



## Hope's Mission, Aims and Outcomes

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### Hope's Mission Statement:

Hope is a progressive anti-poverty charity that works to improve the lives of anyone affected by poverty, especially homelessness, through services, training, campaigning and advocacy.

### Hope's Statement of Aims:

We aim to alleviate the immediate and ongoing impact of poverty, especially related to homelessness.

We offer support to people whilst they are experiencing extremes of homelessness and poverty, alleviating the impact of these issues through basic services like food, clothing and shelter, whilst working to support improvements in their position through advocacy for housing, support with issues of benefits etc and through referring people to specialist interventions, enabling and supporting them, and helping re-inforce change plans, and offering support ourselves, someone to talk to, and theory based interventions promoting change behaviours. We achieve significant change in confidence and self-esteem through the giving of practical things, offering support, helping people access new skills and opportunities, and befriending.

In our casework we aim to help people achieve training, improve skills and confidence and achieve greater employability.

Our qualified social work and occupational therapists, plus their students in training, ensure that very real professional skills towards change occur. We have a high level of expertise in motivating change using a specific motivational skill set; and have a high level of experience with mental health and addiction problems, particularly amongst pre-contemplative users.

### Hope's intended Outcomes:

**In our day centre:** The primary purpose of the original mission is to alleviate and help people to manage the immediate circumstances facing them: shelter, food, clothes, a place to wash and so on. We offer access to computers that people need to make their claims for benefits and look for jobs. We offer befrienders to engage and alleviate loneliness and manage immediate distress. These services, alleviating real material and physical disadvantages, are an act of charity and compassion that reduce ill-health, loneliness, physical and mental pain, addiction and other distress.

Hope adds to basic services with activities and events that help to offer more, that also work to alleviate distress, but also build confidence and develop self-esteem and trust: arts, crafts, therapeutic gardening, anxiety management, creative writing, hairdressing, beauty services, foot care (podiatry), music, meditation and mindfulness, fitness and art therapy.

The intended outcome of these services is to help people grow, gain confidence, rebuild self-efficacy, as a prelude to more lasting changes like getting work or training, and removing dependency.

**In Casework:** We work to build confidence and self-esteem, and reduce negative issues that prohibit participation in the labour market. To improve employability through overcoming those barriers and by offering skills and knowledge. Through greater employability, people work towards personal independence and not dependency, either on charity or the state.