

INVOLVE



**Extending our services to
the Isle of Wight**

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Pioneering new ways of tackling homelessness

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Lots of inspirational client stories

Introduction

This bumper issue of Involve includes our annual report – a chance to celebrate our achievements over the past year and share our plans for the future. And what a year it's been! We've made major leaps forward in expanding our services to help even more people tackle homelessness. We've extended our services to the Isle of Wight, opened new accommodation above our Southampton day centre and recently invested in accommodation in Southampton for young people.



**TWO
SAINTS**

WELCOME

Alongside our expansions plans, we're pioneering the Housing First model of working with entrenched rough sleepers and recently we've been proud to share our success with others on a national stage. You can read more about these exciting developments inside and hear from some of the people we've supported. The inspirational stories in the magazine show how, with the right support and help, people who've hit rock bottom are capable of rebuilding their life and reaching their potential.

And this is what Two Saints is all about.

I hope the articles inside inspire you to take action, to support us so that we can in turn support others.

Please offer your help in any way you can – either through fundraising, donating your time, money or items or getting your business involved.

See pages
14 and 15
for details



Steve Benson

Steve Benson
Chief Executive

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Our new team on the Isle of Wight

Our award winning services have crossed the water - we're delighted to announce that in July the Real World Trust on the Isle of Wight merged with Two Saints. Like us they offered accommodation and support for homeless and vulnerable people, but with a particular focus on supporting people tackling drugs and alcohol addiction.

Two Saints now on the Isle of Wight



We'll be working with the team there to continue their excellent work, expand existing services and develop ways to help more people tackle homelessness and substance misuse in order to change their lives. The services on the Isle of Wight includes Butler Gardens in Shanklin – a ten bedroom hostel providing accommodation for people who are committed to tackling drugs or alcohol addiction. Residents stay for up to two years,

receiving personalised support during their detox to restore not just their health but also their self-confidence and skills, so they can move on to independent living, either in one of our move-on flats in Sandown or into a home of their own. Support is also provided for vulnerable people living in the wider community who are dealing with alcohol or substance dependency issues and struggling to maintain a tenancy.

"The Real World Trust, like Two Saints was all about changing lives. First we help people deal with major issues like abstaining from alcohol or drugs. Through accommodation and support we help clients stabilise and develop skills and confidence to look ahead to the future. When they're ready, we help them with the final piece of the jigsaw; returning to work or training, meeting new friends and embarking on a new and independent life free from the major issues that brought them to our door in the first place."

John from Two Saints

Susan's journey

Susan with former Housing Minister Dominic Raab

Susan arrived at Two Saints at rock bottom. She was homeless and had taken an overdose. Thanks to our support and her own determination to turn her life around she's now set for a bright future and has a career in housing in her sights.

“ Not long ago I was working, living in my own home and enjoying life. But when my relationship broke down things started to go wrong. My whole world was turned upside down and I lost my confidence and my trust in others. I simply had a breakdown. I couldn't sleep, eat or look after myself. I lost my job and then my home and ended up in hospital after overdosing. I was diagnosed with severe depression and anxiety and didn't know which way to turn.

Luckily I was offered accommodation by Two Saints in Fareham, and slowly my health improved both physically and mentally. I moved from

emergency to move-on accommodation and thanks to the ongoing support from Two Saints' staff I started to feel good about myself.

Staff encouraged me to attend a confidence building course and to join the client scrutiny and involvement team. We are a group of ten clients and former clients who check that services are working well and make recommendations for improvements. We visit Two Saints' hostels and facilities and chat to clients about their experiences and find out what they think of Two Saints. Like me, almost everyone we meet has a positive experience of Two Saints,

and credit the staff with helping them to change their life. I love my work on the team so much I became chairperson last year. This really boosted my confidence and offered me opportunities I never imagined, like meeting the Housing Minister and talking at big events. I still get nervous but now I can deal with it.

I'm also involved with the National Citizenship Scheme and regularly give talks to young people about my experience of homelessness (see opposite page for more details). I'm living proof that someone can hit rock bottom and bounce back. Thanks to Two Saints I'm a stronger person with

much more self-belief than I ever had. I am passionate about helping others in similar situations and showing people there is always a way forward however bleak life seems. The voluntary work I do for Two Saints has ignited a spark and now I know I want to pursue a career in housing and homelessness to help others like me. So, the future is now looking brighter. I have ambitions and hopes for the future and I'm settled in a place of my own, living independently, and most importantly, happily! ”

Breaking down perceptions of homelessness

Rough sleepers are often wrongly perceived as drug addicted criminals who've brought homelessness on themselves. But usually this isn't the case at all and that person you walked past on the pavement in a sleeping bag was likely to have been in education or work not so long ago and living a successful life.

People end up on the streets for all kinds of reasons. We provide the space for them to pick themselves up and turn their situation around. We also work to change perceptions of homelessness.

One of the ways we do this is through our work with the National Citizenship Service. We invite young people from schools and colleges to take a look at what we do, raise money for our services and to meet clients and listen to their experiences.

Susan is one of the clients who shares her story with young people on the programme.

"I want to break down the stereotypes surrounding homelessness and rough sleepers. When I talk to the young people about what happened to me I want them to realise that homelessness can happen to anyone and when they see someone sleeping on the street I want them to see that person with compassion and understand they would not have chosen that path for their life if they'd had a choice."

Susan

Young people on the programme are invited to have a go in our carpentry workshop which is based at Two Saints Enterprises in Southampton. Clients in neighbouring Patrick House can use the workshop to engage in positive activities such as joinery and picture framing which all help to build self-esteem needed on the journey towards a new, settled life away from homelessness.



Goodbye and thankyou to Chris

For the last eight years Chris Dobson has run the carpentry workshop, at Two Saints Enterprises in Southampton, helping many clients develop skills and confidence through woodwork. He is now moving his business to the Isle of Wight but we hope to continue working with him through our new services on the island (see page 3).

"I would like to say what a pleasure it has been working with staff and clients at Two Saints over the years."



We don't provide accommodation in the New Forest but we offer weekly drop in support sessions at Hythe, Lymington, New Milton, Ringwood and Totton providing help to local people who are struggling to maintain their tenancy and are at risk of homelessness.

Support in the New Forest



Sandra*, a single mum struggling with mental health issues turned to us for help as she was about to be evicted from the flat she was privately renting. She was not working and had racked

up £50,000 of debt which was affecting her health by putting her under huge stress. We helped her find affordable housing, apply for benefits and address her debt problem. We also supported Sandra to apply

for a school place near her new home and helped her talk to her doctor to review her medication. Thanks to our ongoing support Sandra and her daughter are both settled in their new home and have made

friends. Sandra is now living independently and has a regular income.

"Thanks to Two Saints I now have a safe house to offer my child and have a regular income. My mental health is much better and I am now in the process of addressing my debts. This is hard but I know I need to do it and feel well supported from Two Saints and Citizen's Advice".

***name change**

If you need help and support please call 02380 626181 or drop into one of our community support sessions:

Monday - Ringwood
11.30am – 1.30pm
at the Wesley Centre,
Christchurch Road,
Ringwood, BH24 1DH

Tuesday - Totton
1-3pm
at Totton Inclusion,
47 Rumbridge Street, Totton,
SO40 9DR

Wednesday - New Milton
9.30-11.30am
at New Milton Town Hall,
2 Ashley Road,
New Milton,
BH25 6AS

Thursday - Lymington
9.30am – 12noon
at Lymington Town Hall,
Avenue Road,
Lymington, SO41 9ZG

Friday - Hythe
9.30am – 12noon
at Hythe Parish Council
Offices, The Grove, Hythe,
SO45 6BZ



Gary's story

“ I was 17 when my Mum kicked me out of home in Swansea. Initially I was given a place in a hostel for young people but I started smoking a lot of cannabis and got into debt with drug dealers. I had no confidence, low self-esteem and suffered with anxiety and depression. I felt like no one believed in me. My behaviour was getting me into dangerous situations so I was evicted from that hostel.

I ended up moving back to my hometown of Portsmouth and living on the streets. It was really unsafe. I remember dark,

dank and cold nights where drunk people would kick and abuse the homeless and people would go through your

pockets and steal stuff when you were sleeping. To make money I started begging in the streets and shoplifting.

After two years of sleeping rough I went to housing advice and got referred to Two Saints who offered me a room at The Portsmouth Foyer. Since moving in I haven't looked back. Staff have helped me sort out my finances and focus on my health so I feel back in control of my life. My keyworker is great. We meet every two weeks and I really trust her. She's helped me address my drug use and sort out benefit payments to stop me shoplifting and she makes sure I go to all of my appointments.

I can't thank Two Saints enough for believing in me and giving me the confidence to believe in myself once again. My life has totally transformed.

I'm now working with The Prince's Trust and have applied for a university access course in September so I can follow my dream of a career

in the Youth Offending Team – I want to use my experiences of living on the streets to help others. ”

All smiles at Patrick House

The Dentaid vehicle turned our Southampton hostel's carpark into a temporary dentist surgery, offering free check-ups, treatments and oral health advice for clients. The mobile unit, which is funded by local Rotary clubs and staffed by a volunteer dentist and dental nurse will return in the autumn providing Patrick House residents with regular dental care.

"The dentist van was fantastic. It was convenient that they came to the service and the staff were very friendly."

Nancy

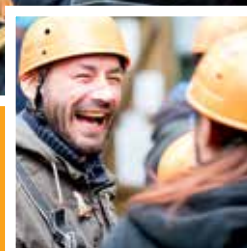


Our clients at Patrick House are predominantly male, so to make the female guests feel at home, a women's wellbeing group has been established. It's a chance for women to come together to relax and connect with each other and they've recently enjoyed a pamper session with facepacks and manicures.

Pamper sessions

"It's a chance for the women to feel good about themselves, to build their confidence and encourage friendships at the hostel." Adino, Two Saints





Reporting back on a successful year

2018 has been another successful year, enabling us to support many more people on their journey to a brighter future.

Following a tender process we were awarded a contract to support young people and parents in Southampton, while continuing our existing services in the city. We purchased one of the properties included in the new contract from the previous landlord, as part of our strategy to increase the number of properties we own. We were also awarded a contract to support a small number of refugee families in our areas of operation.

We've developed new flats above our day centre in Southampton and these offer much needed additional accommodation in the area.

Our expertise in Housing First continues to attract attention from commissioners and both our Regional Director, James McDermott and I were invited to speak at a number of events on this during the year. We currently operate Housing First services in Hampshire, Portsmouth and Southampton.

We were delighted to be asked to host an event in October on behalf of CRISIS providing an opportunity for professionals and clients to contribute to a national report on how to end homelessness which has since been released online.

We also support Homeless Link through my involvement as one of their trustees and our Regional Director, James McDermott, is a member of their National Advisory Council.



Steve Benson

Steve Benson - Chief Executive

Chair's statement

I'd like to begin by thanking our amazing, staff, clients, board members, supporters and stakeholders for their contribution to our continuing success. The board would like to extend a warm welcome to the team from the Real World Trust on the Isle of Wight that transferred to Two Saints in July. We're looking forward to working with them to develop our service offer on the Island.

We've recently welcomed Gill Kennett, a former trustee of the Real World Trust to our board. There have been some significant changes to our client scrutiny and involvement team who appointed a new Chair, Susan and Vice-Chair Kerry-Ann.

The team go from strength to strength and make a significant contribution to our development and

service improvements. This year they've played a major role in our project to introduce internet access for clients in our services. This is particularly important, as more things like job and benefit applications can only be made online.

Looking forward, we're moving towards becoming an even more values-based organisation with the

emphasis on our people. We're working closely with Dr Nick Maguire, an associate professor of Psychology at the University of Southampton and his team on making sure that our services are delivered in psychologically informed environments. In this way we can further improve our service offer to clients and commissioners.



Andrew Cobb - Chairman

Chief Executive's report 2017/18

A year in numbers

95%

of clients are happy with the support they receive



2,684

clients accessed our drop in services



91%

of clients feel more positive and independent thanks to the support they've received



100%

of our supported lodgings hosts feel confident in their role, supporting young people to gain the skills and emotional stability needed to live independently

89%

of clients said their support worker or host had talked to them about their move on and support options

4,202

clients accessed support and accommodation

Key Performance Indicator	Target 2017/18	Actual 2017/18	Performance in comparison to target
Accommodation services rooms occupied	99%	98%	☹️
Current personal arrears	2%	2%	😐
Former client arrears	3%	2.5%	😊
Gas servicing compliance	100%	99.7%	😐
Repairs completed within target time	95%	99.7%	😊
Staff turnover	20%	27.5%	☹️

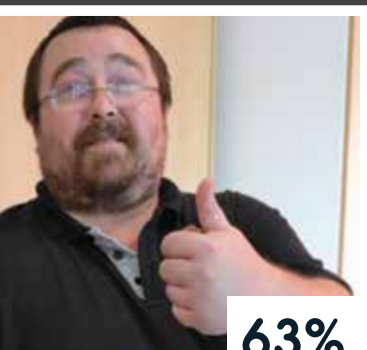


Financial review

The financial results show an operating surplus for the year of £586k (2017: £728k). Our income increased by £0.7 million to £9.8 million of which £3.9 million came from supported housing letting activities and £5.5 million from the provision of support. The remaining income was from other sources such as funding for our day centre in Southampton and income from accommodation and advice services.

The operating surplus represents 6% of income which is lower than the 8% we reported last year. This is a direct result of continuing austerity, but we remain in a strong financial position to meet our commitments and have sufficient cash balances to meet our operating costs, keep our properties in good condition and reinvest in our services.

As well as reporting on our financial health, we have a range of other business targets to show how we are performing.



63%

of our clients are male

95%

of our clients feel their support plan reflects their goals and the level of support they receive is sufficient to achieve them

Annual Report & Accounts

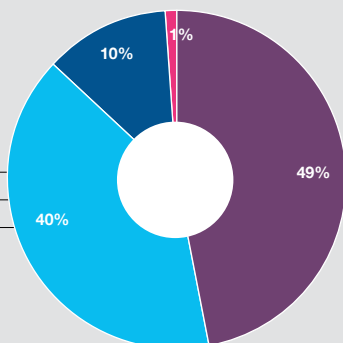
A full set of our published annual report, accounts and value for money report is available on our website or write to us at Two Saints, 35 Waterside Gardens, Fareham, PO16 8SD, Tel. 01329 234600

Annual report financial information



Where our money comes from

- Support contracts
- Rent and service charges
- Local authority grants and contracts
- Donations, fundraising and interest



Two Saints income

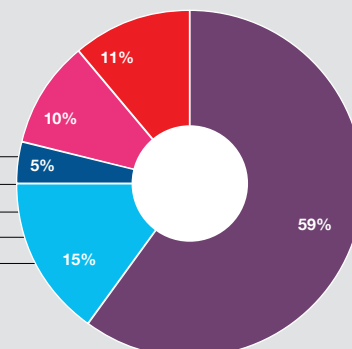
	2017/18	2016/17
	£000s	£000s
Support contracts	4,615	4,462
Rent and service charges	3,907	3,641
Other income	1,180	946
Donations, fundraising and interest	83	63
Total	9,785	9,112

Summary statement of income and retained earnings

	2018	2017
	£000s	£000s
Turnover	9,785	9,112
Operating costs	(9,199)	(8,384)
Operating surplus	586	728
Pension scheme remeasurement	27	(65)
Net interest payable	(12)	(23)
Surplus for the year	601	640

What we spend our money on

- Salaries and other staff costs
- Housing services
- Housing maintenance
- Housing property lease charges
- Management, office and other costs



Two Saints expenditure

	2017/18	2016/17
	£000s	£000s
Salaries and other staff costs	5,498	4,955
Housing services	1,381	1,221
Housing maintenance	381	454
Housing property lease charges	896	806
Management, office and other costs	1,043	948
Total	9,199	8,384

Statement of financial position

	2018	2017
	£000s	£000s
Fixed assets	10,262	9,799
Current assets		
Debtors	708	776
Cash	3,203	3,270
	3,911	4,046
Creditors falling due within one year	(1,761)	(1,714)
	2,150	2,332
Creditors falling due after one year	(8,506)	(8,797)
Provisions for liabilities and charges	(138)	(167)
Net assets	3,768	3,167
Capital and reserves	3,768	3,167

Our people

Board of Management

Andrew Cobb (Chair)	Helen Keats
John Carter	Jenny Vaux
Nick Cross	Kevin Williamson
Bettina Harvey	Mark Woosey
Diane Jamieson	

Senior Management Team

Steve Benson	Chief Executive and Company Secretary
Charlotte Buckingham	Regional Director
Janice Hughes	Finance Director
James McDermott	Regional Director
Sharon Smith	Human Resources Director

My story by Travis

“My father died in 2002, leaving my mother struggling to cope with raising me and my two younger brothers. Although she was considerate and caring, my mum had issues stemming from her own abusive upbringing and our home was not stable. When her boyfriend gave her an ultimatum she chose him over me and I moved out and ended up staying with friends. I couldn't focus on my studies and failed my A levels in Politics and History.

Eventually I moved through the hostel system and into The Portsmouth Foyer, where I lived for just over a year. It's not perfect living in a hostel with 53 other people but the staff provide you with the tools you need to move on and it is up to you to use them. They were always there to talk to

when I was feeling lonely or unsure about something. They gave me opportunities to try new experiences and I also learnt to cook while I was there.

Within Two Saints, I volunteered to be a part of the client scrutiny and involvement team and this

summer I have been telling my story to the young people in the National Citizenship Service. I am now living independently and without the support of the Two Saints staff this would have been a lot harder to achieve.

I'm looking to the future. I have a keen interest in politics and this has driven me through some difficult times. Now I play an active part in the local Labour Party and I am working towards achieving my ambition to campaign to improve issues such as homelessness.”



Young people supporting their peers



The 48 room Portsmouth Foyer offers accommodation and support for young people between 16 and 25. After hearing stories from clients like Travis, young people involved with the Portsmouth National Citizenship Service were inspired to put together care packages.

They donated parcels containing essential items that they take for granted like shampoo, shower gel, flannels, sanitary items and razors; all with a personal hand-written note to the young people at the Foyer.

A big thank you to our amazing supporters!

We couldn't do what we do without our fantastic supporters who donate money, time and goods or resources to ensure we can help tackle homelessness 365 days a year. We'd like to thank everyone who has helped Two Saints in some way. Your donations make a huge difference – every penny we receive goes directly towards helping people who are homeless.

We could fill the whole magazine with examples of kindness and generosity but here is just a taster of how some of our supporters have made a lasting difference.

Want to help?

There are lots of ways you (or your business) can offer help and support to make a real difference to the people we work with including fundraising, volunteering or donating. Visit the 'support us' page on our website at www.twosaints.org.uk where you'll find details of items that each of our services needs and ideas on how you can help us.



- The Southampton Catenian's have adopted Two Saints as their charity of the year after Chairman Harry visited our Day Centre. They've already presented Day Centre Manager, Claire with a cheque and have other fundraising events and activities planned.



- Dulux Decorator Centre in Portsmouth donated £500 worth of paints and accessories to enable clients in our sub-let accommodation to transform their flats into a home. These self-contained flats offer a stepping stone before clients move on to completely independent living so it's essential they feel homely. Thanks to this generous donation, residents could choose their own colour scheme and decorate their flat to make it feel their own.



- Staff, pupils and parents at Boundary Oak School in Meon Valley are taking part in a Pay it Forward project to spread cheer in the local community and support good causes including Two Saints. Fundraising efforts have already included a sponsored silence amongst pupils.



Once again the organisers of the Wickham Festival have chosen us as their charity of the year and we look forward to raising money and awareness during the music festival.

- Solent Blinds in Southampton have provided ongoing support for several years and recently donated blinds for several of our services.

- Rookwood Pre-school in Andover raised over £330 and presented a cheque to our local team at their school assembly.



- In Southampton, West Quay shopping centre has adopted us as their charity for 2018. There will be events and activities to raise funds and awareness throughout the year, which started with a fun activity session for kids.

Have you got a spare room at home?

You can put your spare room to good use by offering it to a young person who needs a safe and stable place to live.

Becoming a host with our supported lodgings service is a really rewarding experience and a welcome boost for your household income.

As well as earning around £138 a week, we will provide you with training and support to ensure your young lodger settles in well to your household.

The young people we work with need a place to stay for all kinds of reasons, usually because their family relationship has broken down and they can no longer remain at home. Moving into a settled, welcoming, family home means they can continue at school, work or college and stay close to friends and family to give them their best chance at reaching their full potential.

They must follow house rules while staying in your home, but we ask that you provide hands-on support to help the young person develop independent living skills while they're under your roof, including learning how to cook, eat and live healthily, budget their money and help with the housework.

“Being a host can be for a few weeks, or a year or beyond depending how much time the young person needs. It is a privilege to witness a positive change as they feel more secure and grow in self-esteem.”

Dorothy, supported lodgings host

“Living in supported lodgings has helped me become more independent. I have received great support and feel more confident in myself.”

Young person

You will receive around £70 rent a week for your room plus approximately £68.50 for additional support you can offer the young person. A dedicated support worker will be on hand to help with any issues you or the young person experience, provide you with training and ensure that the experience is a total success both for you and your lodger.

All host placements are vetted to ensure health and safety, equal opportunities and safeguarding requirements are met and all members of your household need a criminal records check.

In a recent survey, 100% of clients said they have become a more positive and independent person thanks to this service

“It's so rewarding when you see how much the young person has moved on in their life.”

Supported lodgings host

**Call Hayley Territt or Sharon Taylor
02380 616660 / 07809342125**

**Email supportedlodgingswest@twosaints.org.uk
Hayley.Territt@twosaints.org.uk
Sharon.Taylor@twosaints.org.uk**

Owen's story

“I arrived at the Newbury hostel last year when I could no longer stay at home. I had low self-esteem and didn't really know how to live on my own and look after myself.

Right from the start the staff at the hostel were great. They encouraged me to rebuild my self-belief and move forward with my life. I learnt how to cook simple recipes on a budget and I started voluntary work to build my experience and confidence. I wanted to continue my college work so I made good use of The Base, the learning facility in the hostel that offers internet access and workshops to help get people back into learning or employment.

I was really determined to do well, and after seven months I moved out of the hostel into more independent accommodation at 107 London Road. I stayed here for a few months learning how to live on my own but still receiving support from Two Saints. Then in June this year I got the keys to my own council flat. I'm really enjoying my independence. The flat is great and the location is perfect. I'm still at college and I'm excited for the future and I want to develop a career in software development.”



Celebrating a quarter of century of service

Jane our team leader in Newbury recently celebrated 25 years of service with a special cream tea surrounded by colleagues, clients and representatives from local organisations. The occasion also acknowledged 25 years of St Petroc and Two Saints support for homeless people in Newbury.



MP visit

Richard Benyon MP dropped in to our 60 room hostel at 210 Newtown Road in Newbury recently to meet local manager Sam (pictured) and other staff and clients.

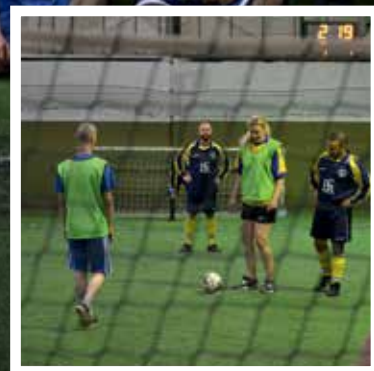
He visited The Base, our onsite facility that provides clients with a range of positive activities including employability workshops, CV writing sessions, mock interviews, literacy and numeracy skills and basic IT sessions to help more people back into employment or training.





Scoring a winner

Football fever has swept the country this summer but it wasn't just the England team who impressed on the pitch, as Two Saints' staff and clients joined in our annual football tournament in Fareham.



Teams from our services in Andover, Fareham, Newbury and Southampton took part along with players from Radian housing. The tournament is always a popular event, allowing clients and staff opportunities to socialise on and off the pitch whilst keeping fit and increasing confidence and self-esteem.

Did you know
there's another
world cup this
year?

The Homeless World Cup is in its 16th year and will take place in Mexico in November.

Visit
www.homelessworldcup.org
for details.

Housing First

Every person we work with has unique experiences and different needs and so we adapt our services and support to help each individual break the cycle of homelessness and move forward with his or her life. This has historically been through the more traditional style of supported accommodation and support, where clients have had targets to achieve in specific timeframes.

But for entrenched rough sleepers and those with extremely complex mental health issues hostel living is not always the answer and so we've been pioneering the Housing First model of tackling homelessness that was developed in America. This means we provide permanent housing first and then offer as much support as is needed, for as long as is needed, to ensure the individual maintains their tenancy. We currently provide Housing First services in Hampshire, Portsmouth and Southampton; housing people

with very complex needs who otherwise may be taking up valuable (and costly) bed space in hospital or specialist care accommodation. Housing First is an efficient and effective way of helping people who need extra support to live independently and recently we've been asked to share our success at events including the National Housing First Conference organised by Homeless Link with whom we've worked to develop our model.

Recently a team of hairdressers dropped into our hostel in Fareham offering free haircuts for clients. The generous barbers were from Haircuts4Homeless – a registered charity that brings together hairdressers who volunteer their time free of charge to transform the way homeless people look and feel about themselves.



Looking good, feeling good

“The clients who received new haircuts were totally transformed – both inside and out! Not only did they look great, they walked with an added spring in their step. The new haircuts helped clients feel good about themselves

and develop much needed self-belief and confidence. A huge thank you to all the hairdressers who volunteered their time.”

George from Fareham

Our services in Fareham include an 18 room direct access hostel at 101 Gosport Road where support is available 24 hours a day, Acton Lodge a 10 room supported housing move-on hostel and Kings Road a 9 room move-on hostel. Sean Woodward, Leader of Fareham Borough Council and Kathy Dawes, the council's Housing Options Manager visited 101 Gosport Road recently to learn more about the support available and to chat with clients and staff.



A dramatic experience

Clients at our service at May Place in Basingstoke recently got the chance to work with award winning poet and theatre maker Jackie Hagan during a special workshop based around her one woman play 'This is not a safe space' before watching the show at the Proteus Theatre. It was a great opportunity to explore feelings and experiences through the medium of drama and one client in particular is looking at attending further workshops with Proteus Creation Space.

Robert's story

Tackling homelessness is more than simply offering a bed. We provide support and assistance to prevent people from losing their home in the first place.

When Robert popped into our Alton drop-in session to discuss his mounting debts and concerns about being evicted we stepped in to help. With mild learning difficulties he struggled to understand official letters from the tax office and the local council stating he owed over £13,000 because of an overpayment of benefits. He was confused about his financial situation and feeling very stressed and overwhelmed at the prospect of being made homeless.

We helped Robert budget his money and prioritise the rent payments to make sure he kept his home while his benefits were suspended. Alongside budgeting advice, we supported Robert to liaise with the tax office and the council to investigate the situation. We discovered that the letters had been sent in error and working with the local council and department for work and pensions we ensured the debt was wiped clean and his benefits were reinstated. Robert is now living independently and is able to manage his money and is feeling much more confident.



www.twosaints.org.uk

Enquiries to: twosaints@twosaints.org.uk

Call: 01329 234600 (Head Office)

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