

INVOLVE



Jumping for joy

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Increasing our services to help more people

Reflecting on another successful year

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Lots of inspirational stories from our clients

Introduction

I'd like to thank you for taking the time to read our latest edition of Involve. Regular readers will be aware that the aim of this magazine is to share our latest news and offer an insight into the work we do and the outcomes our clients achieve.



TWO SAINTS

WELCOME

Please take the time to read through the inspirational stories of people who, despite the odds and with many barriers to success blocking their way, have successfully turned their lives around. They are living proof that, with the right support and encouragement, everyone can enjoy a brighter future.

The magazine also gives you a flavour of some of the fantastic fundraising efforts our supporters take part in. Whilst we'd love to include all our fundraiser's stories I'm sure you'll appreciate that this would mean a much larger publication! On behalf of our clients and staff a big thank you to each and every one of our amazing supporters. Your donations help us in our campaign against homelessness and we simply couldn't do what we do without you!

I hope the magazine will inspire you to join us in our drive to end homelessness. We're always looking for volunteers and fundraisers – both on an individual and a corporate basis. So whether you can donate your time or resources or help to raise money, please get in touch today. You can find our contact details on the back cover.

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Steve Benson

Steve Benson
Chief Executive

Chris from BPG Architects with manager Kate

New look in West Sussex

We now run two new services in West Sussex dedicated to supporting young people.



Chichester Young People's service

Our new service in Chichester opened its doors in January 2019, offering five bedrooms and 24 hour support for 16 and 17 year olds. The young people we look after come to us with complex needs and issues ranging from family breakdowns and sexual exploitation to substance misuse or coercion into criminal activity. We're here to offer a safe and supportive environment to help them get their life back on

track, and develop skills and confidence to change their behaviour and embark on a brighter future. We also offer an additional temporary access bed for young people who may have had a traumatic family or foster placement breakdown and need a place to stay while family relationships can be reconciled or alternative placements found.

Jane's* transformation

When Jane arrived at our new Chichester service her life was spiralling out of control. She was reported missing several times every week, drinking heavily and refusing to engage with staff. The future looked bleak. But thanks to our intensive support, in just four months the situation has transformed. We've helped Jane find her self-confidence and prepare for adulthood. As well as assisting with her CV and job applications, staff have helped Jane develop

her cooking skills and look after herself, even taking her shopping to buy interview clothes and to get her hair done. The result is remarkable. Jane no longer absconds, she is engaged and applying for work and a flat of her own. Jane has a promising future ahead of her and all our staff are incredibly proud of what she's achieved.

* (name changed)

Supporting young people in Worthing

Our young people's service in Worthing has recently moved into a new building providing low level support and accommodation for nine young people who need a helping hand towards independent living. Clients often have mental health or behavioural issues, and staff are available to help them develop the skills to move into education, training or employment and eventually, into a home of their own.

The new building has a communal lounge providing an ideal place for young people to get together and enjoy social events and activities. The large gardens will also offer opportunities for clients to enjoy the fresh air and develop their green fingers!

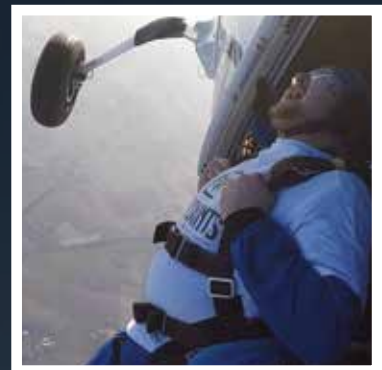


Nathan's flying high



Nathan from Lee-on-the-Solent decided to fulfil his ambition of jumping out of a plane, and raise money for Two Saints at the same time! One of his friends had received support from us in the past so he decided to turn his adventure into a fundraiser.

As well as the sky dive, Nathan also sang at Gunwharf Quays and in Fareham Town Centre, raising almost £2,000 in the process. He has asked for the money to be used supporting our clients in Fareham and Gosport. As well as donating money, Nathan kindly offered his skills as a videographer and has produced a short welcome film for new staff joining our team.



Building society helps build futures

Opening a bank account and claiming benefits when you're homeless can be challenging. Having no fixed address and limited identification are just some of the barriers that our clients face. All too often clients receive negative responses when they attempt to open an account in banks and building societies. When we took a client into the Nationwide branch in Petersfield, staff gave a very warm welcome and lots of support to open an account. In fact,

the Nationwide team were keen to learn more about how we work to tackle homelessness and the branch manager subsequently organised a cake sale raising over £125 to support our clients in East Hampshire.



Community dentist



Not everyone likes going to the dentist, but when you're homeless it can be almost impossible to receive dental treatment. Luckily for our clients in Newbury the community dentist service comes to them.

Clients at our Newtown Road hostel can receive oral health advice and free dental treatment every fortnight thanks to the mobile service, and the dentists also pop into the local soup kitchen in Newbury too.

A very tasty donation

Supermarkets, restaurants, hotels, and food producers frequently have quality left over food that is too good to throw in the bin.

So UKHarvest collect surplus food and pass it on to charities like Two Saints to benefit people in need. We're really grateful for the tasty donations, which are delivered free, direct to our services in West Sussex. As well as enjoying eating the food, clients are also learning how to prepare and cook with fresh ingredients and use up leftover vegetables in soups and stews. We're currently exploring ways of extending our work with UKHarvest into our other areas.



South Western Railway makes tracks against homelessness

Our Southampton services received a boost to the tune of £1,000, thanks to a donation from South Western Railway. Peter Byrne, the Station Manager at Southampton Airport Parkway said

“We know the money will go towards helping local homeless people who are less fortunate than those of us with a roof over our head and a safe place to sleep. We hope to continue working with Two Saints in the months ahead.”



Blooming lovely in Portsmouth

Clients at one of our Portsmouth services are developing green fingers thanks to a generous donation of plants and flowers from Shore Leave Haslar, a gardening therapy project for veterans. The donation means our own residents can also enjoy the therapeutic benefits of horticulture, whilst improving their surroundings. We're planning a visit to Shore Leave Haslar this summer to get inspiration and ideas for gardens.



Ladies night raises over £1000

The ladies at Homelea Masonic Lodge chose us as their charity for a fundraising night because of the work we do in the local area. Our management accountant Andy went along too, and spoke passionately about how we work to tackle homelessness and support local people.

Helping clients make a clean start

Thanks to a very generous donation of over £4,000 from the Newbury Bridge Club, clients at our Newbury hostel can now keep on top of their washing in a bright new laundry room.



Kevin's story

Kevin was the first client referred to our Southampton high intensity user service. In the months before his doctor made the referral, Kevin was admitted to hospital 21 times and frequently dialled 999 for an ambulance. His doctor estimated the cost to the NHS as around £32,000.

“ Before I was referred to this service, I was getting down and depressed, arguing with people when I didn't mean to and getting stressed with

everyone. I had carers, but they were unreliable and sometimes wouldn't turn up. I used to get frustrated and anxious. I was going to hospital a lot with chest

pains. Life was frustrating. I know that I was costing the NHS a lot at that point.

“When this service got involved I realised I didn't need to be calling ambulances. I got regular appointments to get my legs treated and I was told about other clinics I could go for appointments at weekends if needed. I feel much better now, much more positive. I've only had to go into hospital once in the last seven months and my doctor is really pleased with me.”

Support and advice - the best medicine for some

The NHS is there for us all, but some people use it a lot more than others. For some, especially those with mental health or substance misuse issues, trips to accident and emergency and 999

calls can be weekly occurrences. This puts a huge strain on an already stretched NHS budget.

We've launched a pilot project offering intensive support for people who are regulars at Southampton's accident and emergency service. Our Southampton high intensity user service aims to help people in need, whilst reducing costs for the NHS.

Research has shown that visits to accident and emergency services and hospital admissions for

homeless people is four times higher than for the general public, costing the NHS at least £85million a year. Whilst this service will benefit rough sleepers who use accident and emergency services, the programme is open to anyone who needs support. Clients are referred by their doctor or the vulnerable adult support team at the hospital.

Preparing for the end



'Dying Matters Awareness Week' is held annually each May to encourage more of us to talk about death and bereavement. It's inevitable for us all, but many people find discussing death a very difficult topic to broach.

At our Patrick House hostel in Southampton, staff organised a series of events to encourage residents to engage in conversations around the issue and to share their feelings and

emotions. Clients revealed their dreams and aspirations as they discussed "five things to do before I die" and "five things I want to be remembered for". They had the opportunity to make an

end of life plan. It was also a chance to share feelings of grief after the death of family and friends. Participants were invited to express their emotions by writing

messages on the leaves of a remembrance tree that had been created by the weekly art group.

Sarah's story*

Sarah first moved into our service for new young mums at Miriam House in Southampton, during July 2018. Before she moved in she was barely bonding with her son David*, unable to look to the future. She was drinking and taking drugs and would push against the professionals working with her, spending a lot of her days out with street homeless people in the city centre, allowing others to care for her baby.

The move into Miriam House was a turning point for the young family. Staff were able to give Sarah the intensive support and help she needed to learn how to look after herself and care for David.

Sarah worked a day at a time to slowly improve her bond with her son. Staff helped her to develop life skills like cooking and cleaning and she learned how to play with David and how to parent him alone. After three months of intensive work, Sarah had made such an improvement

she was able to move into her own flat. During her time there Sarah continued to astound professionals with her progress, managing to secure a part-time job whilst being a single mum.

Sarah is now living in a two bedroom flat that she's managed to furnish and carpet herself. Everyone at Miriam House is so proud of Sarah. Her story is an inspiration for other single mums and shows that with support, it is possible to turn things around and look forward to a brighter future.

*names changed



Tom's story

Tom has mental health issues and learning difficulties. Unfortunately he was exploited by others as he is vulnerable and has no family or support network to engage with. Tom ended up in prison and with nowhere to go when he was released, Tom would have ended up on the streets. Luckily we were able to prevent this by offering him a bed at Dene Court in Andover and from there we could help him to start rebuilding his life.



Tom stayed at our Dene Court hostel temporarily while staff helped him to apply for benefits, register with a doctor's surgery and access community support services so he could learn how to live independently. As part of his move-on plan, we were able to house Tom in one of our

Eastleigh accommodation services. Our staff continued to provide support and encouragement to develop life skills like cooking, cleaning, shopping and budgeting. We worked with the probation service and other statutory agencies, to help him integrate back into society and get his life back

on track. With Tom's complex mental health issues and learning difficulties it was clear he needed specialist support, so we applied for funding through Hampshire County Council to move him to a specialist supported housing placement in another area of the country.

Now Tom is settled in his new home which has 24 hour support available to help him develop the skills to look forward to a brighter future.

"Staff at Two Saints were amazing by helping me get my new accommodation sorted out. I like it here and there's loads for me to do and lots of support".

Teaching the next generation

Two Saints staff visited Barton Peverill College in Eastleigh recently to tell students studying health and social care about how we work to tackle homelessness and how we provide support for people to help rebuild their lives. Students said they found the session both informative and inspirational.



Partnership with VIVID

We're always looking for new ways of working to support even more vulnerable people who are at risk of or are experiencing homelessness. So we're delighted to announce a new partnership with VIVID, Hampshire's largest provider of affordable housing.

By working together and sharing expertise in providing mental health and support services, we hope to tackle rising homelessness in the south

of England. We'll bid for new support contracts while VIVID will look to increase the amount and quality of accommodation available.



Mark Perry, Chief Executive, Vivid and Steve Benson, Chief Executive Two Saints

New services in Portsmouth



Kim is a hairdresser who volunteers at Hope House, providing free haircuts to help our clients not just look good, but feel great too.

After winning a new contract, we launched our Portsmouth homeless service in April this year, to provide support to over 18 year olds in the city who are homeless or at risk of homelessness. The service is available to single adults and we're there to provide all the support needed to help them move on into independent living in the future.

We deliver a range of different services from various locations:

- Hope House is a hostel providing 32 beds and round the clock support. The hostel also houses a further 15 people in a night service, offering a safe place for up to 15 rough sleepers to stay each night.
- Locksway Road, provides 18 beds in a semi-independent facility for clients who do not need as much support.
- A small women's service offering semi-independent accommodation.
- A community support service.

We've also been awarded the Portsmouth mental health supported living contract, working in partnership with the Solent NHS Trust to support people with mental health issues to move towards independent living. This includes delivering a range of services including 24/7, semi-independent and community support.



Clients at Dene Court – our 18 bed hostel in Andover, have been taking part in life coaching and in choosing new paint colours for the building - and it's all helping to build self-confidence so clients can look ahead to the future.

A new look at Dene Court

“A stay at Dene Court is a stepping stone on the road to recovery and independent living, but while they're here we want residents to feel safe, secure and comfortable. Inviting them to decide on a new colour scheme for bedrooms really helped everyone to feel at home. One of our relief workers has also been running weekly life coaching sessions that are having a huge impact on getting people motivated and thinking about how they can get their life back on track.”

Genee , Team Leader

Stephen's story

Stephen had been using the services of Dene Court for many years when he needed an emergency bed for the night, but around 18 months ago he stopped coming back and became very entrenched in both rough sleeping and drinking alcohol. With mounting health and debt problems, he couldn't see a way out of the circle of homelessness.

One night, out with the street homeless team, we spotted him sleeping rough and persuaded him to accept a room with us and start the process towards a new life. Test Valley Borough Council offered to support his needs and after assessments by adult services mental health and the substance misuse team, Stephen had lots of support in place to help him start making positive changes.

Many different agencies have worked together to ensure Stephen gets the help he needs and we're delighted he's now moved into supported housing managed by the Society of St James. He's living in a new area and can make a fresh start, with support available to help him manage his drinking and learn how to budget and enjoy living.



Fred's story



Fred had been street homeless for two years. He was struggling with ongoing alcohol issues and poor health and needed help to break the cycle.

We worked with The Aster Group and Test Valley Borough Council to organise a property and then provided lots of hands on help and support getting Fred moved in and feeling settled. His support worker was on hand whenever needed and helped with everything from claiming benefits and registering with utility companies, to furnishing the new flat, making hospital appointments, and even going shopping together. Fred also received lots of practical support learning life skills like managing his money. Fred is still living in the flat and the transformation is astonishing. He is receiving benefits, budgeting his money and looking after himself. Fred has also addressed his

health issues and now sees his doctor regularly. He is currently waiting for a hernia operation that he said would have been impossible while he was street homeless when he had nowhere to rest and recuperate properly. Fred still has moments of doubt, and letters and bills make him feel confused and overwhelmed. His support worker understands this and Fred knows to get in touch when he receives something he's worried about. This consistent contact has been essential to help Fred sustain his tenancy.

Housing First

Although a move into one of our hostels or supported accommodation can be the first step on the road towards independence and a new life, it's not always the answer for everyone.

We've found that some entrenched rough sleepers, and those with complex support needs, often have more chance of success by moving straight into a home of their own rather than trying to reach certain goals over a period of time.

This pioneering way of working is called 'Housing First'. It's based on seven principles starting with the belief that "people have a right to a home".

Working with housing providers we can offer permanent accommodation and stability. Our support is available for

a long as is needed. We build a rapport with clients so they can make choices about their accommodation including exit strategies if it's not working.

We have recently extended our Housing First model into other areas including Test Valley (accommodation provided by The Aster Group), West Berkshire (accommodation provided by Sovereign Housing) and Portsmouth (which focuses on individuals with mental health difficulties).

Clients tell us we're making a real difference

We strive to deliver services that meet the needs of clients and help individuals to break the cycle of homelessness. Each year we conduct a survey to find out what our clients think about our services. It's an opportunity for them to tell us what we do well and where we need to adapt or improve. We had our biggest response this year and the results overwhelmingly showed clients are more than satisfied with the services and support we provide to help people rebuild their lives:

What our clients said

"Without Two Saints I would have already lost my house, my benefits would not have been reinstated and I don't know what would have happened to me and the kids."

"My support workers have always been there for me. My mental health has been really bad but I'm now in a good place and moving on to my own tenancy."

"All I can say is that it's brilliant. I'm already off the streets and in accommodation so thank you."

"I can't thank Two Saints enough for the help and support given to me. I was homeless, suicidal and had no income. Now I have a flat and benefits in place and I'm getting help for my mental health."

96%

of clients said they can access staff and support when they need to

91%

of clients said the support they're receiving has helped them become more independent

90%

of clients said they'd been offered the opportunity to take part in activities to help achieve their goals

How we performed in 2018/19

Property utilisation **96%**

Repairs completed on time **99%**

Planned move on **79%**

Financial statistics 2018/19

Income **£10.9m** of which:

Letting activities **£4.2m**

Support activities **£6.1 m**

Fundraising and other income **£0.6m**

We are delighted to have been named 4th in the 24 Housing magazine list of top 50 landlords of the year, (a rise from 47th place in 2018).

Farewell from Board Chairman Andrew Cobb



At our 2019 annual general meeting I stand down after nine years on the Board, the last three as Chair. It's naturally a time at which I'm reflecting on the place of Two Saints in the homelessness sector and what the future may hold.

Due to the efforts of involved clients, staff, the senior management team and Board we've achieved much, providing accommodation and a growing range of services to some of the most vulnerable people in our society. Our client and employee surveys consistently show much positive feedback and highlight areas for improvement, as do the measurements of our performance including outcomes. We've developed good relationships with the local authority commissioners we work with and continue to win new contracts. We regularly contribute to national debates through Homeless Link. We've had to respond to the challenges of being expected to deliver more for less and have achieved this through being open to taking new approaches. This will almost certainly continue to be the case for some years to come.

As our Board and senior management team debate our new strategic plan at a very uncertain time, we can do so with confidence, because of the commitment of all involved with Two Saints to upholding our values. In handing over to my successor, I'm certain that Two Saints will continue to be a significant player in responding to the needs of vulnerable and homeless people in the South of England. I look forward to following your achievements over the next few years and wish you all the best.



We're delighted to announce the appointment of Julie Toben who will take over from Andrew and lead our Board from August.

"I am honoured to have been selected to lead the Board of Two Saints; I'm looking forward to becoming part of this special team and to meeting many of our staff and clients in the coming months".

Julie Toben

Training for the future

Joe, IT Apprentice

All the success stories of inspirational transformations inside this magazine would not be possible without the dedication and hard work of every member of the Two Saints team.

Employees based at our head office in Fareham ensure the organisation runs smoothly and efficiently so we can continue to expand and develop our services in order to help even more vulnerable and homeless individuals. We've recently appointed a business administration apprentice to join our information and communication technology team. He's gaining hands on experience in the workplace while working towards a national apprenticeship qualification.

"I've had the opportunity to work with staff at head office and out in our services which has allowed me to better understand and appreciate the work Two Saints does. I'm planning to post tips and guides on our intranet to help our staff and I'm eagerly looking forward to the next six months".

Joe, IT Apprentice

We'll meet the apprentice working in our Portsmouth service in our next edition of Involve. We hope to invite more apprentices to join us, in areas including finance and human resources, to enable more people to learn skills for the future.

Next census makes the homeless count

When the Office of National Statistics approached us for advice about how to ensure homeless people are included in the next national census in March 2021 we were happy to help.

Members of our client scrutiny and involvement team offered useful insights into their experiences of rough sleeping and how the census form could be improved to make it more inclusive for people within homeless services and the 'hidden homeless'.

Many people who become homeless do not show up in official figures. This is known as hidden homelessness. This includes people who become homeless but find a temporary solution by staying with family members or friends, living in squats or other insecure accommodation.

Connecting people

Getting online and using the internet is part of everyday modern life, but for many people we work with it can prove impossible.

In response to requests from clients we've worked hard to increase internet access and now offer dedicated broadband at 29 of our services. Working with our client scrutiny and involvement team, which represents clients and reports to the Board, we commissioned Social Telecoms (a social enterprise organisation) to provide the internet access our clients need.

It means clients can now access the internet on their own devices or in computer suites we've made available in our services. This opens up a virtual world empowering more clients to access resources, claim benefits and keep in touch with friends and family. We also offer advice, support and training to help clients develop skills and confidence using technology.

A poem written by one of our clients that was entered into a poetry writing competition to reflect on the support we provide.

How do you thank someone for seeing the real you
Who never judges what you do

Helps you find your way, helps you have your say

Believing in you, when you can't see
Picking you up believing in me

Not shouting when we push you too far
Seeing the humans that we are

Making us laugh when we want to cry
Looking at our mistakes with just a sigh

Giving a gentle push when we need help
Teaching us what we are all about

It's not just a job you all do everyday
You help us all find our way

Alison, client

Celebrating diversity at Portsmouth Pride

We were proud to be a part of the Portsmouth Pride event again this year. As well as celebrating diversity, the event was a great opportunity to raise awareness about Two Saints and the ways we work to tackle homelessness in the city.



New outreach service

We've recently extended our outreach service in Fareham and Gosport, to keep in contact with rough sleepers and to help more vulnerable people



Working with Fareham Borough Council, we've created a local outreach team to get out and build relationships with rough sleepers to find out about their background, their health needs and whether they have an income to support themselves.

Our outreach workers offer support to access benefits and healthcare and provide links to other teams such as substance misuse and mental health agencies. They also connect with partner agencies and other local community and faith groups to help rough sleepers' access necessities such as clothing, toiletries and food.

The aim of our outreach team is to reduce rough sleeping locally by helping each client to devise a support plan focused on getting them off the streets as quickly as possible. Our outreach workers are there to help each client make a positive change and move in to a local hostel or find alternative accommodation options.



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