

# A Bed Instead

“There were only two other possibilities in the position I was in – prison or death.”

**INSIDE** FIND OUT HOW YOU CAN HELP  
SOMEONE ESCAPE ROUGH SLEEPING.

**Remarkably, 2020 will mark the thirtieth anniversary of New Hope's work with people experiencing homelessness in the Watford area. Each year we prayerfully choose a theme for the year. The theme selected for 2020 is 'Rebuild Restore Renew' – inspired by these words found in Isaiah 61:4**

**"They will rebuild the ancient ruins and restore the places long devastated, they will renew the ruined cities that have been devastated for generations."**

Our work is all about rebuilding, restoring and renewing people's lives. We have written a special prayer for the year and invite you to pray it with us through the coming year. Here it is:

**God of tender mercies – may you gently re-build all that has been broken.**

**Risen Christ – may you bring restoration through your resurrection power.**

**Spirit of renewal – may you fill us afresh with your joy, hope and love.**

New Hope exists to help create hope and a future for people who have experienced homelessness. Each day we have the privilege of helping people take steps forward on their journeys of recovery. We see people move on from homelessness into their own accommodation, set free from addictions and thriving in employment. Over the last 30 years literally thousands of lives have been transformed through

the work of New Hope and for this we give thanks. Yet, there is more to do and the needs of people experiencing homelessness, particularly rough sleeping, are becoming increasingly complex.

As you may know, New Hope is at the very early stages of planning to build a

RENEW



RESTORE

new centre in Watford. Called 'The Hub', this new service will incorporate a variety of support services, such as healthcare, housing advice, mental health, substance misuse, probation, as well as emergency accommodation.

It is planned that this new provision will combine the services currently delivered at the

REBUILT

ORE

Sanctuary and the Haven within a purpose-built new building. Many

conversations have been taking place and step-by-step we are making progress towards this goal. It feels fitting in this thirtieth anniversary year that, as we reflect on the birth of New Hope with 'The Coaches' in 1990, we are also

planning carefully and prayerfully to best provide for the needs of people experiencing homelessness in the years to come.

Watford's Winter Shelter will once again be in operation from 1st December, a partnership between New Hope, Watford Borough Council and One YMCA. Without a doubt, this service will save lives this winter. Running until 31st March, the Watford Winter Shelter will provide up to 15 people with a safe place to sleep. We simply couldn't run this vital emergency service without the support of dozens of volunteers.

I look forward to hopefully seeing many of you at our thirtieth birthday celebration, featuring praise, prayer and worship, at 7.30pm on Monday 23rd March at St Mary's Church in Watford. Dr Tim Robson, one of our co-founders, will be sharing some of his memories. Refreshments will be served after the service and I do hope you can join us for what promises to be a very special event.

Thank you again for your prayerful and practical support and encouragement as together we help people's lives to be rebuilt, restored and renewed.

Best wishes,

Matthew

**Matthew Heasman**  
CEO



# A Bed

# Instead

On a typical cold and damp winter morning, it is not uncommon to pass the signs of street homelessness on the commute to work through Watford. Sleeping bags and blankets, soaked and discarded can be seen hidden behind bushes, hidden like many of those rough sleeping in our town.

Often, in conversation with residents of our services, we're told that it is best to sleep during the day, out of sight and out of mind as it's safer to not be noticed. But being hidden does not mean that the issue isn't there.

Throughout the year, the Assessment Beds service will be full, seeing many individuals receive accommodation and support away from the unpredictable temperatures, damp and dangers of the street. For most of the people who come to us, the Assessment Beds will form the first step on the journey from street homelessness to long-term, secure accommodation.

“ It was the first time I'd had a bed, a hot shower and clean clothes in months. ”

David

Each Christmas we come to you asking for support, asking for your help to provide this essential service to those most vulnerable in our town. If you are able, please consider a donation of **£34.45** to give someone **A Bed Instead** of a night on the streets alongside dedicated support from a highly-trained member of staff. You could provide the year-round crisis accommodation to help someone to escape rough sleeping in our town.



You can give at  
[newhope.org.uk/abedinstead](https://newhope.org.uk/abedinstead)  
or send a cheque to  
**New Hope**, 67 Queens Road,  
Watford, Herts, WD17 2QN  
Please state that your gift is for  
**A Bed Instead**  
Thank you.

# David's Story



When I was at school I used to take sweets from my teacher's treat jar. Over time this obsession moved from sweets, to money, to alcohol. **Back then I just thought this is just me, who I am.** I only realised last year that I had addictive tendencies.

I'd been in and out of prison and missed the birth of my first child because I was inside. I got introduced to heroin. After I left, I stayed in hostels, on the streets, living in a car. I got onto a plan to get me off the heroin but while getting this help I started doing crack – a substitute.


I met someone new who changed my life – I stopped doing drugs, I was happier and she got pregnant. I was working but on my way home I would drink but then buy more drink for the evening so, to her, it didn't look like I was drinking so much.

“ **I stayed in hostels, on the streets, living in a car** ”

Later, I met people who were doing cocaine and this led back to crack. My partner found out and I left the house, living where I could and doing whatever it took to get the drugs.

I was rough sleeping in Cassiobury Park when I realised 'I'm done with this lifestyle'. I went to the Haven and found they had an Assessment

Bed for me. **It was the first time I'd had a bed, a hot shower and clean clothes in months.** I'd gone in wearing the same clothes I'd worn every day.



I now have a room at New Hope House and am bidding for social housing. I'm nine months clean and sober and I'm making amends now. I've been to my daughter's birthday party, I'm talking to my dad again and my eldest son has made me a grandad. I've been to see my grandkids for the first time in five years.

That life of 30 years is there if I want it but I have the tools today to choose another path and today I'm free from the pain and misery of drug and alcohol addiction. **I've come from rock bottom and people are proud of me. I've got my confidence back.**

“ I've been to see my grandkids for the first time in five years. ”

## A Bed Instead

“ Just by reading my story you can see I'm Watford born and bred and **New Hope** were the only people I could turn to in the area.

With their love and support I've turned my life around. **There were only two other possibilities in the position I was in – prison or death**

**Please support as best you can, anything would be appreciated and would help.**

”  
David

You can give at [newhope.org.uk/abedinstead](http://newhope.org.uk/abedinstead) or send a cheque to **New Hope** 67 Queens Road, Watford, Herts, WD17 2QN Please state that your gift is for **A Bed Instead**



# Practical Compassion

**Josi Zane, Fundraising and Communications Officer, has enjoyed getting to know the people at New Hope's Tenancy Sustainment Team (TST) which provides support for people who have moved on into their own accommodation.**

**“A big thank you for the unconditional love and help through the years from TST – for help not only concerning me not losing my flat but other issues as well – phone calls, administration, paperwork... Thank you isn't adequate!”**



**Josi writes:**

The staff at TST strive to keep people in their own homes; this is done over tea and coffee in a welcoming and non-judgmental space, brimming with compassion.

Living in an ever-increasingly complex world of bureaucracy; essential administrative processes needed to maintain a tenancy and a modest living situation are increasingly becoming daunting obstacles to overcome. TST assist with essential life administration including finding an appropriate home, maintaining tenancies, assisting with environmental health problems, budgeting, managing gas and electric bills, job-searching and applications, and Universal Credit claims.

The team approach individuals' challenges holistically; taking time to get to know the people they support personally and building relationships of trust with them. The staff are non-judgemental in their approach and support people regardless of their personal circumstance and history.

The team are compassionate, reassuring, stabilising and encouraging forces within what are otherwise often complex and unstable stages of individuals' lives.

TST also provides practical support. They provide 'moving-in packs' for people moving into their own homes, which contain basic food items and toiletries. **The team is a safety net for those at risk of losing their home; our experienced members of staff use their expertise and experience to maintain tenancies and to ultimately break the cycle of homelessness.**



**Thank you to GS8 who have funded a fourth member of staff at TST for a year! This has strengthened the team who are currently providing support to over 50 individuals, nine of whom are living in New Hope's two HopeHomes.**

# NewHope 1990 – 2020



“The 23rd March 1990 dawned clear and bright, the perfect day for our official launch. We had asked Tim (Robson) to lead our service of dedication along with John Woodger (our local vicar) and Father Scholes from the local Catholic church. We were as excited as children at Christmas, thrilled to be able to tell everyone what God had done, proud to show off the guys’ hard work in getting the site ready and eager to open so that anyone who was homeless could come and have something to eat and drink. The site looked fantastic – unrecognisable from the day we had been given the keys. The coaches stood proudly in the centre with tables and chairs outside, lined by beautiful flowers, making the whole area welcoming and inviting.”

Janet Hosier, *Entertaining Angels*

You can see  
film footage  
from 23rd March  
1990 at  
[newhope.org.  
uk/history](http://newhope.org.uk/history)

# Celebration

**23 March 2020**

**7.30pm**

**St Mary's Church,  
Watford**



# Exhibition

**May 2020**

**Watford Museum,  
Watford**



## Pray

**30 Days of  
PRAYER**

**1 Feb – 1 March  
2020**

Sign up by emailing  
[rpalmer@newhope.org.uk](mailto:rpalmer@newhope.org.uk)



## Sleep Out



**Winter 2020**  
**Watch this space...**  
**Launch in the new year!**





**Rebecca Palmer**  
Fundraising and  
Communications  
Manager

**I recently went down to the basement at Queens Road to look through some of our archive material as part of preparing for events to mark New Hope's 30th birthday in 2020. I was thrilled to discover an early letter Janet Hosier wrote describing her first experiences of getting to know some of the men who were homeless in Watford, when she and Sheila volunteered at the Tower Club at St Mary's Church.**

“ On the night we opened the church we were humanly fearful. One chap was sniffing from a glue bag. It was frightening as this was our first experience of anyone with this addiction.

But over the next three years God exploded a lot of the pre-conceived ideas we had about alcoholics, glue sniffers and the homeless.

He showed us broken hearts, lonely people crying out for love. Little children inside grown men's bodies, with a hard shell built up over the years for protection against a hostile world. ”

When Janet, Sheila and Tim started New Hope in 1990, there were many men who were sleeping rough in the town. The charity has grown over the years – we no longer have ‘The

Coaches’ and we accommodate over 60 people every night. Yet, each day the Rough Sleeping Prevention Service is providing support to almost 50 individuals who are sleeping rough in Watford.



We are grateful for our partnership with Watford Borough Council; because of their support and with funding from the Ministry of Housing, Communities and Local Government, we have been able to extend and expand our street outreach provision. Watch out for the Street Outreach Service (SOS) in the town as they go out at different times of day and night to offer specialist support and develop long-term supportive relationships with people who are sleeping rough in Watford.



I am often asked about the best ways to help people who are begging or sleeping rough. It's difficult to know what to do and what to say, especially when your heart is moved and you feel such compassion.

**There are a number of ways you can help:**

- **Contact New Hope using the 24/7 phone number – 0300 012 0168 – so that the SOS team can offer appropriate support to the individual**
- **Use the StreetLink App (this links specialised support with people who are street homeless)**
- **If someone is in need of immediate assistance, call the police on 101 or 999**

**A former New Hope service user (who now works for New Hope) told me this:**

**“When I was sleeping rough, I used to beg and I would spend the money on alcohol and gambling. A lady gave me £50 and told me to use it to clean myself up. I bought a sandwich and then went to the bookies. It was all gone in 15 minutes.**

**“If you want to help people who are homeless in Watford, please give to New Hope rather than people on the street. It's the best way to help people in the long-term and see genuine transformation – people set free from their addictions.”**

# Gifts of



**Give a gift that changes lives – give a Gift of Hope**



New Hope's **Gifts of Hope** cards are a popular way of giving someone a present at Christmas. They are professionally-designed and include a description of the gift as well as space for you to write your own message. We can either post a card to you or to your loved one or you can order an e-voucher from our website.

## The Essentials

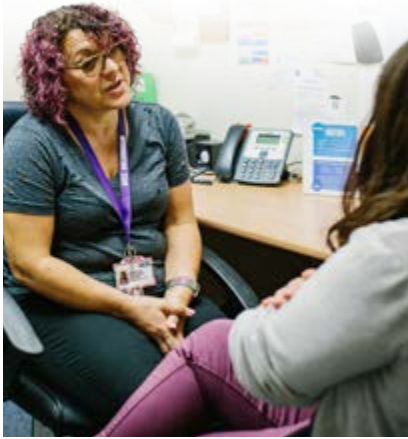


How does someone survive sleeping on the streets of Watford? It's a harsh way of life – all year round. New Hope provides essential humanitarian aid for people who are rough sleeping: hot food, showers, clean clothes (including new underwear), laundry facilities, sanitary items and sleeping bags.

**£4.98** will enable someone to receive **The Essentials** from the Rough Sleeping Prevention Service. Help give someone dignity and comfort this Christmas by providing a warm shower, fresh clothes and a decent meal.



## Time to Talk



Homelessness is often complex and approximately half of the people who come to New Hope for support need help with their mental health. Challenges may include anxiety, panic attacks, depression and post-traumatic stress disorder. We all need time to talk and New Hope's skilled and compassionate support workers, including a mental health specialist, are able to provide crucial support and help.

**£17.00** will enable someone to have **Time to Talk** with a trained support worker – a conversation which could be life-changing.

## A Bed Instead



Kicked out of home. Evicted by an unjust landlord. Fleeing abuse and violence. Suddenly, you've lost everything. You face a night on the streets. We believe the most vulnerable should always have a safe place to stay. As well as providing emergency shelter, the small staff team at New Hope's Assessment Beds service offer intensive support to help people into long-term accommodation.

**£34.45** will provide someone with **A Bed Instead** of a night on Watford's streets.



**[newhope.org.uk/gifts](https://newhope.org.uk/gifts)**

To order a Gift of Hope, please visit [newhope.org.uk/gifts](https://newhope.org.uk/gifts), give Josi or Joe a call on 01923 227 132 or pop into the Fundraising Office (upstairs in the Tim Robson Room at 67 Queens Road) between 10am and 4pm, Monday – Friday.

Please place your order by 4pm on 17 December to ensure the card arrives in time for Christmas. The downloadable e-vouchers can be purchased at any time so perfect for a last minute gift!



Watford's

Winter  
Shelter



WATFORD  
BOROUGH  
COUNCIL

@ One YMCA

## 1st December – 31st March

Opening on 1st December, the Watford Winter Shelter will provide a safe place to sleep for up to 15 people. Once again, Watford Borough Council is funding this emergency provision and the shelter will be at One YMCA in Charter Place.



**Viv Brennan**  
Street Outreach  
Service Manager

People can arrive from 9pm and can have a hot

drink and some food – Pot Noodles, Cup-a-Soup and sandwiches are popular. Some people enjoy talking while others like to go to sleep as soon as they can. The beds are simple, we provide mattresses, a duvet and a pillow but they are comfy. 'Lights out' is at 11pm. Sometimes the night is peaceful and sometimes less so!

In the morning, tea and coffee is served and microwavable porridge pots are given out. People need to leave the shelter at 7am. People are

encouraged to attend the Rough Sleeping Prevention Service at the Haven Support Centre for a hot breakfast and a shower as well as further support.

Thank you to the 50 volunteers who will be giving up their time to help run the shelter!

**“ I volunteered last year and I am again this year. I met and talked to some really interesting individuals. It was a pleasure being able to assist them and offer them some respect and dignity, even if only for a night. ”**

Laura

[www.newhope.org.uk/wintershelter](http://www.newhope.org.uk/wintershelter)

# A Compelling Love

**“If a plank of wood was placed in the windows of two opposite buildings at fourth floor level – would you leave the safety of the building you’re in and walk over the narrow, wobbly plank to the building the other side?” A question posed by Samuel Brooksworth at the Violent Crime Prevention Board’s first year anniversary.**

Few hands went up until offers of hypothetical money were added as incentive. The more money, the more hands. Not me though. Money couldn’t convince me. Then the speaker changed the terms: within seconds my hand was in the air – I would now cross the precariously-placed plank. Why? Because in the scenario my loved ones were in the opposite building, in perilous danger.

Helping rescue people from trapped situations requires us to be compelled to move – and nothing is as compelling as love. True love risks it all.

At Christmas we remember how God’s love for us compelled him to rescue us.

“For this is how much God loved the world—he gave his one and only, unique Son as a gift. So now everyone who believes in him will never perish

but experience everlasting life. God did not send his Son into the world to judge and condemn the world, but to be its Saviour and rescue it!” (John 3: 16 TPT)

There is a love that compels staff and volunteers of New Hope to reach out when someone is trapped in difficult cycles of addiction, poverty or homelessness. A love that compels many to move towards those that need help.

All of us are the recipients of a compelling love. All of us can be compelled. This Christmas as we begin to reflect on another year nearly gone and the next one around the corner – let’s prepare to risk more to show love to others.



**Rev Helen Roberts**  
Senior Leader,  
Wellspring Church



# One of a kind

The New Hope shop in Queens Road, Watford is one of a kind! Last year, the shop generated **£153,741** to help people who are experiencing homelessness in Watford. The shop has a wonderful community feel with some people coming in every day knowing they will be welcomed and valued. The team are always happy to stop for a chat and are there to pray for people if they request it.



Volunteers receive the donations



People bring in their unwanted items



Donations are sorted, priced and displayed



...and make purchases – now with cash and card!



Customers enjoy shopping



The money funds our work

Over 45  
volunteers

466  
square  
metres  
of shop  
floor

£153,741  
raised last  
year

£3.75  
million  
raised since  
1995!

Whether you are donating your unwanted items to our shops, volunteering or purchasing goods, you are helping people who are experiencing homelessness in Watford. Thank you!

# FUNDRAISING



## Busking from the Heart

On Saturday 20th July, eight local artists entertained members of the public on Watford High Street in aid of New Hope as part of our first ever busking event, **Busking from the Heart**. By coincidence, it was International Busking Day! The event raised £262.

Folk music, old ballads and gentle acoustic music were enjoyed throughout the afternoon. The strength of the New Hope community spirit was clear for all to see as staff, volunteers, current and former service users came to say hello, enjoy the live music and show their support for New Hope.

Busking from the Heart was a fantastic opportunity for New Hope to be a visible presence in Watford town centre. Thank you to everyone who helped plan the event, to those who took part and to those who supported us!



**Josi Zane** is our Fundraising and Communications Officer.

Please get in touch with Josi on [jjane@newhope.org.uk](mailto:jjane@newhope.org.uk) or **01923 227 132** if you would like to find out more about fundraising for New Hope.





# HEROES

## Top tee

Thank you to Top Golf associates who chose New Hope to be their Charity of the Year! Top Golf chefs are visiting the Sanctuary to cook dinner and play games with the residents and New Hope House and Community Home residents have enjoyed afternoons out at Top Golf. Thank you, Top Golf!



## Summertime service

Each year, we have NCS (National Citizen Service) teams organised through Watford FC CSE Trust. The 16 and 17 year-olds learn about homelessness and then get involved practically – raising awareness, fundraising and helping in the Community Market Garden.

The groups packed shoppers' bags in Sainsbury's, sold merchandise at Watford Market and handed out leaflets across the town centre. They also held collections for sleeping bags and food items.

## Maxx-imum gratitude!

TJ Maxx, whose headquarters are in Watford, has chosen to support New Hope. We are so grateful for a huge donation of £5,000 as well as new underwear and socks for people who are sleeping rough.

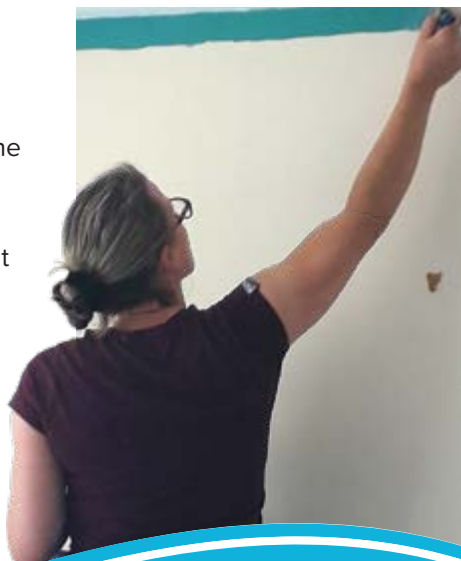


The two NCS groups raised almost £1,700 for New Hope! Well done and congratulations to all!

## Maintaining the Manse

Volunteers from Sainsbury's redecorated the Manse, one of New Hope's move-on accommodations. Residents chose the green and yellow paints which have brought a new energetic, welcoming and optimistic feel to the house.

Residents were so inspired by the transformation that they decided to begin maintaining the garden. The enthusiasm for redecoration shown by the Manse residents spread; New Hope House residents are now revamping their garden!



## MORE FUNDRAISING

### Howdens help make a home

Howdens has been incredibly generous in donating all of the units needed to refresh the kitchen at the Community Home, giving the residents a much nicer social space to prepare meals and eat together. Residents worked together to remove the worn units and strip back the walls ready for some plaster and a lick of paint.



### Anyone for coffee?

Thank you to the team from Ralph Lauren in Clarendon Road who not only volunteered in the Community Market Garden but donated an amazing coffee machine to New Hope House.



## Van-tastic donation!

In August, we were thrilled to receive a new van from West Herts Charity Trust. This vehicle will be used to help people move into their own accommodation as well as being used to collect donations.



## Harvest helps

Thank you to all the schools, churches and synagogues who supported New Hope at Harvest and Mitzvah Day by donating food, toiletries, sleeping bags, socks and underwear.

# HEROES



## Runningkind

The runners at the Cassiobury Park parkrun generously donated an incredible amount of running gear for the new Runningkind group (led by a volunteer) and the Watford shop. On most Friday mornings we are holding running taster sessions for beginners and some residents have already completed their first parkrun at Cassiobury Park!







**New Hope**

67 Queens Road, Watford,  
Herts, WD17 2QN



**Call**

01923 210 680



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info@newhope.org.uk



**Web**

newhope.org.uk



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