



TWO SAINTS

REBUILDING LIVES FOR A **BRIGHTER** FUTURE

How we're
making
your priorities
a reality

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Homelessness in general - and rough sleeping in particular - was being given a new prominence by the government before the Coronavirus crisis and this has now increased even further.

But it's been our focus for almost 20 years as Two Saints, and for more than 50 years before as our forerunners in St Dismas and St Petroc.

In this update, we'd like to share with you some of the work we've been doing on your behalf - and in other areas too.

We'll also give you an update on our exciting plans for the future, including how we can:

- **Further your priorities**
- **Help you achieve your ambitions**
- **Make even more impact in the areas where we work**

An important focus for us is supporting **Homeless Link's 'Everyone in for good' campaign**, which is aimed at making sure - as we recover from the Coronavirus crisis - we don't slip back to where we were before, with unprecedented levels of rough sleeping across the country.

What our clients say...

"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."

At Two Saints, people are always our priority

Here are some of our success stories from across the areas where we work.

As you'll see, there are many different routes to success. The solutions are as complex as the problems that our clients face and we run a wide range of services to achieve the outcomes that our clients and commissioners need. We've changed the names in the stories.



Rough sleeping hoarder finds new home through Housing First

- When we first met Selina she was sleeping rough and felt she was short on options
- As a compulsive hoarder and a drinker, she didn't know where to turn
- After working with the outreach and accommodation services, she was offered the chance to come into one of our hostels, which has 24/7 support from our on-site staff - and it was the start of a turnaround, including moving into her own home
- Selina said: "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's made me feel like a person again."
- We plan to extend Housing First across all the areas where we work in Berkshire, Hampshire (including Portsmouth and Southampton), the Isle of Wight and West Sussex



Pressure on health services cut by specialist support

- Kevin was the first client referred to our high intensity user service. In the months before his doctor's referral, Kevin was admitted to hospital 21 times and frequently dialled 999 for an ambulance, which his doctor estimated cost the NHS around £32,000
- He said: "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.
- He added "When Two Saints 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."

Intensive support brings missing teenager to home of her own

- When Jane arrived at one of our young people's service her life was spiralling out of control
- The teenager was reported missing several times every week, drinking heavily, refusing to engage with staff - and her future looked bleak
- Thanks to our intensive support, in just four months the situation transformed - she's found new self-confidence and is preparing for adulthood
- As well as assisting with her CV and job applications, we've 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's engaged and applying for work and living in 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





Vulnerable man moves from prison to 24-hour supported service

- Tom has mental health issues and learning difficulties - he was exploited by people as he's vulnerable and has no family or support network to help
- Tom ended up in prison and with nowhere to go when he was released, he faced having to move onto the street
- Luckily, instead he was offered a bed in one of our hostels and from there we could help him to start rebuilding his life
- Tom stayed at the hostel temporarily while staff helped him 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 moved him into one of our more independent accommodation services, where our teams 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 too, to help him integrate back into society and get his life back on track



Carving out a new career

- Wayne was battling alcohol and mental health issues as well as homelessness when he arrived at one of our hostels
- He was determined to face his demons and turn his life around
- We supported him to embark on and complete a carpentry course at college. He had found his calling and began volunteering at a community furniture project
- He's now a regular there each week and has been involved with major projects including building new offices and a bike workshop
- Wayne has gained more qualifications, including maths and literacy, to boost his confidence and skills and he's now looking forward to a promising career as a joiner
- His determination and his remarkable achievements were honoured at the local Learner Achievement Awards



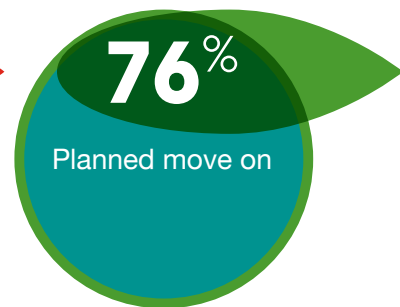
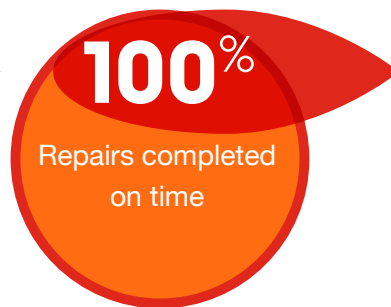
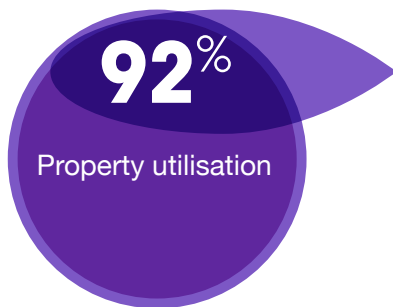


Widower helped to live life again

- 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 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



How we performed last year



Which includes letting activities: £5.2m, support activities £7.5m, fundraising and other income £0.3m



We were placed 4th in the 24 Housing magazine's list of top 50 landlords of the year (a rise from 47th place in 2018)

- 96% of clients said they can access staff and support when they need them
- 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

What our clients say...

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

“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.”

“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.”

We’ve also grown significantly over the last three years:

- Turnover has grown from £8m to £14m this year
- We took over the Real World Trust on the Isle of Wight
- We’ve started running significant services in Portsmouth again
- We’re running mental health and young people’s services
- We now operate out of twice as many buildings than we did three years ago
- And we now employ 300 people



Our plans for the next three years... An even brighter future

We've come a long way and made a great deal of difference to the lives of our clients over the last 19 years since we started life as Two Saints (and before that for some as St Dismas and St Petroc).

Over this time, we've proudly helped many hundreds of people to rebuild their lives. We've developed a strong reputation with the people we work with and we're financially stable.

But now – as we approach our 20th anniversary as Two Saints – we're gearing up for the next part of our evolution.

Our plan is to do all of the things we've been doing...and much more.

What's the plan?

1. Our priorities - the government's and our commissioners' - are moving on

For this area, our three-year plan includes:

- Helping to shape the government's strategy to deal with the rough sleeping crisis and the recovery from the Coronavirus crisis by providing more services for our commissioners. We're increasingly using our expertise in this area to support our commissioners' to secure and use the new funding coming from central government
- Consolidating and expanding our work in Berkshire, Hampshire (including Portsmouth and Southampton), the Isle of Wight and West Sussex

- Mainly providing services for single homeless people, young people and people with mental ill-health - but also providing some other services such as for former offenders, refugees and families
- Increasing the number of properties we own. Where possible, we want to own or lease all the buildings we operate from
- Developing new partnerships, sourcing new funding and piloting new ways of working, for rough sleeping and other services

2. We want to continue to develop new initiatives

For this area, our three-year plan includes:

- Continuing to provide services in psychologically informed ways
- Being a partner of choice with a reputation for creativity, resilience and openness
- Continuing to develop intensive activities such as Housing First
- Working more with health trusts to provide mental health services
- Increasing the number of women-only services we provide
- Leading work to ensure all agencies are working effectively together to end homelessness
- Working with VIVID to develop a vision for high-quality hostels across Hampshire
- Continuing to be a flexible partner with a can-do attitude

3. To do all this, we need to update some of our processes, employ more people in certain areas and adopt a new senior leadership structure

- We've agreed on some areas of growth including extra front-line staff in some areas where there are particular pressures, extra staff to manage the maintenance of the increasing number of properties we own or lease and more capacity to support the management of our growing organisation. This includes finance, human resources and our information, communication and technology services
- To take the opportunities facing us and give us the focus on these priorities, we're adopting a new leadership structure. We've created three new roles:
 - Executive director of investment, assets and risk
 - Executive director of transformation and business improvement
 - Executive director of client services
- Our existing finance director, Janice Hughes was appointed as our executive director of investment, assets and risk in April
- We've appointed Emily Munford as our executive director of transformation and business improvement and she'll join us in September
- We'll be advertising the executive director of client services role shortly
- Our regional directors and human resources director will report into these new positions.
- Elsewhere in the organisation, most people will still be working in the same teams and reporting to the same people
- Throughout the organisation we expect to change some processes to make them fit our new direction and the challenges we face



This strategy is about growth and development

We're experts in a field that's growing in demand. We're planning to make an even bigger impact on the lives of people who need help **'to build a brighter future'**.

Please just get in touch if you have any questions or if you'd like some ideas on how to deal with the challenges your organisation faces.

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