

Newsletter
December 2021

NewHope

PREVENTING
HOMELESSNESS.
TRANSFORMING
LIVES.

“I was soaked,
cold, hungry
and in need
of a bed.”



A

BED

FOR A NIGHT

INSIDE DISCOVER HOW YOU CAN PROVIDE A BED FOR
A NIGHT FOR SOMEONE IN DESPERATE NEED OF SHELTER.



MY HOME



MY HEALTH



MY HOPE

I wonder what picture comes to your mind with mention of the word ‘roots’? For most of us I suspect that it will be an image of the part of the plant that sits below the surface of the ground, providing the plant with stability and nourishment. The Bible contains several references to the word ‘roots’ and it was one particular passage in the book of Jeremiah (see chapter 17, verses 7 and 8) that inspired a colleague to suggest that we give the title ‘Roots’ to New Hope’s new five-year strategic plan (please contact the office if you’d like a copy).



It made sense to do this, as not only do we want to be sure that we are always faithful to our founders’ God-given mission – our ‘roots’ – but secondly, we want to help the people we work with access pleasant, permanent accommodation i.e. help them in putting down ‘roots’.

The acid test here is: ‘Is this home good enough for me?’ We want people with previous experience of homelessness to live in homes that we would be happy to live in ourselves. We’ve got a lot of work to do here but we’re really excited by the vision.

The strategy is centred on three key themes – My Home, My Health and My Hope. The ‘My’ reminds us that we’re talking about real people; people like Robert who, after several years in and out of street homelessness, was brought in during the pandemic and now has a key to a home of his own. There are many others like him. The inclusion of ‘health’ emphasises the importance of providing high quality support and interventions to address the health needs of people with previous experience of homelessness

whilst ‘hope’ signifies the importance of having purpose and meaning, not just for life but for eternity.

Thank you for your continued support and encouragement as we continue to strive together to prevent homelessness and transform lives.

Matthew

Matthew Heasman
CEO



Watch the video



Jack's Story

A BED FOR A NIGHT

"I was soaked, cold, hungry and in need of a bed."



Despite working hard and getting a good wage in the building trade when I was young, I slipped slowly into bad company. This led to excessive drinking, drugs and involvement with the police followed by jail.

I ended up homeless and sleeping rough in Watford Junction Station for some 18 months and managing to work for some of that time. It all changed when I was found by the New Hope Outreach team one wet and cold night. I was soaked, cold, hungry and in need of a bed. That meeting changed everything.

My stay in the Sanctuary was amazing. They helped me sort out my life, deal with my debts and addictions. This gave me my confidence back that I used to have so long ago.

To cap it all they helped me get a flat in Rickmansworth that I have been able to furnish with their help.

"I am now living the dream. Thank you, New Hope".

Can you give a donation today to provide a bed for a night for someone in desperate need of shelter – just like Jack was.

newhope.org.uk/abedforanight

"I am now LIVING The DREAM!"



A BED FOR A NIGHT



While navigating the crowds of a shopping centre while last minute present buying, someone may be in the doorway of an empty business making use of what cover is available. While hanging our wet coats above a hot radiator to dry off, someone will be choosing between staying damp or taking off the one piece of protective clothing they have left. While welcoming friends in to celebrate the Christmas season, someone will be asked to leave the sofa they had called home for the last few weeks. While juggling plates and pans as guests laugh and chat in between courses, someone will be choosing between a hot drink, a snack or something else to take the edge off the circumstances they find themselves in.

Over the Christmas period it can be easy to forget how different everyone's lives can be.

This Christmas, the Sanctuary Emergency Accommodation will be here, open to those without a safe place to stay, providing a room, a freshly made bed, clean clothes, hot meals and staff members determined to support people over this challenging season and throughout their time with New Hope.

Could you support someone with nowhere else to go? Someone like Jack who was 'soaked, cold, hungry and in need of a bed'?

Could you give A Bed for a Night?

If you are able, please make a donation to give people who are experiencing homelessness a bed for a night.

www.newhope.org.uk/abedforanight



£48.76 could provide a bed, a hot meal, a warm shower and intensive one-to-one support to someone about to lose their home, someone with no access to housing benefit and universal credit or someone rough sleeping.

Cheques can be made payable to New Hope and posted to New Hope, 67 Queens Road, Watford, WD17 2QN.

HIDDEN HOMELESS

Rough sleeping may be the most visible type of homelessness but there are many people across the country with no safe or permanent place to stay. Hidden homelessness is used to describe people who use short-term solutions to avoid rough sleeping and are consequently hidden from national statistics.

Being hidden homeless might mean staying with friends for as long as they will allow, sleeping in the car for days at a time, catching a few hours sleep on the tube or a bus. Maybe it's long hours for below minimum wage in exchange for sleeping at work each night or agreeing to other forms of payment with an abusive landlord. Hidden homelessness is a real and growing issue and can quickly become dangerous for people who may not even realise they are homeless.



In early 2020, Crisis reported that 71,000 people are likely to be sofa surfing on any given night and the effects of the pandemic will have likely caused a spike in hidden homelessness. For those who were already at risk of homelessness, a decrease in income or loss of job will have made stable accommodation difficult to maintain and the toll on mental health is likely to have compounded the issue. With a number of support services closed or at

capacity during the peak of the pandemic, people escaping relationship breakdowns, abusive landlords or simply left with nowhere to go had little choice but to stay with friends, sleep in their car or find any way to avoid spending a night outside.

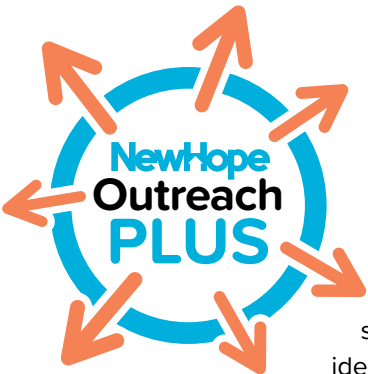
New Hope has seen a number of people with no safe space to stay – people who had lost their home through unemployment, being asked to leave by friends or family, or had been caught by lockdowns and travel bans whilst far away from home – some of whom had been staying in hotels until money ran out. Watford, thankfully, has a number of organisations committed to providing people in need with a safe space and the support they need to avoid rough sleeping.



If anyone you know is at risk of homelessness, please contact New Hope's 24/7 Emergency Helpline on 0300 012 0168

→ Rapid Response

In the first three months of 2021, thanks to the success of 'Everyone in' and funding from Homeless Link's Winter Transformation Fund – which enabled New Hope to accommodate people in hotel accommodation – there was often no one sleeping rough in Watford. Since April, the numbers of people sleeping on the streets have increased but are thankfully still low. Part of the reason for this is Watford Borough Council's new Single Homeless



New Hope's Outreach Plus is the first stage on the pathway. People who are new to rough sleeping are quickly identified by our street outreach team who respond

rapidly, which can include helping someone to access a bed at the Sanctuary's Emergency Accommodation. Each month, individuals successfully move on from the Emergency Accommodation to the next stage in the pathway; this could be to a different New Hope accommodation service, such as the Community Home or New Hope House, to sheltered accommodation, the private rented sector, One YMCA, Grow, or Housing First.



Rebecca Palmer, New Hope's Fundraising and Communications Manager, recently spent a

couple of hours one Thursday night on street outreach.

“ We headed out at 10pm on a very cold night with clear skies and a bright moon. There was a definite chill in the air and the temperature had dropped significantly. Taking torches to light our way and rucksacks full of food, drink, and warm clothes, we headed out. The next two hours were spent walking around Cassiobury Park and the town centre, looking for people who were sleeping rough in places where we know people often bed down – generally areas which are hidden.

We found two separate individuals, lying on the hard ground in sleeping bags but not yet asleep. One of whom was glad to take a rucksack and said he would visit the Haven in the morning for a cooked breakfast and a cup of tea; the other did not want a rucksack but did ask for help with accommodation – thankfully, a bed was found for her at the Sanctuary Emergency Accommodation for the following night. ”

Outreach Plus is funded by the Department for Levelling Up, Housing & Communities (DLUHC) and tendered through Watford Borough Council.

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



Imagine sleeping on the streets of Watford. It's a harsh way of life – all year round. New Hope provides 'The Essentials' for people who are sleeping rough in the town: hot food, showers, clean clothes, laundry facilities, sanitary items, and sleeping bags.

£4.98 can provide someone with 'The Essentials' from the Haven. Help give someone dignity and comfort by providing a warm shower, fresh clothes, and a healthy meal.

SPACE TO GROW



New Hope's new horticultural therapy service, Cultivate, supports people in their recovery from mental health difficulties and substance addiction. Alongside horticultural therapy, we run a repair café, a women's group, creative arts sessions, and practical projects.

£20.00 can provide a Cultivate session for one individual – a session that will improve wellbeing.

A BED FOR A NIGHT



Kicked out of home. Evicted without warning by a landlord. Fleeing violence and abuse. Suddenly alone, facing a night on the streets. At New Hope, the most vulnerable have a place to stay.

£48.76 could provide 'A Bed for a Night' along with clean clothes, hot meals, and intensive one-to-one support to someone who is soaked, cold, hungry and in need of a bed.



To order a Gift of Hope, please visit newhope.org.uk/gifts

To order a Gift of Hope, please visit newhope.org.uk/gifts, give Hilary 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 2pm, 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!



Life-changing IMPACT

I was sofa-surfing for many years and used to go to The Haven for food. They really helped me out.

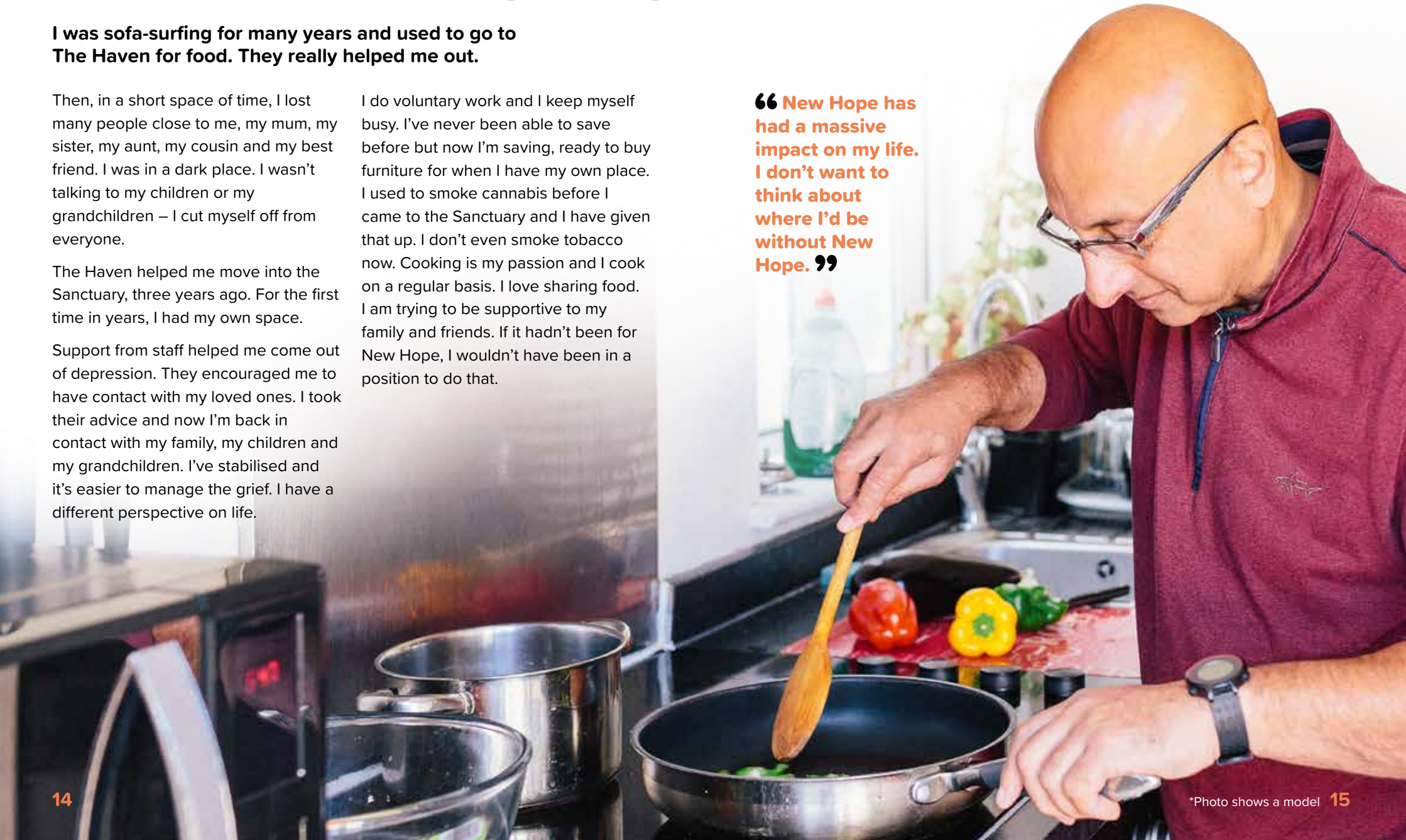
Then, in a short space of time, I lost many people close to me, my mum, my sister, my aunt, my cousin and my best friend. I was in a dark place. I wasn't talking to my children or my grandchildren – I cut myself off from everyone.

The Haven helped me move into the Sanctuary, three years ago. For the first time in years, I had my own space.

Support from staff helped me come out of depression. They encouraged me to have contact with my loved ones. I took their advice and now I'm back in contact with my family, my children and my grandchildren. I've stabilised and it's easier to manage the grief. I have a different perspective on life.

I do voluntary work and I keep myself busy. I've never been able to save before but now I'm saving, ready to buy furniture for when I have my own place. I used to smoke cannabis before I came to the Sanctuary and I have given that up. I don't even smoke tobacco now. Cooking is my passion and I cook on a regular basis. I love sharing food. I am trying to be supportive to my family and friends. If it hadn't been for New Hope, I wouldn't have been in a position to do that.

“ New Hope has had a massive impact on my life. I don't want to think about where I'd be without New Hope. ”



Christmas HOPE

RECIPE: take 'We wish you a Merry Christmas', add 'Hark, the herald angels sing', pour in 'O little town of Bethlehem', and mix. These ingredients are available at every supermarket – over their public address.

Christmas itself is as mixed up as a Christmas pudding.

If we have been fortunate, our memories of Christmas are good. But we may also have darker memories mixed in, which taste more like 'bah humbug'.

What else is in the mix?

'We wish you a merry Christmas' is a demand for figgy pudding. But this demand has a bitter taste – because Christmas is about giving with love, rather than demanding.

'Hark, the herald angels sing' contains traces of peace on earth, and of reconciliation with God through the birth of Jesus; gifts indeed!

'O little town of Bethlehem' includes the hopes and fears of all the years.

There's my favourite ingredient in the Christmas mix: hope. Not a tasteless mushy sort of hope but a sure and certain hope that sustains us.

Hope is a key ingredient. We in Watford are blessed to have New Hope, who offer hope for a new life to people who feel hope-less, as a gift with God's love. Which is actually Christmas in a nutshell.



May your Christmas and 2022 be truly blessed and hope-full

Rev'd Ian Pankhurst, vicar of St Andrew's, Watford..

ANNUAL REVIEW 2020–2021 ON THE FRONTLINE

The Annual Review will be published in early 2022. Here's a sneak preview:

541  541 people received support from New Hope

Intervention Services

929  929 calls to our 24/7 emergency helpline

195  195 people supported by the Rough Sleeping Prevention Service with a new case of homelessness

75  75 individuals supported by the Street Outreach Service



Recovery Services

61  61 individuals accommodated in Sanctuary Emergency Accommodation

7  7 people positively moved on from The Manse and New Hope House to long-term accommodation.

51  51 people engaged in activities run by the Community Market Garden staff



Prevention Services

100  100 individuals received support from TST

11  11 people lived at the two HopeHomes



Thank you to all our Unsung



I cannot believe how fast this year has gone! It's not long till Christmas now – I hope you are busy getting ready with all your presents, especially toys. Don't forget the two New Hope shops always have lovely items!

I know I say this all the time but it is true! Volunteers are at the heart of New Hope. I recently heard Dr Tim Robson, one of the co-founders of New Hope, explain how New

Hope started over 30 years ago with volunteers who wanted to do something to help people sleeping rough in Watford. Today, we have over 100 volunteers with the same motivation and each and every one brings a unique contribution to New Hope. I believe everyone's time is so valuable and whether you come in every day, every week, or as and when needed, I want to say a massive thank you to everyone.

I wish you all a happy Christmas!

Ekta x

Ekta is going to be taking on extra HR responsibilities so will be handing over the volunteer co-ordination and administration to a new member of staff shortly. Ekta has done an amazing job of looking after the New Hope volunteers during the last two difficult years.

**If you are interested in volunteering,
please visit newhope.org.uk/volunteer**

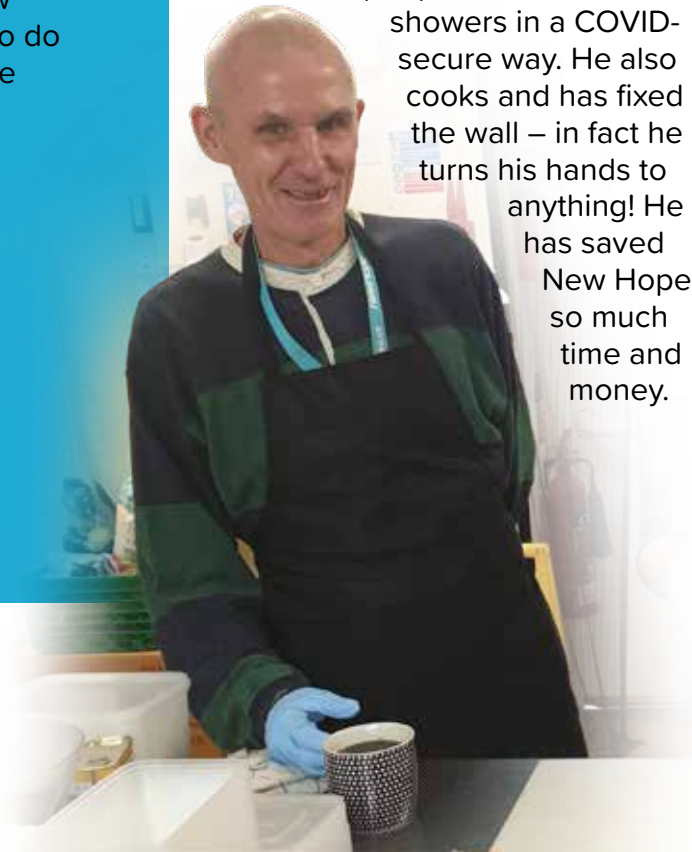
Heroes

We have had three volunteers nominated by staff for Watford Borough Council's Unsung Hero award who received a letter of appreciation from the Mayor of Watford, Peter Taylor.



Colin has been a steadfast volunteer, helping with everything and anything! Colin built a pathway alongside the Haven building so that

people could reach the showers in a COVID-secure way. He also cooks and has fixed the wall – in fact he turns his hands to anything! He has saved New Hope so much time and money.



One of our volunteers has volunteered regularly since the early days of New Hope and is at the Haven straightaway if we need help, ready to do whatever is needed with a smile and a positive, infectious attitude. He also helped before the pandemic with the Watford Winter Shelter, during the first COVID-19 lockdown delivering food to people in temporary accommodation, and helps with the annual 'rough sleeper count'.

Every Monday without fail, Richard arrives with a bounty of donations from Costco. Using his knowledge of each service's needs, he is able to ensure that the right foods go to the right locations. He must have saved New Hope thousands of pounds over the years and he does it all with such a cherry demeanour that brightens up Monday mornings!

FUNDRAISING



HEROES



The extra mile

Thanks to Paul Gurney, one of our amazing volunteers, who ran the Virtual London Marathon at Dorney Lakes in October raising £NNN to help prevent homelessness and transform lives.



Haven re-vamp

A group of volunteers from BAM Construction kindly teamed up with staff and volunteers to redecorate the Haven. The group's enthusiasm, hard-work and donation of paints and materials has given the Haven a fabulous fresh feel.



Harvest helps and Mitzvah Day thanks

Thank you to the individuals and groups who donated food and toiletries as part of Harvest and Mitzvah Day.

Abbots Langley Primary
All Saints Church, Croxley Green
Ark Synagogue, Northwood
Beechen Grove Baptist Church
Chorleywood Beavers
Highwood School
Holy Cross, Sarratt
League of Jewish Women
Radlett Preparatory School
St Luke's Church, Bricket Wood
St Luke's Church, Watford
St Mary's Church, Harefield
St Meryl School
St Peter's Church, Watford
Stanmore and Canons Park Synagogue



100km for New Hope

Dmitri Macmillan ran 100km from Eastbourne to Arundel on the south coast of England raising almost £500 for the work of New Hope.



In memory

Thank you to everyone who has donated in memory of a loved one or as part of a legacy.



MORE FUNDRAISING

Roundups

Thanks to all our regular Roundups donors! Search on your phone for the Roundups app and start 'rounding up' next time you shop!



Northwood Missionary Auctions

A supporter recently sold a signed photo of some of the Eastenders cast at auction and donated the proceeds to New Hope! If you have something valuable and are thinking of selling it for charity, we suggest having a look at Northwood Missionary Auctions who sell suitable items through established auction houses at special low or zero rates of commission.

www.nmauctions.org.uk



Could you take on an Ultra Challenge?

If you are ready to take on something extra, how about the London Winter Walk, the London 2 Brighton Challenge, the South Coast Challenge, the Thames Path or the Chiltern 50? There are different options, from 100km as a full-on continuous challenge to 100km over two days to a 25km walk. Please get in touch to find out more or visit

newhope.org.uk/fundraise.



HEROES



Communi-tee Golf

Thank you to everyone who took part in the inaugural 'Trinity Cup' on 10 September. Over £16,000 has been raised for local charities, including New Hope.



Sharing expertise

Rickmansworth-based digital marketing company, Distinctly, have not only been sharing their expertise pro bono to help improve New Hope's online presence, they have also volunteered for three mornings at the Haven, cooking breakfast for the drop-in, as well as raising over £1,500 by running a combined 372 miles in October!

“Nequate core nissi dendant anis aut eos recto quam eaquam eate vidis quam etur? Uciis quati nam si berion nullatur?”



Rebecca Palmer is our Fundraising and Communications Manager.

Do you want to be a fundraising hero!

If you would like to be a fundraising hero and raise money to help prevent homelessness and transform lives, please get in touch with Rebecca on rpalmer@newhope.org.uk or call 01923 227 132



A BED FOR A NIGHT

all year round

Please sign up online to give a gift every month of the year

Newhope.org.uk/NNN



New Hope

67 Queens Road, Watford,
Herts, WD17 2QN



Call 01923 210 680



Email info@newhope.org.uk



Web newhope.org.uk



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[youtube.com/NewHopeHomelessness](https://www.youtube.com/NewHopeHomelessness)

A Bed for the Night – all year round

**Please sign up online to give a gift
every month of the year**

Newhope.org.uk/NNN