

NewHope

PREVENTING HOMELESSNESS.  
TRANSFORMING LIVES.

Light  
in the  
darkness

IMPACT  
REPORT  
2023



# New Hope IMPACT RE Welcome

**With inflation remaining stubbornly high, cost-of-living challenges are continuing to hit the most vulnerable hardest. This has translated into rising numbers of those facing homelessness around the country. In Watford, the increase in bedspaces and the tireless work of our staff, and staff from other local organisations, has so far moderated the increase in the number of those forced to sleep on the street. With higher interest rates likely to hit an increasing number of people as fixed rate mortgages and other debt rolls off, it's difficult to see the pressures doing anything but increasing over the next year.**

Within New Hope we have continued to evolve and refine the organisation to meet the needs of the community we seek to serve. Changes, initiated as part of our strategic review in 2022, are bearing fruit.

Last year we talked about the formation of the Recovery Service in our New Hope House building in Queens Road; the setting up of Cultivate, our horticultural therapy service, and the recruitment of a chaplain. Earlier this year the Recovery Service held an open morning that was attended by stakeholders, service users and trustees that showcased the

wonderful work they are doing. It was so encouraging to see all three services working together in such a powerful way and to hear feedback from both service users about the powerful impact of the work and from stakeholders who were so impressed by the passion and professionalism of our staff.

Our work at the Haven continues to be outstanding as does that of our Tenancy Sustainment Team and our Outreach Team. The staff at the Sanctuary Emergency Accommodation in many ways face the most challenging work as they meet people often at their lowest ebb and because

# PORT 2023

Light in the darkness

the building they work in is increasingly tired. For a number of years, we have planned and advocated for a new service that would bring together our emergency accommodation and inter-agency support work in a new building. Momentum was stalled during the pandemic but is now picking up steam. Our Fundraising and Communications Team, who present our work so effectively, is preparing the ground to raise the funds for what would be a critical service for many years.

New Hope is blessed with a hugely committed team of staff and volunteers and we give

thanks for them. We want to particularly mention Polly Odbert, the manager of our Watford shop, who lost her husband this year. Polly is a wonderful inspiration to staff, volunteers, customers and visitors alike and we give thanks for her. We are also very aware that we couldn't do our work without the generous financial support of statutory and private funders and want to give you our heartfelt thanks. Finally, we give thanks to God for his steadfast love as we seek to prevent homelessness and transform lives.

**John Ford Chair**  
**Matthew Heasman CEO**



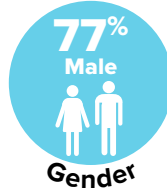
# IMPACT RE

## Who we helped

This year, we supported 449 individuals. In addition, there were 1,005 calls to our 24/7 emergency helpline. The 449 beneficiaries included: builders, chefs, drivers, IT professionals, and people who had worked in pubs, retail, social care and warehouses.



**449**  
people  
received  
support



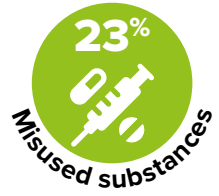
# PORT 2023

Light in the darkness

## Reason for homelessness



## Support needs



# New Hope IMPACT RE Intervention

## 24-7 emergency homelessness helpline

only dedicated homelessness phone service in the Watford area



- 1,005 phone calls

## Outreach Plus

Finding and engaging with people who are rough sleeping in Watford and providing immediate emergency accommodation.

- 30 individuals were provided with a safe space to sleep and support to move on.
- 24 individuals moved on positively from Outreach Plus beds
- A severely entrenched rough sleeper chose to come into our accommodation two days before Christmas. The Outreach Team had been working with the individual for many months (although this person had been sleeping rough for years in many different towns) and remains in our accommodation six months later.
- 64 different people with a total of 1,063 nights were supported through the provision of additional accommodation in the winter (December 2022 to March 2023)
- 29 of these people moved on positively (to New Hope's Emergency Accommodation, One YMCA, or reconnection with family).



# PORT 2023

## Light in the darkness

### The Haven

Providing expert advice in finding accommodation as well as humanitarian aid, including food, showers, clothes, laundry facilities and sleeping bags.

**The Haven supported 224 individuals including 146 people who had never used New Hope services before.**

- Developed a partnership with HSBC so service users could access a bank account
- Hope at the Haven – an open day to celebrate 25 years since the Haven was officially opened
- Hosted visits from staff from the Department of Levelling Up, Housing and Communities and two ministerial visits
- Organised with CGL a visit from a mobile Blood Borne Virus testing facility
- Developed relationships with donors, including many corporate groups who volunteered



- Workshops in conjunction with Cultivate, including The Amazing World of Plants and Animals, Community Connections, and Wellbeing Day
- New Hope's chaplain regularly visited to play music and engage with service users



# IMPACT RE

## Intervention

### Jan's Story

**Jan first came to the Haven in May 2022. He was at the time living on a boat with no utilities, it merely provided a roof over his head.**

Jan had become homeless after his partner had passed away which greatly impacted him. His mental and physical health had rapidly declined and he had started drinking excessively and taking drugs. He also felt that he was unjustly judged because of his tattooed appearance which also was contributing to his sense of hopelessness. Jan, however, had taken steps himself to overcome his addictions and had also started seeing a psychiatrist which he was self-funding using his Universal Credit payments. His desire was to find more suitable accommodation and start living a healthier life.

The Haven started to engage with Jan, encouraging him in his recovery and discussing his possible accommodation options. He was initially overwhelmed by the care he received, at one

time becoming emotional when someone had taken the trouble to fold his laundry!

Cultivate supported Jan as well, encouraging him with his skills, particularly in the area of bike mechanics and signposting him to the Watford Cycle Hub. Jan felt the Recovery Services would not suit him as he had at this point managed to overcome his addictions, and so he eventually moved into one of our HopeHomes (accommodation for people ready to live independently) in August 2022. He visited the Haven to thank staff for their kindness and support – the Haven staff, equally pleased, congratulated him.



# PORT 2023

## Light in the darkness

Throughout September 2022, Jan was visited regularly by the Tenancy Sustainment Team and Cultivate. He was given help in furnishing his new home and provided with food boxes and

encouraged along the way until he was settled. He took full responsibility for his new accommodation keeping it clean and also working hard in the garden.

Fast forward to March 2023, Jan continues to thrive. He has been attending college gaining new qualifications and has just completed the 'Growing for Life' horticultural therapy programme with Cultivate. He is happy and comfortable in his accommodation and looks forward to a brighter future.



### STOP PRESS!

Jan has now left HopeHomes and is living in his own flat working full-time!

# IMPACT RE

## Recovery Services

### The Sanctuary Emergency Accommodation

is often the first step off the street for people and provides a literal sanctuary for people when they are at their most broken and have lost hope. The service users accessing Emergency Accommodation continue to be the most vulnerable and the most complex. Emergency Accommodation has 22 bedrooms.

- 85 different individuals were supported
- Four people moved into Housing First properties
- One person was reconnected to Portugal
- Five residents with restricted eligibility to public funds were supported
- The Cultivate team were involved in making the Sanctuary building a Psychologically Informed Environment by bringing in plants and furnishings to make the building feel more homely and safer.

Thank you to W3RT for providing fitness equipment for New Hope House and the Sanctuary!

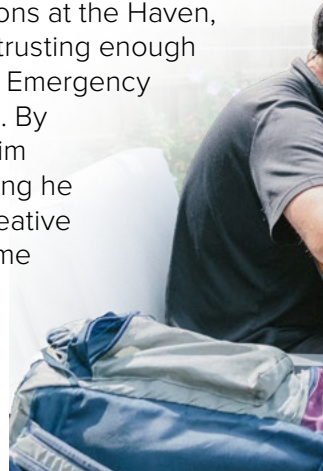
“I’m so grateful to everyone who got me here, I need the help and they believe in me. Without the managers of the Sanctuary and the Recovery services, I’d be dead.”

### Cultivate

provides horticultural therapy, creative arts, wellbeing sessions, and visits to places in the local area.

- Over 400 service specific sessions were held
- Supported 85 different individuals
- 19 trips took place (including Top Golf – who kindly let us attend for free), local parks, the local board games café, and the local animal rescue centre
- Cultivate enabled people to have experiences they wouldn’t normally have, to find relief from anxiety, to enjoy the restorative benefits of nature, and to discover talents they didn’t know they had
- People have felt heard and understood

Cultivate helped a gentleman who was reluctant to leave his spot in a forest where he was camping but through guitar and gardening sessions at the Haven, he felt safe and trusting enough to move into the Emergency Accommodation. By engaging with him through something he loved and his creative nature, he became open to further engagement.



# PORT 2023

## Light in the darkness

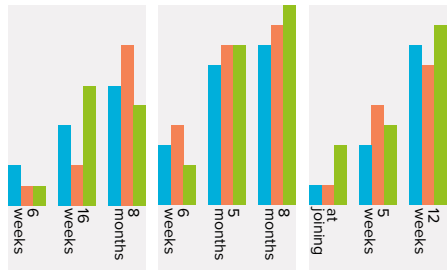
### Recovery Services Accommodation

Three homes providing accommodation for up to 18 people who are in recovery from alcohol and substance misuse

- The Recovery Services officially launched in April 2022
- Working in partnership with CGL, the team carried out safe ambulatory medically assisted alcohol detoxes. This gave residents the best opportunity to become non-alcohol dependent in a safe environment

“I can see with my own eyes the changes in the lives of the residents in their appearances, the brightness of their eyes, and the way they stand strong and tall with their achievements.”

**Vivienne, manager of the Recovery Services**



### Mental Health and Wellbeing

### Physical Health

### Recovery from Substance/Alcohol Misuse

self assessed wellbeing scores of three residents.



“Cultivate has improved New Hope’s capacity to provide continuity of relationship across the recovery journey. Our floating nature means we can move alongside people as they move from service to service.”

**Ian, Cultivate manager**

**I moved into New Hope House and began a new 28-day detox, to calm and to come to terms with where I was at.**

I got support from the Cultivate team and began a 'Growing for Life' horticultural therapy course which helped me realise that I had been suppressing my creative side for almost two decades. I really connected with creative activities, and planting out and maintaining one of New Hope House's growing beds reminded me of how much I used to enjoy gardening – watching things grow – especially with my mum. I began a mosaic project after remembering having worked on a community mosaic with my sister when we were at school and these



positive memories fed into my own ideas. With Cultivate staff and a woodworking volunteer, I put together a table from reclaimed wood and this will be the base for my mosaic project.

Cultivate is different from other keyworkers because they have time to just sit and chat to me – it's always possible to just have a conversation without having to do anything else and it helps my mental health so much just being able to talk things through. My keyworker has been so helpful too, not just with the official work but because they just don't take any nonsense from me, they'll see straight past my humour, get down to the core and support me with my issues. My work with a coach who meets with me here once a week has been invaluable too. They're really knowledgeable about getting back to college and to work and giving me the things I need to help myself get there. They taught me to evaluate and look at my behaviours, ways of thinking and feelings differently, making really challenging things seem easy and manageable. With all the people I've worked with

# PORT 2023

## Light in the darkness

here, we've built trust together. I feel like they have my back.

At the moment I'm doing some therapy to come to terms with and process past challenges with the encouragement of my key workers. I'm finding it really helpful and I'm really glad I have the

**“Cultivate... have time to just sit and chat to me... – it helps my mental health so much just being able to talk things through.”**

safe space of New Hope to come back to. I want to be able to move out from here when I'm ready and into my own place with the support of New Hope - a place

I can call home. I'd like to make contact with my children again. I need to be sober for a year and I think this is right for me so that I can be the best version of dad. It's really important that they see me as all right now and that I'm there for them.

When I'm ready, I want to work for a residential rehab, helping other people who have walked in similar shoes to me – addiction and homelessness. I'm working on my CV so that I can do some voluntary work to help me back into the swing of things. I want to help people, support the 'whole' of each person – good times and bad, and I think I could add real value to the field.



# New Hope IMPACT RE Prevention



**Tenancy Sustainment Team** provides support to people who are renting after a period of homelessness.

**HopeHomes** are two long-term affordable shared-homes for people who have been homeless and are now ready to live independently.

- Staff member who was seconded from Herts Young Homeless transitioned to become a New Hope employee, focusing on mental health and people with complex needs
- Funds from Project Home and the government's Household Support Funds enabled us to provide essential items, including furniture, food, and money for energy bills, for people, alleviating their immediate financial stress
- Supported five people with complex needs in the Three Rivers District Council Next Steps

“All my furniture is beautiful and I am thankful for all the help from TST.”

Accommodation Programme scheme and took on an additional five in January 20-23 in the Rough Sleeper Accommodation Programme scheme (both schemes follow the Housing First model)

- Another successful year managing the Temporary Accommodation schemes with partner agencies, Three Rivers District Council and Watford Community Housing
- 119 people and family units were supported by the Tenancy Sustainment Team
- 10 people were supported in the Three Rivers complex needs programme.
- 38 individuals and family units were supported in Three Rivers temporary accommodation

# PORT 2023

Light in the darkness

- 11 people lived at our two HopeHomes
- There were two positive move-ons from HopeHome residents to social housing
- Five HopeHomes residents were in employment and three were in education or training

“I would not have coped with children’s services and my social worker if it was not for my support worker’s help and support.”



“Life seems a lot easier but I still lack confidence. Thank you for all the help.”



# New Hope IMPACT RE Prevention

## From Fear to Freedom Emma's Story

**Emma came to New Hope for tenancy support as she, with her child, had recently moved into temporary accommodation.**

She had arrears with the council and other debts. Emma received support from the Tenancy Sustainment Team to arrange repayment and to access benefits. She had regular meetings with Children's Services and her support worker often spoke with them on her behalf. Progress was being made in managing her tenancy when an accident left her with broken bones, leading to a disability that may last for a number of years.

When Emma left hospital, she had limited mobility and her home was no longer suitable so TST regularly communicated with the council housing team to find something more appropriate. At the same time, arrangements began to secure temporary foster care for her child as Emma was unable to care for her. During this difficult time, Emma struggled with

her mental health and developed issues with substance misuse.

Eventually a ground floor flat was offered, but it was unfurnished so TST made arrangements for a cooker to be installed and helped with the payments of bills. Thankfully, during this time a mobility scooter was donated to New Hope's charity shop in Watford which was perfect for Emma!

"It's amazing I have freedom and have already done shopping on my own. I'm next gonna try a bus journey, then a meeting for recovery and hopefully I can become who I was before the accident. I knew the fear of going out alone on crutches was holding me back"

Emma worked closely with TST team in accessing a local solicitor to help with Children's Services in order to reunite her with her child. Her support worker

“It's amazing I have freedom and have already done shopping on my own.”



# PORT 2023

Light in the darkness



regularly joined in with meetings and was there to make sure that Emma understood everything. Emma received support with her substance misuse and TST advocated on her behalf to ensure that she was not misrepresented. Her support worker attended court with her and had numerous conversations with social workers to accurately show Emma's character, demonstrate the support she receives, and the progress she has made towards providing a home for her child.



“ We are always trying to give Emma her own voice instead of her being known for her past. ”

TST Mental Health  
Outreach Worker

# New Hope IMPACT RE Chaplaincy

Sarah, our chaplain, started in February 2022. Funded through the Benefact Trust and other specific donations, Sarah works part-time offering emotional and spiritual support to service users, volunteers, and staff. Sarah developed and built up the chaplaincy over the year through leading regular worship and prayer sessions in New Hope House, the Sanctuary, the Haven and the Watford charity shop. Many people have commented how much they enjoy these times. Sarah also offered wellbeing sessions and workshops in conjunction with Cultivate, often focused around music. This has enabled conversation to flow and deeper relationships to be built. Five residents at New Hope House asked to receive weekly Bible passages via text message and some staff members are meeting the chaplain monthly to talk and pray through personal issues.

● Sarah supported 103 different service users with a total of 659 contacts



# PORT 2023

## Light in the darkness

“ Spending time with people through laughter, chatting, praying and worshipping has enabled relationships to be built across the services, both with the staff, volunteers and the service users. There is a trust with people and I find people do open up with me and with Peter (volunteer chaplain who started at the end of the year). Many people have expressed their gratitude for the way we show consistent kindness and love even when people have relapsed. We provide a safe space for people to discharge negative emotions and be listened to. ”



# IMPACT RE

## 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, as well as those who have given gifts in kind such as food. A few have given us an exceptional level of support and we would like to say a special thank you to the following:

### Trusts and foundations

29th May 1961 Charitable Trust

Arnold Clark

Barratt Developments

Benefact Trust

B&Q Foundation

Cathedral  
and Abbey  
Church of St  
Alban

Dewan  
Foundation

D'Oyly Carte  
Charitable  
Trust

Frank Litchfield  
Trust

Goods for Good

Hertfordshire  
Community Foundation

Jandsford Charitable Trust

Maurice and Hilda Laing Charitable  
Trust

Neighbourly Foundation

Pat Newman Memorial Trust

Richard Platt's Relief-In-Need Charity

Rutherford Charitable Trust

Shanly Foundation

Shroder Charitable Trust

The Albert Hunt Trust

The Champniss Foundation

The Jaspar Foundation

The John Apthorp Charity

The Joseph Rank Trust

The Souter Charitable  
Trust

Watford Foodbank



### Faith groups, community groups, and schools

A Heart For Abbots Langley

Ark Community Church

Bograts Explorer Scouts

Christ Church Chorleywood

Derby Road Baptist Church

Eastbury Church

Emmaus, St Albans

Grace Altar Mission International

Sandy Lodge Golf Club

St Andrew's Church Chorleywood

# PORT 2023

Light in the darkness

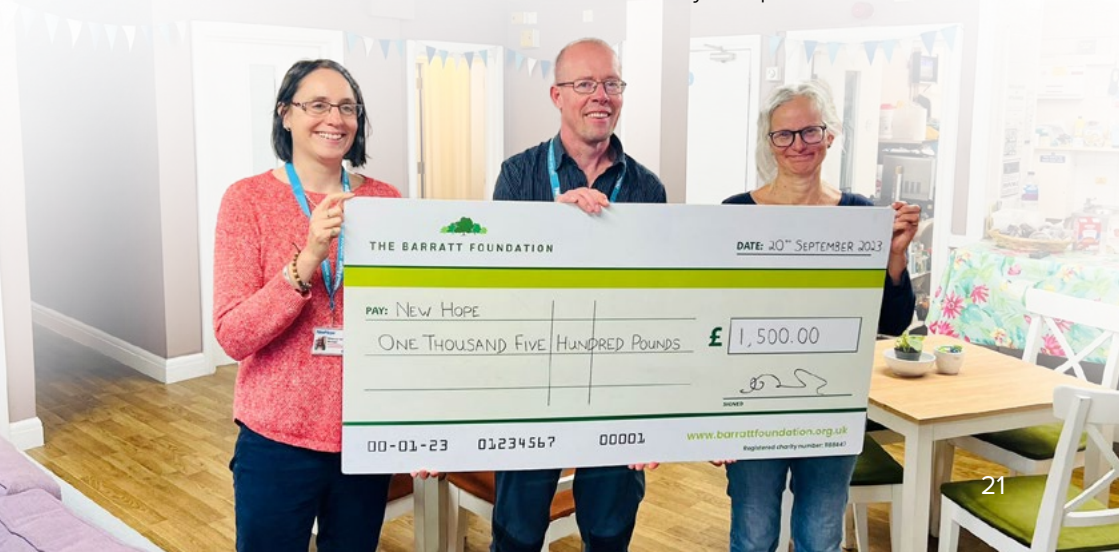
St Luke's Church Bricket Wood  
St Luke's Church Watford  
St Mary's Church Watford  
The Rotary Club, Watford  
The Watford Catenian Association  
Watford and Bushey Bridge Club  
Watford Lions  
Wellspring Church  
West Watford Golfing Society

## Companies

BAM Construction Ltd  
Brewers Decorator Centre  
Costco Watford  
Greggs, Watford  
InSinkErator  
International Craft (Wholesale)  
J P Hildreth Ltd  
Kilnbridge  
Lidl, Watford  
Lucketts of Watford  
Ocado  
34SP.com  
Warner Bros Studios  
Watford Community Housing



62 people regularly volunteered at New Hope this year with the majority of these serving in our two charity shops.



# New Hope IMPACT RE Accounts

INCOME →



**Statutory contracts and grants**  
£755,347  
**30.4%**

**Donations and legacies**  
£604,960  
**24.3%**

**£2,484,343**

**Other income**  
£50,390  
**2%**

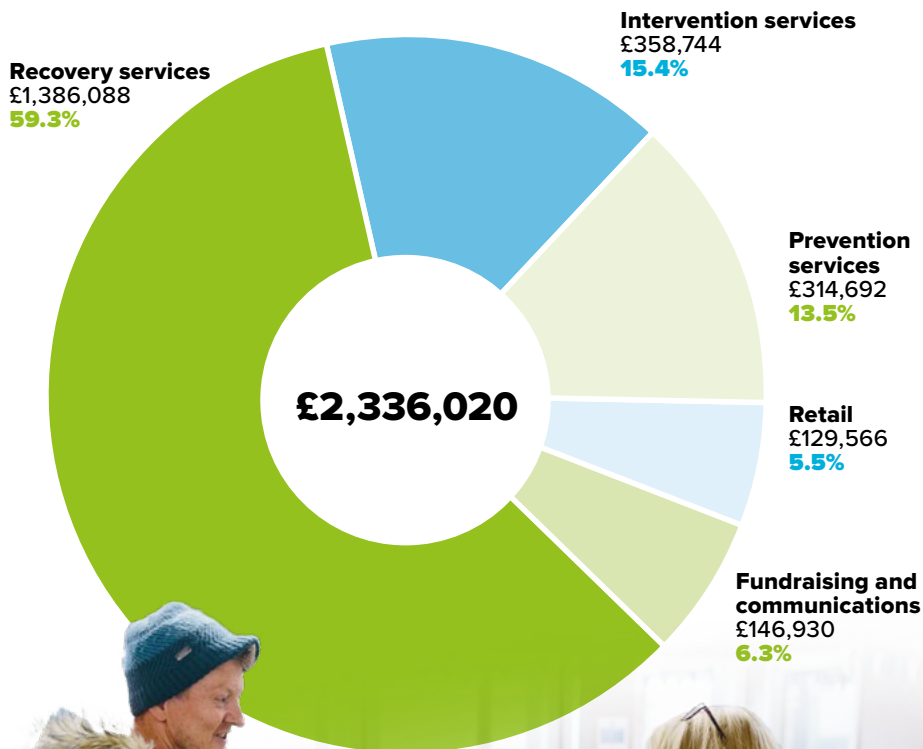
**Retail income**  
£256,501  
**10.3%**

**Rental Income**  
£817,145  
**32.9%**

# PORT 2023

Light in the darkness

## EXPENDITURE




# Service User Journey


To achieve our aims and objectives, New Hope provides the following services:



 **New Hope**  
67 Queens Road, Watford,  
Herts, WD17 2QN

 **Call** 01923 210 680

 **Email** [info@newhope.org.uk](mailto:info@newhope.org.uk)

 **Web** [newhope.org.uk](http://newhope.org.uk)

 **FOLLOW US ON X**  
[x.com/NewHopeHQ](https://x.com/NewHopeHQ)

 **FOLLOW US ON INSTAGRAM**  
[instagram.com/NewHopeHQ](https://www.instagram.com/NewHopeHQ)

 **LIKE US ON FACEBOOK**  
[facebook.com/NewHopeHQ](https://www.facebook.com/NewHopeHQ)

 **WATCH US ON YOUTUBE**  
[youtube.com/NewHopeHomelessness](https://www.youtube.com/NewHopeHomelessness)