

# INVOLVE



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A lot has happened since our last edition and I'm sure you'll enjoy reading more about our recent activities and new services in the pages that follow.

Once again this issue contains many personal stories from clients who've worked hard to turn their lives around with the help of our support teams. Reading their accounts really shows how important our services are and the exceptional

work of our staff. We were delighted to retain and extend our Portsmouth young people's services following our successful tender earlier in the year. Over on the Isle of Wight our Safe Haven service is now operational

offering assistance for people experiencing mental health crisis. In Winchester, a new area for us, we're now running two services providing much needed support and accommodation.



# TWO SAINTS

# WELCOME

Our Board has a new Chair, Julie Toben, who was appointed at our annual general meeting in August. Julie shares her first impressions of Two Saints below.

Finally, if you'd like to support our work please take a look at the back cover for details of how you can help or donate.

Thank you for your continued support.



*Steve Benson*

**Steve Benson**

Chief Executive

These first three months have been packed with visits to services in Portsmouth and Southampton, meeting those who lead the work in our community, along with conducting the business of our board and getting to know my fellow board members. I have been impressed with the dedication and determination of our amazing staff team in supporting our clients. I'd like to thank clients, staff and fellow board members for the warm welcome extended to me and I look forward to meeting many more of you in the coming months.



**Julie Toben**

Chair of the Board

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### Want to help?

For more details of how to support us please visit [www.twosaints.org.uk](http://www.twosaints.org.uk)

## A very special thank you to our retiring chairman



One of our very talented clients Megan painted a special leaving gift for our retiring Chairman, Andrew Cobb. Andrew worked tirelessly to raise awareness of homelessness issues and he was presented with the painting at our annual general meeting in August.

Retiring Chairman Andrew  
with our regional Director James

# NEWS

## Hollywood star shows his support

Actor and musician Keifer Sutherland took time to speak to our team and learn about our work when he performed at this year's Wickham Festival. Our team of staff and volunteers worked hard all weekend welcoming visitors and litter picking and we were delighted to receive a donation of £5,000 from the festival organisers.



Keifer Sutherland with Two Saints staff member Hazel

**"We greatly value our ongoing partnership with Two Saints and are delighted that their presence at the Festival raises both awareness of their work and much needed funds."**

Peter Chegwyn,  
Wickham Festival Organiser



## Baking up a treat

**This year several of our services held coffee mornings and fundraising events to support Macmillan Cancer.**

Budding bakers at our hostel in Fareham raised £192 selling homemade cakes, pom poms and cards to the local community. Over in West Sussex, our client Tegan baked 'Tegan's creations' and encouraged visiting staff to donate their pennies.

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**



## Donations brighten up Patrick House

Thank you to local business Tapi Carpets and online company Therapy Posters for providing furnishings that have transformed a room in our Southampton hostel into a colorful and welcoming space for clients to meet with staff.

**Find out how you can help by visiting [www.twosaints.org.uk](http://www.twosaints.org.uk) or see the advert on the back cover.**

## A cut above the rest



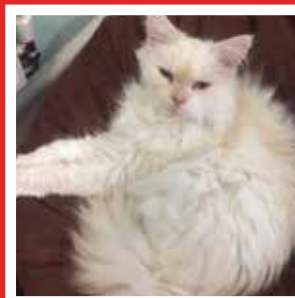
Thank you to staff at Rush hair salon in Southampton for giving one client a real confidence boost in the form of a new hairdo. Feeling and looking good are a huge part of building self-confidence and empowering clients to break the cycle of homelessness.

## Fundraising is music to our ears



Gosport based ukulele group 'The Stokes Bay Strummers' have chosen us as their charity of the year and have already presented our Fareham service with £1,000 and the promise of more donations at the end of their fundraising year.

## Goodbye to a much loved pet



Many clients at our Kings Road service in Fareham will remember Ollie the cat with affection. Ollie found a new home when client Susan left to live independently and he helped her settle in to her new home. We're sad to report that Ollie recently passed away at the ripe old age of 16.



# Portsmouth



Staff and a Board member at our Portsmouth service

**We've extended the range of services we offer to homeless people in Portsmouth. After winning new contracts earlier this year we now provide mental health services, as well as hostel accommodation and support in the city.**

Hope House is a self-catering service. Thanks to the generous donations from our supporters we've introduced breakfast so clients can now enjoy a healthy start to the day.

## John's story\*

**John was struggling with chronic depression following the death of his wife. He couldn't face going out and was unable to look after himself properly. He was totally isolated and refused to engage with anyone or receive medical help.**

Our supported living service in Portsmouth provided gentle and consistent support to help John regain control of his life one step at a time. We encouraged him to access mental health support and he began to feel more positive about the future. With our ongoing support John began to feel more confident and started to take care of himself by washing, cleaning and shopping. He reconnected with his children and could finally see a way forward. He recently moved on to sheltered accommodation where he's now enjoying living more independently.

\*name changed



### Our accommodation and support services in Portsmouth

- Hope House – 32 bed hostel staffed 24/7 providing high level support
- Locksway Road - 18 bed resettlement accommodation
- 5 bed low support service for women
- Community support to help people in their own homes who are at risk of homelessness
- 19 emergency beds a night for rough sleepers

### Our mental health services in Portsmouth

- A 12 bed, high support service staffed 24/7
- 44 units of accommodation across Portsmouth with visiting support
- Community support to people in their own homes

# Cooking up a brighter future

**Cookery sessions have proved a tasty addition to the support available at our Fareham hostel, with one client already aiming for a career in catering as a result.**

Support worker Emily decided to share her love of cooking and invited clients to join her in the kitchen to find out how to cook healthy meals on a budget. Clients can choose what's on the menu and help shop for ingredients. It's proving successful in encouraging even the most disengaged clients to roll up their sleeves and get cooking.

Michael, a client who arrived at the hostel with no self-confidence, joined the cookery group and soon became a regular in the hostel's kitchen. He enjoyed helping and learning from Karen the chef. Thanks to mentoring from Karen, and ongoing support from Emily, Michael gained a food hygiene certificate through our caterers Coombs,

and is now hoping for a future career in catering.

With his confidence restored Michael moved into more independent accommodation at Acton Lodge, although he still comes back to volunteer in the hostel's kitchen.



Michael in the kitchen with Karen the chef from Coombs caterers

## Streetaid

FAREHAM  
**STREET AID**  
Helping people off our streets

To help prevent rough sleeping, a new initiative has been launched providing information on how to donate money or supplies to charities that support homeless people in Fareham.

Visit

[www.farehamstreetaid.org.uk](http://www.farehamstreetaid.org.uk)

to find out more or take your donations to One Community in Fareham shopping centre.

## Fun in the park

**Our Fareham, Gosport, Havant and Petersfield services enjoyed a summer barbecue in Queen Elizabeth Country Park.**

Minibuses transported clients so everyone could enjoy a fun and relaxed day out, have a laugh and feel positive. This type of activity also improves mental health, wellbeing and boosts self-confidence.





## Supporting young people in West Sussex

In Chichester we provide 24-hour support and accommodation for 16 and 17 year olds who need a safe place to stay because of issues such as family breakdowns, sexual exploitation or substance misuse.

In Worthing we offer low level support and accommodation for young people who need a helping hand towards independent living. The young people we support have complex needs, and we offer a safe and supportive environment to help them move on to the next stage in their lives. Thanks to our support, seven young people are enrolled in college or have started work.



### Carly's\* story

I've been in the care system since my teens and have battled with mental health issues, suicidal thoughts and controlling my emotions. Since arriving at Two Saints the staff have supported me so much, helping me to improve my mental health and come to terms with identifying myself as transgender.

I've been able to openly engage with staff about my feelings which has restored my self-confidence. Although I didn't finish school I want to get an education so I enrolled in college. It's a real challenge as I'm not used to sitting in a classroom, but

thanks to Two Saints and support from the college I'm enjoying my studies and looking forward to a bright future.

### Kim's\* story

I grew up in the care system from my early teens and battled with mental health issues on a daily basis. Sometimes I just wanted to stay in bed for days.

But with ongoing support from Two Saints I'm attending a steps change programme with the mental health team to better understand myself. I'm determined my mental health issues won't rule my life.

skills to live independently and am currently studying an access to university course. Although I still have bad days, I know I have the determination to get where I want and am in the process of bidding for my own property.

Now I'm looking ahead to the future. I'm enjoying learning how to cook and developing



When we first met Michael he was entrenched in rough sleeping and battling with substance misuse and mental health issues. After sleeping on the streets for many years he had a severe mistrust of services and wouldn't engage with anyone, including other rough sleepers. He was increasingly isolated and his self-esteem was so low he couldn't even make eye contact with another person.

# Michael's story

Working with rough sleepers who've lost all trust and confidence is extremely challenging, but the work of our homeless vulnerable adult support team in Southampton is all about building trust and providing personalised support depending on each individual client's needs. We work on a basis of 'what do you need' not 'this is what I can offer'. In Michael's case this meant gradually forming a relationship and building a rapport. Through daily interactions including a hello on the street to taking him a coffee and a bacon sandwich, the team slowly gained his

trust. Over the next two years they developed a rapport and Michael slowly began to see hope and believe in himself.

Thanks to their dedicated approach of consistency and persistency, and their never give up determination, Michael started to engage with the team and other services and attend healthcare and benefits appointments. His confidence improved along with his physical and mental health.

There have been setbacks along the way and the team were there to offer crisis intervention when Michael was offered a

place in rehabilitation but left because it was too much for him. Once again his self-confidence hit rock bottom, but the team never gave up.

Working closely with another agency the team secured Michael a place in abstinence accommodation in Southampton where he was finally able to start rebuilding his life and tackle his addiction. From there Michael really started to believe in himself and look to the future. He learnt new skills, developed confidence and reconnected with his family.

The next step was into a council flat, where Michael is now living independently. Michael's transformation from just a few years ago is staggering and is undoubtedly down to his own determination and the perseverance of our homeless vulnerable adult support team who refused to give up on him.

Michael is now living independently and the team will continue to support him and keep in close contact to ensure he remains positive and stays healthy.



# Winchester



Westview



Sussex Street

“I was sleeping rough and didn't have many options. As a compulsive hoarder and a drinker I didn't know where to turn, but I was offered the chance to come back into Westview and it has been great. I'm not worried now I'm not sleeping on the streets. I can sleep in my own bed, get a shower and cook my own food - it has made me feel like a person again.”

Selina

**We're pleased to be working in partnership with Winchester City Council, Hampshire County Council and local partners to provide accommodation and outreach services to help prevent and tackle homelessness in the city.**

Westview offers 29 individual rooms with staff on site 24/7 providing support and encouragement to help homeless people rebuild their lives and move on to independent living.

The outreach service, which is provided jointly with Winchester City Council, reaches out to people who are sleeping rough and encourages them to take up the support available.

Winchester City Council has recently refurbished a building in Sussex Street to provide 12 self-contained studios. We'll be leasing the building and the first clients will move in during December. Using the 'Housing First'

principles of tackling homelessness, we'll offer intensive support to help clients settle in, maintain their tenancies and learn how to live independently.

Look out for the red house-shaped donation boxes around Winchester city centre, where you can donate your spare change. Every penny donated will be used to support rough sleepers.

\*name changed



# Housing First

## A new way of helping entrenched rough sleepers

Jane Clubb, our team leader in West Berkshire explains what 'Housing First' involves

"We work with entrenched rough sleepers who are often dealing with drug or alcohol addiction, mental health issues and criminal behaviour. The great feeling of being able to give someone a brand new start is amazing, but it's not easy going.

"Firstly we help them arrange identification, a bank account and a claim for Universal Credit. Then we find a suitable property and take them to our local community furniture project to furnish their new home. Next on the list is sorting single person council tax discount and getting utilities like gas, electric, water and a

television licence in place. When they're settled in we assist with changing addresses at things like the doctor, dentist and bank.

"But the job doesn't finish there. Living in a home of their own isn't easy for clients who've spent years on the street and we are there to help them readjust

to their new life. Often people might go back to the streets some nights, as their new home feels too quiet and isolated and they might be financially worse off because they've never paid bills before. But we're there to offer ongoing support to help them feel settled and part of the community.

"We hold a 'Housing First' coffee morning once a week for clients to drop in for a chat and can help with finding voluntary or paid work and accessing local activity groups.

"Slowly and surely with intense support, our clients are succeeding and starting to flourish in their new environments."



## You've got a friend

**Homelessness can be a lonely and frightening experience and the journey to a brighter future requires lots of support and reassurance along the way.**

In West Berkshire our befriender service is a team of volunteers who support and encourage clients to access local activities. Volunteers can also share their skills and interests to help clients learn something new - anything from cooking, gardening, carpentry or plumbing.

The service, which was launched with a grant from The Big Lottery community fund, relies on volunteers. If you have time to spare or skills to share please contact Leila on 07936 362208 and discover how rewarding being a befriender can be.

## Open day

Our service in Newbury opened its doors for an open day recently when stakeholders and agencies could learn more about how we work to tackle homelessness and support clients to rebuild their lives.



# Reaching out



If you see someone sleeping rough you can help by connecting them to support services and outreach workers by visiting [www.streetlink.org.uk](http://www.streetlink.org.uk)

It's a challenging job, but as Outreach Worker Kelsey explains it's also hugely rewarding to help people turn their lives around.

**Our outreach workers provide essential contact on the ground. They regularly check rough sleepers in their patch are OK and are able to access support and services that will enable them to move on from the streets and into suitable accommodation.**



"I visit local rough sleepers weekly or daily to develop a rapport and build trust. I'm here to help each individual learn to help themselves, improve their physical and mental well being and build self confidence. This could range from advising on local foodbanks, assisting with benefit claims, accessing emergency housing, encouraging them to register with a GP and attend healthcare appointments, or simply sharing a hot drink and having a chat.

"Rough sleepers in city centres are usually visible but in some of the rural areas I cover it can be challenging to track down people sleeping rough. We rely on reports from members of the public and work closely with the police to find and support anyone who is homeless.

"Most people I meet on the streets welcome the support I provide, and it's so rewarding to see clients move into accommodation and look towards a positive future."

Kelsey  
Outreach Worker covering East Hampshire and Havant



## Thank you Travis

We encourage clients to work with us to help improve our services and would like to say a special thank you to former client Travis who has played a key role on our client scrutiny and involvement team for many years. Travis has had to step down from his role due to his university studies.

"It has been an honour to play a part in helping other people affected by homelessness. My proudest achievements include being asked to advise the National Census on how better to reach and engage with more homeless people, and raising awareness of homelessness amongst young people by participating in the National Citizenship Programme."

Travis



## Success on the island

Since launching Two Saints services on the Isle of Wight last year, we've successfully helped many homeless and vulnerable people on the island. Our range of services include substance misuse recovery supported accommodation at Butler Gardens and our new mental health service Safe Haven.



Two Saints staff Hayley and Hannah at Safe Haven

### Safe Haven

Based in Newport this services provides a safe place for anyone experiencing or approaching a mental health crisis. Open 5pm - 10pm weekdays, and 10am - 10pm weekends and bank holidays, people can simply drop in (or phone or email) to receive immediate support to help manage their mental wellbeing. Safe Haven aims to reduce the need for admissions to the local accident and emergency department. Staff provide a non-judgemental, non-clinical approach within a calm and relaxed setting.

**“Having felt like I’ve been let down by every authority known to man, they’ve listened and understood. I feel inspired. Thank you.”** Safe Haven client

### Housing First

**We work with the local authority to tackle and reduce rough sleeping on the island. Our small team of community support workers work with people with multiple and complex needs including homelessness.**

Rather than the traditional method of getting clients to receive treatment or become abstinent before they are deemed ‘housing ready’, Housing First flips this approach and provides a home much earlier in the recovery journey without pre-conditions. There is mounting evidence that this model of tackling homelessness can be extremely successful, and you can read more about our other Housing First services inside this magazine.



We attended a celebration of recovery event hosted by drug and alcohol organisation Inclusion to raise awareness of our accommodation and services on the Isle of Wight.

# Want to help?

Support our work and help make a real difference to someone's life.

- Donate
- Fundraise
- Volunteer
- Corporate Support

Visit

[www.twosaints.org.uk](http://www.twosaints.org.uk)

Click on the 'support us' tab to discover how you can help and to find out what each of our services needs.

Click on 'latest news' and sign up to receive our Involve magazine online

 Two Saints  @twosaintstoday

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