation

Every person staying in an accommodation service is supported by a keyworker in progressing towards independent living. Residents meet with their keyworker at least once a week to review progress, address any challenges and modify goals when appropriate.



Sanctuary Emergency Accommodation
Emergency Accommodation



Sanctuary Assessment Beds
Crisis accommodation focusing on supporting those facing homelessness for the first time



Community Home
Hostel for those with substance misuse problems who are motivated to change



New Hope House
10-bed hostel

Three move-on accommodations



Sanctuary Cluster Flats



The Manse



Alpha Court



HopeHomes

Long-term affordable rental homes for people who have been homeless and are now ready to live independently.

“We’ve noticed that a large majority of residents often have very little self-confidence when they first move in, and it is often this that gives rise to high levels of anxiety. We work to try and build up their confidence and we generally see an increase in their confidence and self-worth during the time they are here.”

SAHA Services (New Hope House, the Manse and Alpha Court) Manager

Last year we accommodated

256
individuals
through our eight accommodation services



62.5%
The positive move-on rate
at the Community Home



Occupancy rate
Emergency Accommodation 99%,
Assessment Beds 95%
Cluster Flats 93%



188
moved
into the homes of family or friends



95%
Community Home residents engaging with substance misuse support

32
moved
into supported accommodation



A second HopeHome
was purchased and will provide a further five beds to those ready for independent living but without the means to begin a private tenancy
Thanks to Mr and Mrs Barnes for their generous legacy which enabled us to buy our second HopeHome.

“I had hit rock bottom and was in a position I had never experienced before. The help I got being referred from the Haven to the Sanctuary, being assessed there, the welcome, everyone being friendly, the accommodation – I can’t fault it. **From having nothing to having something, knowing I wouldn’t be sleeping on the floor out in the cold... there should be more places like it.** I’ve been right at the bottom, and now I’m moving up.”

Spotlight on Assessment Beds

The Assessment Beds provide crisis accommodation and intensive support for those experiencing homelessness for the first time. Unlike other homelessness services, the Assessment Beds is open to those with no local connection and with no access to housing benefits, meaning that the service sees many migrants and young people at risk of rough sleeping.

With two highly trained staff providing intensive support to ensure that no one coming to the service should spend a night alone on the streets of Watford, the Assessment Beds is often at capacity, but also sees a high number of people moving into longer term accommodation with New Hope or other agencies. At least half of the residents staying in New Hope's Emergency Accommodation service (also based in the Sanctuary) have come through the Assessment Beds service.

Thank
you
to...

Alchemy
Foundation

Haramaad
Trust

February
Foundation

Garfield Weston
Foundation

thrive
homes
Community Foundation

A special
thankyou to our
generous donors who
gave nearly £30,000 at our
Cliveden fundraising dinner
to fund the Assessment Beds
and everyone who supported
our 2017 Christmas appeal,
'A Bed for the Night'.

"You can't get a proper
night's sleep on the
street. You're always
wary, always on your
guard. The Assessment
Beds gave me a bed for
the first time in a year."

Peter



153 individuals
new to rough
sleeping or at immediate
risk of homelessness were
provided with a
bed and support



26 individuals had
**no access to
benefits**
or were entitled to
less than the threshold
required to secure a
private tenancy



69 individuals
stayed at the
Assessment Beds who
**had no connection
to the area**
and would otherwise
have had no access to
support services



73% of individuals
moved into
**more secure
accommodation**
or were reconnected
to family or friends

"This was the place
that helped me get
back on my feet and
sort my head out
when I needed it."

Tom



Support



Rough Sleeping Prevention Service

Engages with people who are homeless and enables them to access the support they need



Intervention Team

Partnership with CAB, HYH and CGL



24-7 emergency homelessness helpline



Tenancy Sustainment Team (TST)

Support for those renting after a period of homelessness to enable them to keep their tenancy

Last year
New Hope supported

423
people

through our three support services:
the Rough Sleeping
Prevention Service,
the Intervention Team and the
Tenancy Sustainment
Team.

“The work done and support given [by the Intervention Team] has helped me to regain control of my life, substance misuse, mental health and emotional stability. I owe so much to all for their excellent level of support.”



727

phone calls

Received by our emergency homelessness helpline April 2017– March 2018



337

individuals

supported at the Rough Sleeping Prevention Service (a 35% increase on last year)

“We have also found an increasing number of those who find themselves on the streets have complex needs including mental health issues, learning difficulties and substance abuse.”

RSPS Manager

The most common reasons for people facing homelessness are:



19%

Evicted

from either private tenancies or from their own home – a testament to the rising cost of living in the Watford area



17%

had previously been staying with family or friends



21%

had lost their homes as a result of Family Breakdown

No One Turned Away

SWEP – a national initiative which sees local authorities offering additional emergency beds for people sleeping rough in periods of severe weather.

18
occasions

39
people helped

7

individuals moved on from the streets to access suitable alternative accommodation

“TST helps me to feel like I’m not alone. They answer my questions and listen in my moments of stress.”



Spotlight on The Intervention Team

In response to the increasing number of those we seek to help who face not only homelessness but also mental health and addiction-related issues, we submitted and were successful with a bid through Watford Borough Council to the Department of Communities and Local Government for funding a team to bring together mental health, addiction, benefits and housing expertise to work with those sleeping rough.

“The Intervention Team and New Hope has changed my life and I’m grateful everyday, I truly say I don’t think I would be here otherwise”

Ross



The team led by New Hope in partnership with the Citizens Advice Bureau, Herts Young Homeless and Change Grow Live has been working very effectively over the past year.



The team has got alongside

103

individuals,



helping 86 of those to address their issues.



The funding for this service runs until March 2019 and we will be working hard to ensure that this critical partnership continues after that date.

intervention
team

10

10

11



Development

We encourage service users to develop their skills, grow in confidence and access training.



Community Market Garden

Enables service users to benefit from ecotherapy whilst developing their skills and confidence



HopeCollege

Enables service users to access local training opportunities and to gain skills and qualifications



Last year, we enabled

53

people to move towards a point of being able to live independently through opportunities for development at our **Community Market Garden**



We held **two** successful **Community Market Garden open days**



“New Hope helped me cope with my anxiety and depression and gave me the confidence to get my life back. Thank you to the staff of New Hope for always being there and having someone to talk to at all times out in the garden.”



HopeCollege, an online resource covering a wide variety of development opportunities, received some funding to allow us to expand this service. We're excited about the plans for 2018/19 which include training in food hygiene, PAT testing, coaching sessions and a refreshed website.

www.hopecollege.org.uk



3 regular workshops

ran at the garden: Art Club, poetry sessions and bricklaying.

Thank you

to the Paradigm Foundation, the Gannett Foundation and Derby Road Baptist Church for your generous grants to HopeCollege!

11

other sessions were run at different times throughout the year: Getting Out, Getting Active (with Groundworks), Mindfulness (with Herts Mind), Encounter Animals (with Sweet Tree Farming for All), UP-cycling (with Watford Women's Centre Plus), yoga, jam-making, chutney-making, couch to 5k, Djembe drumming, drama and fireside cooking.



Spotlight on Sprouting out

Sprouting Out, a 16-week course at the Community Market Garden, offered something for everyone – from learning new skills to providing a calm and relaxing space to switch off from day to day struggles. Run in conjunction with Groundwork East, this engaging and educational course helped develop confidence and increase wellbeing.

Cooking a healthy and well-balanced meal on a minimal budget was a regular feature and participants enjoyed learning how to grow many of the ingredients.

Each participant showed real commitment to healthy eating, developing their culinary skills and taking pride in the range of dishes they had created – for some this included trying ingredients and meals they would normally avoid and found that they actually really enjoyed them.

Fresh, colourful, and most importantly, affordable pizzas were cooked in the Community Market Garden's very own clay oven. 'Loads of flavour' and 'best way to cook your pizza' were some of the comments heard as everyone tucked into their lunch.



The fruits of the garden and meals created formed the foundations of poetry sessions and artwork. A regular attendee of the course wrote this wonderful poem to celebrate his experiences:

**"Food, simple, delicious, so very healthy,
Lovingly prepared, no matter we're not wealthy.
Made with a gentle touch which bears no cost,
The ingredients mixed, no essence lost.
Sitting down, enjoying the taste,
The love mixed in, not going to waste.
Our appetites appeased, each mouthful savoured,
The fruits of our labour,
A meal wonderfully flavoured."**



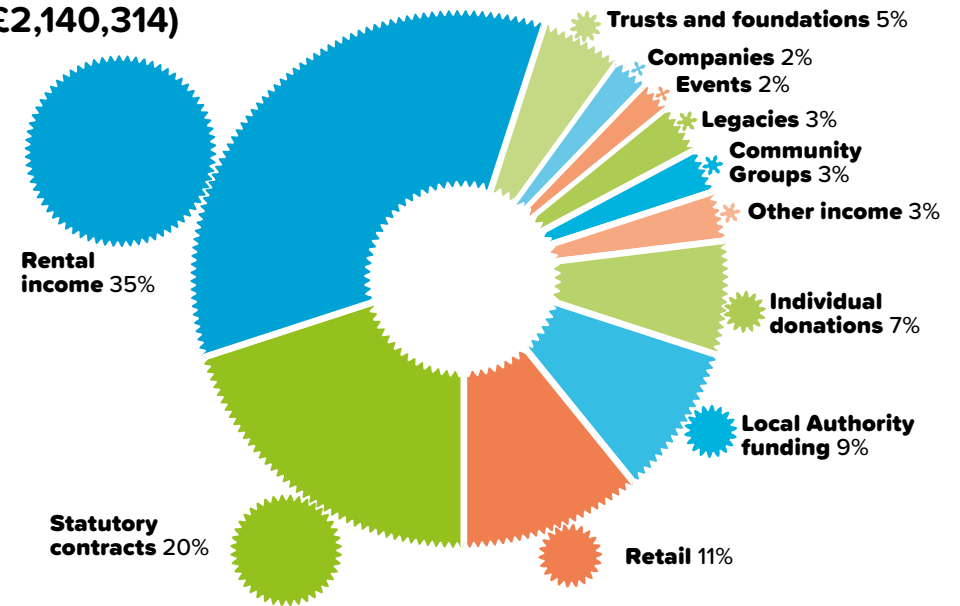
Finance

New Hope is only able to have the impact it does because of our relationships with partners. We are pleased to work in partnership with Hertfordshire County Council, Watford Borough Council and Three Rivers District Council. We also work in partnership with the Salvation Army Housing Association, Places for People, Herts Young Homeless, CGL Spectrum and Citizens Advice.

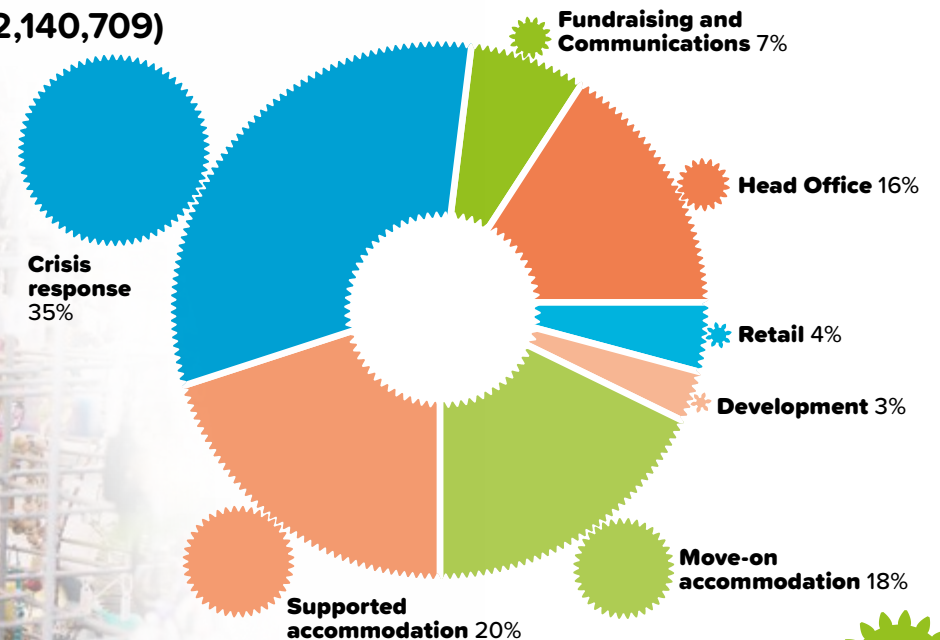


Thank you to everyone who has given financially to New Hope – councils, faith groups, companies, community groups, schools and Friends of New Hope. A special thanks to all who took part in The Big Imagine Sleepout as well as our loyal shop customers both in Watford and Croxley Green.

Income (£2,140,314)



Expenditure (£2,140,709)



Your donations

Crisis Response
£687,222



We are so grateful for every gift and we work hard to ensure your generous and sacrificial donations are spent wisely and effectively. Every donation is received with thanks and enables New Hope to prevent homelessness and transform lives. This pie chart demonstrates where your money goes, including support to those in immediate crisis, development opportunities and accommodation for those in recovery from substance misuse.

Supported Accommodation
£430,533



34p

21p

16p

7p

3p

19p



**Move-on
Accommodation**
£387,815

**Fundraising and
Communications**
£136,519

Development
£67,851

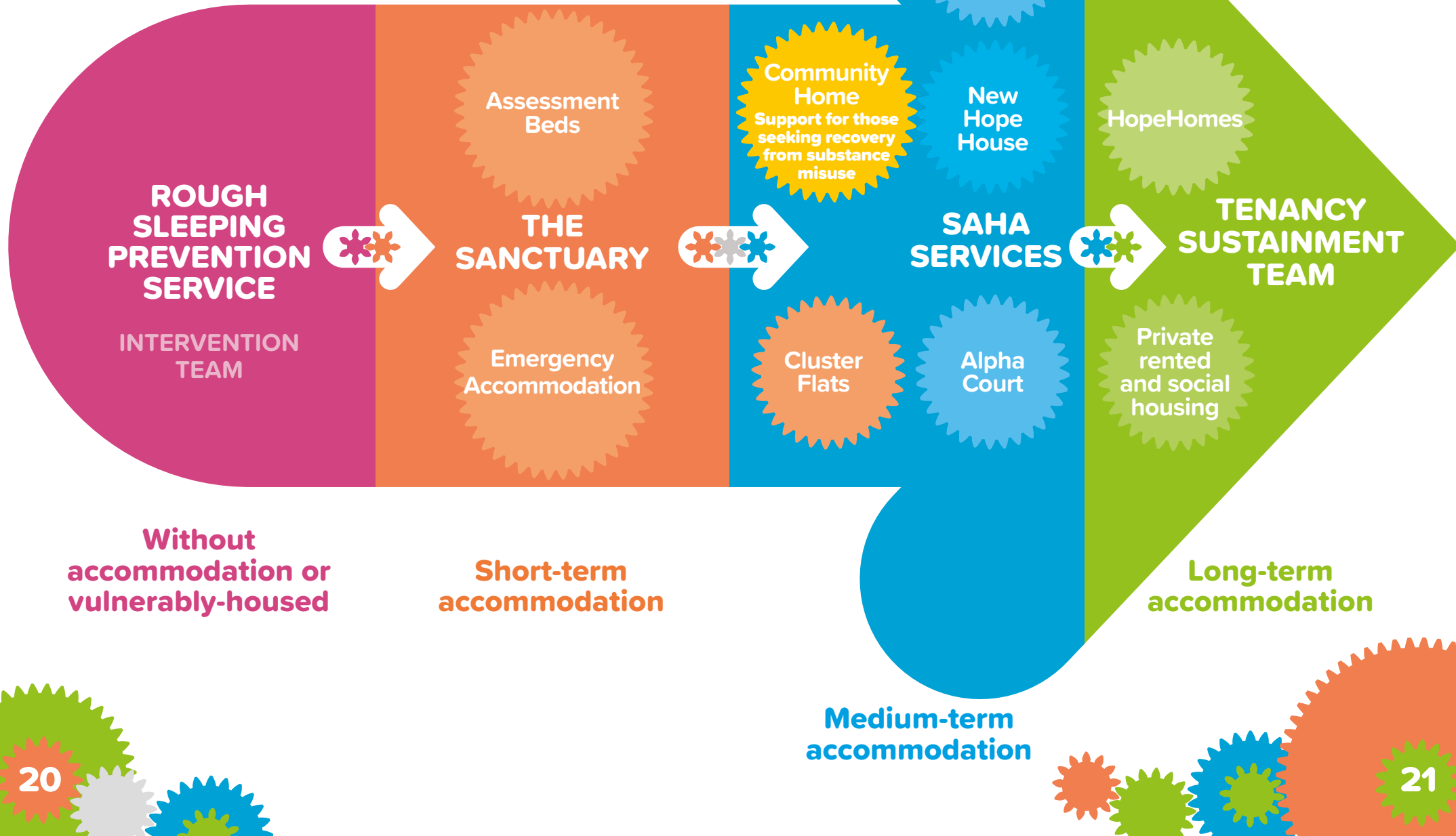
Central Management
£337,769

£1

18

19

Service User Journey



Thank you

We simply would not exist without the generosity of our funders, and we are so grateful to everyone who has supported us financially, either by making a donation or fundraising for us. A few have given us an exceptional level of support (typically £1,000 or more) and, unless they have asked to remain anonymous, we would like to say a special thank you to the following:

Faith Groups, Community Groups and Schools

Beechen Grove Baptist Church	Our Lady and St Michael's Church, Garston
Bushey Academy	Soul Survivor Watford
Bushey Baptist Church	St Andrew's Church, Chorleywood
Cathedral and Abbey Church of St Alban	St Helen's Church, Garston
Christ Church Chorleywood	St James Road Baptist Church
Christ First	St Luke's Church, Bricket Wood
Derby Road Baptist Church	St Luke's Church, Watford
Emmanuel Church, Northwood	St Mary's Parish Church, Watford
Mill End Baptist Church	Watford FC CSE Trust
National Citizens Service	Wellspring Church
Northwood Lions Club	West Watford Golfing Society

Charitable Trusts and Foundations

Alchemy Foundation	Maureen Behrman Charitable Trust
Beatrice Laing Trust	Morrisons Foundation
British Humane Society	Paradigm Foundation
February Foundation	Pat Newman Memorial Trust
Gannett Foundation	Richard Platt's Relief-In-Need Charity
Garfield Weston Foundation	Rutherford Charitable Trust
Gloag Foundation	Swire Charitable Foundation
Grant Foundation	Talismann Charitable Trust
Groundworks UK	Thrive Homes Community Grants
Haramead Trust	Trinity Ministries Charitable Trust
Jackdaw Charitable Trust	
Jandsford Trust	

Local Authorities

Hertfordshire
County Council
Watford Borough
Council

New Hope

Companies

Costco Wholesale UK Ltd	NL Properties
Fullerians RFC	Northwood HQ
Hilton Worldwide	Ocado
Howdens Joinery Co.	Pret a Manger
Imagine Property Group	Scala Finance
Mapeley	Storm IT
Mondelez	The Grove Hotel
My Local News	The Pearly White Club



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