

Hope is a place of change

Hope Client Services Annual Report 2018

The services Hope offers

'I would have died by now without Hope, it's as simple as that!' Service user, Aug 2018

Day centres like Hope have been at the forefront of action to tackle homelessness and poverty for more than a hundred years. Starting as missions or soup kitchens, as Hope did in 1974, the day centre movement has helped many thousands, if not hundreds of thousands of people to cope with destitution, including homelessness, and to move on and make changes in their lives.

We work with people who are often affected by complex, overlapping problems – multiple disadvantage, accrued over years of poverty and deprivation. Enabling change with people with such complex challenges is a long, demanding business, and services like Hope are not specialist services with experienced therapists and psychologists in house. (see <https://www.jrf.org.uk/report/tackling-homelessness-and-exclusion-understanding-complex-lives>; <https://www.jrf.org.uk/report/destitution-uk>).

There are no simple answers to the needs of our service users, and no easy solutions. It is simply not possible to overcome the profound levels of disadvantage and suffering our service users have experienced in the short term, given lack of access to enough wider support from other, even more specialist services, affected as they have been by years of cuts. We recognise, but constantly work to overcome, the challenges our service users face, and which hold them back. Taking people on very long journeys, when they have much baggage that holds them back, is a long process. Given the scale of baggage, and the limited resources available to address them, it is not credible to expect dramatic change in the short term, for everybody, but to recognise that the goals that are achievable need to be personalised for each service user. For some, speaking is a challenging goal; for another, sleeping under a roof another, for another, sleeping without the door open, for another, being able to write. Only some, perhaps comparatively few will leave within a few weeks with a job that pays the average rent in Northampton and enables them to live. Every service user has their own outcome that we aim to achieve.

'When I first came in I wasn't sure if I would like it here, now I have got used to it and people are friendly and I now look forward down to coming in to see other people and the staff. If this place wasn't here I would be shut off at home

It is also important to acknowledge that the problems some people face are not within their control. A homeless Polish man cannot obtain

benefits nor access public housing. To get housing he may have to get work that simply is not there, or is exploitative or virtual slavery that will not pay any proper rent. People forced by a delay in universal credit have nothing to feed themselves

'If it was not for the Hope Centre and the help I was given from the old building and the new, all the confidence, letting me know again I am a person and not some rubbish that can just thrown away. HC is the only place where they are made to feel normal and part of a family which is what we are'

with, so may experience challenges in their lives that arise from that. We cannot expect people victimised by the system to achieve things not within their control.

Hope also works with a spread of people: not just the street homeless. We see all of the roughly 100 people who sleep outside of a building at some point during our six days of opening (about 40-60 a day). But we also see a share of the much larger number of people who sleep on someone's floor (about 40 a day); and we also see about 30 people a day who have a tenancy, but who come to us for support and help – with addictions, mental health, isolation, loneliness, managing their money, lack of funds to pay the heating bills and so much more. We are not just a homelessness agency, although many of these people may have been previously homeless. Our work with this group includes homelessness prevention.

The range of what we do with people is often not fully understood. Those who just think a day centre is just a place where people sit down for a couple of hours and get free food, is hopelessly outdated and not what Hope does. Hope engineers a vast range of activities and services, from a multidisciplinary perspective and skill base, that enable people to gain confidence, acquire skills and self-esteem, and move forward in their lives. What we do can't simply be measured in terms of 'how many got housing'. We offer so much more.

Our impact can be broken down into categories, which reflect an increasing level of change that we strive to enable. They are built on best practice models from Homeless Link, our national representative body, and academic sources describing what is most effective practice¹, and fully in line with the new national strategy for rough sleeping published in 2018, which says that the guiding principle of services must be to '*create environments that are appropriate for vulnerable people.. and promote individual choice*':

The alleviation of the impact of homelessness and destitution

The primary purpose of the original missions, and a purpose that continues within the day centre movement to the present period, 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. Every year Hope offers these to at least 1200 people, up to 120 a day. We also offer care for homeless people's dogs through an association with Wood Green Animal Shelter.

In 2017-18 we ran SWEP provision, which helped 109 people in total, over 24 nights, with 585 nights spent at Hope in total; with a maximum number of 36 in one evening, the average being 30. Every single person was encouraged to seek help from the Borough Council or other providers of housing or was offered engagement in the programmes of casework listed below.

¹ <http://homeless.org.uk/sites/default/files/site-attachments/HL%20-%20end%20rough%20sleeping%20handbook%20for%20day%20centres.pdf>
<http://homeless.org.uk/sites/default/files/site-attachments/Stopping%20homelessness%20report%202017.pdf>;
http://homeless.org.uk/sites/default/files/site-attachments/201502%20-%20Day%20Centres%20making%20the%20difference_0.pdf ;
http://irep.ntu.ac.uk/id/eprint/19863/7/701_Bowpitt.pdf
https://www.crisis.org.uk/media/238843/a_rapid_evidence_assessment_of_what_works_in_homelessness_services_2018.pdf
<https://www.kcl.ac.uk/sspp/policy-institute/scwru/pubs/2005/Crane-et-al-2005-Homeless.pdf>

The offer of activities and opportunities that do more than simply alleviate basic needs

Hope, like other day centres, adds to basic services with activities and events that help to offer more, that work to alleviate distress, 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. On every day of the week at Hope there are well attended groups and classes or individual work of this type, serving to lift people's mood, confidence and fitness to move on in their lives. On all key dates, Halloween, Christmas (where we feed up to 150 people), Easter, Hope will hold little celebrations and offer presents and special food. This programme is properly and professionally managed: we employ a qualified occupational therapist and have students on placement.

The purpose of these is to help people grow, gain confidence, rebuild self-efficacy, all essential preludes to more lasting changes like getting work or training.

Shelley studied Occupational Therapy (OT) at the University of Northampton, qualifying in 2013 and starting work at the Hope Centre as Client Engagement Co-ordinator the same year. Shelley had placements with a Mental Health Hospital, a Stroke Unit and with the Hope Centre itself where she developed her skills in needs assessment and intervention planning. Shelley's role at Hope has involves enabling clients to develop and maintain their life skills through activities such as cooking, gardening and art. Shelley has also helped clients to address their multiple barriers through one to one goal setting session and advocacy.

Research shows clearly that the majority of people accessing day centres are marked by profound levels of multiple disadvantage, with mental and physical ill health, offending and addiction problems to the fore, but much more: long term stories of abuse, poor education, trauma, violence, unemployment, isolation. Day centres make a significant contribution to both alleviating these problems themselves, but also, depending on the day centre, either addressing them themselves or actively engaging more specialist services to address them in a more specialised way. Hope, for example, works closely with specialist addiction services to offer a range of joint therapy groups, on Hope's premises, and runs mental health support groups, that together support hundreds of people a year to make real changes in their problem behaviours. Whilst many day centres are not in themselves therapeutic agencies in the most specialist sense, these signposting, co-produced and co-run services achieve therapeutic benefit, and Hope offers these.

Hope collaborates with public health programmes: in December 2018 we are offering screening for TB and other communicable diseases in partnership with NCC's public health specialists. We are a research site in 2019 for a major study by South Bank University London of tackling smoking amongst the homeless by using vaping. Our work has a direct effect in reducing health problems in homeless people and possible impact on others. They also reduce the burden on other services and reduce spend elsewhere through control of addictive behaviours and alleviation of mental health issues reducing demand on statutory services.

Helping people access accommodation

Hope, unlike some day centres, does not have accommodation of any sort, so we have to work closely with other organisations who do. We have run SWEP very successfully in 2017-18, but have no other accommodation role.

This means we can't offer people accommodation, but of course we work every single day to help people access services that can offer accommodation: NAASH, the Borough Council, Bridge, Richmond Fellowship, Amicus, Mayday and many more. We make appointments,

take people to them, advocate for them, help people avoid unsupported discharge from hospital and cope with prison releases, on every working day. We don't control the process of letting accommodation though, so can't be judged on 'how many people we directly get housed' – that's not in our gift.

Also, some of the people we work with, can't get access to housing easily. Eastern Europeans and other migrants often can't get public housing without local connection nor access to public funds. They can only rent privately if they have income. Whilst we work to get them ready to work through training, as below, and attention to profound issues, as above, this is a long, hard process which can mean they stay on the street a long time, and during which we support them.

We are not funded to do outreach.

Hope Casework: Helping people become employable and get work

Hope has a team of caseworkers whose role is to support individuals with tailored plans to address their needs, focused on employability but with attention to the issues that present barriers to this: mental health and addictions primarily. Hope specialises in helping people become employable, with Lottery and ESF funded high quality programmes of volunteering opportunities, training and work experience. Every year we offer an extensive programme designed to get people employable, work ready, having overcome the main barriers to sustained employment and where we can, placed in work. Our team of advisors has a level of experience unsurpassed in the county, with over 30 years work experience in the welfare to work environment, and proven outcomes. We do not, however, make unjustifiable claims about work being the only solution to poverty and homelessness, given the imbalance between rent and minimum wage income. However, through our own social enterprises, we are able to offer some paid work to a small number of people. Our social enterprise is externally accredited as a social enterprise centre of excellence through the Social Enterprise Mark².

We work to build confidence and self-esteem, and reduce negative issues that prohibit participation in the labour market.

The return to work skills and experience at Hope:

Tara – Worked for A4e/People Plus for 5 years managing one of the largest deliveries of the Government contract "Work Programme" specialising in supporting the long term unemployed back to sustainable employment through the delivery of employability skills. Tara led a team of 24 advisors and trainers and they excelled in supporting the harder to help back to employment.

Lee – 4 years' experience in the Employability / Work Support field, having worked for A4e for 2 years, managing teams of advisors on the delivery of the Government contract "Work Programme" specialising in supporting the long term unemployed back to sustainable employment. He also set up the Community Work Programme contract for Learn Direct and successfully supported a multi office team, covering CWP, Work Programme and Employability Skills / Adult Learning. Before starting with Hope, Lee was part of the setup team from Working Links who delivered the Links to Work contract locally in Northampton, engaging with benefits claimants with significant barriers to finding sustainable employment.

Leon – 20 years welfare to work experience specialising in the personal development of clients, the increasing of skills preparation to return to work. Initially employed within this industry by Lifetime Careers Brent & Harrow as a Personal Advisor in 1998. Worked in the private sector as a Recruitment Consultant. Employed at Jay Training Services as an Employment, Training & Education advisor assigned to London Probation Service contracts.

In Northants, worked for the Careers Development Group, JHP and A4E on contracts to include NEET Moves and Flexible New Deal. Recruited for brokered Traineeship and Apprenticeship positions as an Engagement Consultant for 3AAA's covering local and national clients and employers. Worked as a Case Manager within the Prison Service for the Prison Advice Care Trust a charity working with offenders serving sentences and preparing for release.

Jo – 8 years welfare to work experience in the Welfare to Work / training environment. Joanna holds a NVQ in Employment related services sector and is also a qualified teacher.

Tina – 2 years Welfare to work experience with Remploy supporting those living with mental and physical barriers to employment through effective partnerships and contractual agreements with the DWP on a one-to-one basis. Currently taking CIPD level 5 and ILM level 5.

Hope helps reduce the impact of homelessness and poverty lifestyles on other services

Because we offer a minimum of 25 ½ hours of day centre time a week, and many more of additional training/volunteering/work activities outside of these hours, we fill a lot of time that service users would otherwise spend outside on the street. It can be argued that even if all we offered was a roof under which *nothing* was offered to service users, this would still have an impact on reducing the number of people in the town centre, and who either actually or allegedly damage the economic success of the town and local business through their presence and visibility or actions. By taking them off the street, we help improve the way the town looks and feels. We may also reduce their offending and anti-social behaviour. Research evidence suggests that homeless people incur a significant volume of costs to other services, and whilst it is very hard to estimate day centre's contribution to the reduction on these costs, it could be very considerable indeed, and anecdotally verified.³

Daniel and his partner became homeless after being evicted from their home in Kettering, and after moving to Northampton (where Daniel had family who he couldn't stay with), they started living in a tent in Midsummer Meadows.

"When you are homeless, you don't have anybody, there's no general support and we weren't on benefits so all we had were the clothes on our back."

Daniel and his partner discovered the Hope Centre and started coming in for food and some company to break up their days.

"We would go back to the tent with full stomachs, go to sleep and do the same the next day."

After splitting up with his partner, Daniel moved in with his mother and was able to find a job.

"The Hope Centre really helped me out a lot; I didn't use a lot of the activities and services but the services I did use, I'll never forget what they did for me. They helped me build my foundations to help me get to where I am today."

3

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/7596/2200485.pdf

http://irep.ntu.ac.uk/id/eprint/11796/1/PubSub2546_Bowpitt.pdf

How Hope records the progress service users achieve under these headings

1316 separate Hope day centre customers in 30,000 visits of an average 105 a day, consumed on 286 open days (in 2018 to date):

- 89000 hot drinks
- 1000 cooked breakfasts and 3100 cooked lunches
- Earned 2500 lunch vouchers through volunteering
- 4500 clothes items
- 2900 food takeaways

Hope customers who attend the centre at Oasis House and the related training provision at Ash Street, the John Smith Centre (JSC) fall into two groups:

- People who just attend the day centre
- People who also get involved in casework

People who just attend the day centre

Some people come in, engage with staff and their friends, but do no more than take food, perhaps clothing, take shelter and then leave. Some do not have the capacity, energy or motivation to engage at a higher level. Whilst this higher level of engagement is offered at all times, to encourage them to make major changes in their lives, participation is not a requirement of attending the centre.

We record what we have offered to these people in the form of collective centre outputs: how many people came (and their demography), how many meals we supplied, how many clothes we supplied, how many take out bags of food and how many showers were taken.

We do not complete an individual record of progress for each attendee at the centre, although we can say how many times an individual attended. We take the view that those who simply want to come in and get something to eat and somewhere to rest are our customers, and unless they want to, have not entered into a programme of work with us which can be measured.

Some people in this category also attend groups, and we record them, below, not as a record for an individual, but in terms of how many groups were run and how many attended them.

Some people in this category also volunteer in the day centre. We record this number, although again, do not record this against an individual unless they are in casework.

To capture how effective they feel our services are, we record their experience of the centre by:

- Asking them to complete a detailed client survey on line or on a form, twice a year
- Asking people to speak at a client forum, where they give qualitative responses

The most recent survey results (Aug 2018) are found in appendix 1 below. We also take anonymous comments and suggestions.

These forms of response constitute the outcomes from day centre provision, recording how much attendance meant to people's lives, in the form of their self-report.

Groups and activities in the day centre

Hope runs a range of activities in the day centre which help people to gain confidence and readiness for higher levels of change; or, if this is not possible, greater happiness in coping

with the lives they lead. These activities can contribute to casework. These activities are recorded in the form of the number of groups held and number of attendances. Their work is evidenced by the production of work – art sales and media, writing, awards for our garden etc. In 2018 service users held a successful art show and the garden they tend won a Royal Horticultural Society Gold medal for excellence at regional level, Silver Gilt at national. The creative writing group publishes a book of client experience in 2019. These are significant, highly achieving groups which demonstrate quality of the experience and achievement.

Unless people are in casework, we do not keep an individual record against all attendees of groups.

Casework

People who engage with casework staff are assessed in far more detail to determine what progress they have made. They are service users and we record what interventions they receive and data about what outcomes this results in.

We focus on helping people become more work ready and our assessment of progress is geared towards that, because those are the primary services we offer. We focus on enabling people to overcome the barriers to work that may exist, such as addictions, but we do not often provide the primary interventions to tackle those problems.

We record what they have done or achieved and we have done:

- Volunteering with us, down to the hour
- External volunteering
- Work experience
- Obtaining a job
- Specific skills or qualifications they acquire
- What courses they have attended
- What practical issues have been resolved to enable employment – obtaining documents etc
- Whether they attended activities – art, gardening etc

- If we have advocated for housing with NBC or others
- If they have been housed

- Referrals to external services – substance misuse, mental health etc
- Attended specialist services we have co-run – eg Breakfast club

Then we record the effect this has had on them, through self-report:

- How their self-confidence has improved
- How their self-esteem has improved
- Whether they feel more prepared to be able to work (self-efficacy)
- Whether their primary presenting problems have lessened
- Whether they have developed external support networks outside of Hope

We do this through use of agency specific self-designed forms, but which incorporate validated instruments to measure specific effects, eg WmWeb. These are conducted at intake, six monthly and annually if this applies, or planned exit if earlier, by the caseworker.

In 2018: 88 unique Hope clients – 9 specialist training providers offering courses,
 Of the 88 – 39 were signed up to BBO Wrap, 28 progressed into training or employment. 20 were signed up to BBO SEMLEP – 14 progressed into training or employment

- 86 unique external clients have used our training facilities
- 146 certificates issued ranging from level 1 to level 3 accreditations
- 18 have gained paid employment
- 20 clients advocated successfully into housing
- 152 clients have engaged in wellbeing activities
- 35 unique clients have engaged in Addiction Rehabilitation group sessions
- 70 unique internal client volunteers
- 6 client volunteers working externally
- Over 1500 hours accumulative volunteer hours recorded – 380 hours of which were achieved within our Tool workshop

The caseworker, derived from these forms, and from their own judgement, and the objective measures identified above (got housing, got a job etc), completes an employability scoring. This is repeated as per the timetable above, and enables a professional view, partly derived from objective markers, of improved employability.[data on this to be included]

People in casework also complete the day centre service user survey.

“During the 2 months I spent on the street with a brand-new UK passport, but without that all-important NI number, the Northampton Hope Centre provided a lot more than the food that kept me alive.

There was counselling and advice for a society and job market I barely understood. They provided clean clothing and a shower, and set up those first interviews to get me started.

I've been fully and gainfully employed for 18 months now, and there's very little chance I'll need them again, but we need to keep them going because there are others that need their expertise in helping people up onto their feet.”

David, former service user

The charges that are sometimes laid at a day centre's door

Those critical of day centres sometimes suggest that they condone, enable or encourage homelessness, because they make life on the street easier. Through day centres giving out food and clothes and sleeping bags, why should anyone do anything to change their lives? They can just scrounge forever: we don't challenge them.

This old argument has a grain of truth, historically, for some of the old soup kitchens and missions, but it has always been a 'fake news' story. Even missions run by churches aimed to achieve faith and thus moral renewal. Hope doubts that any modern day centre does anything else but try to help people change within the constraints identified above, and with full commitment to achieving movement from the street. The speed by which that is achieved is sometimes the point at issue: this is very often a matter of politics as much as professional judgement. Some politicians want to see more rapid street clearance than profound addiction and other problems sometimes allows for. Some suggest we should deny access to food for a starving man, especially those from eastern Europe, unless they 'commit to signing the pledge'. It is arguable that using more punitive methods really achieves anything,

and there are serious ethical issues involved in coercion.⁴ It is of note that when DWP considered the issue of controlling access to benefits through monitoring attendance at addiction services, in 2016, they concluded, after considerable advice that this was misguided and counter-productive. Hope does not deny food to people in need, especially not on the grounds of ethnicity and geographic origin.

However, at Hope this offer is not unconditional. Hope is not an agency that offers a service that does not drive change. We charge for food and clothes, albeit at discounted rates; we do not take food out to people, we ask them to come to us, where food and clothes are used as a means of encouraging engagement in services and change activities; we don't give out tents, nor sleeping bags; we do not let people in if too drunk or stoned, nor let them do either on our premises; and strongly encourage engagement with addiction services; we regulate bad behaviour and report to the police; we encourage people to become active and volunteer through linking volunteering with rewards such as free lunches and enhanced reward for continuing volunteering. Hope is not a 'soft touch' but it is a place of compassion, which accepts that change is a challenging process for people with decades of pain to overcome. And we do not want anyone to stay on the street a day longer than they have to.

Hope is more than a place of individual change

As well as all these huge areas of impact on service users, Hope also offers a community development function in our town that has wider social benefits.

We also **save the state money**. Hope is 95% funded by non-statutory sources: by charity, by individual donations. We leverage a huge volume of money, nearly £600,000 a year, that the state, if we were not here, might have to supply to achieve the same impact.

We also **build the local community**: by encouraging people to donate time or money, often through collective activities, we bring individuals and families into co-operation and collaboration in groups, either socially, through faith communities, at school, university or in the workplace. Our opportunities for corporate team volunteering have offered 1200 people from 32 companies on over 100 occasions during 2018, opportunities to help our charity, improving their team functioning, personal understanding of homelessness issues, and work productivity⁵. They often carry out useful things to raise money, such as making or doing something of social value, or by physical activity, which helps their **health** and is preventative of health service uptake; it also assists **productivity** and avoid sickness at work, contributing to the national and local **economy**⁶. Every year we involve thousands of people in fundraising support; hundreds in activities, and around 130 people in active, ongoing volunteering across all the areas of Hope's work: befriending, fundraising, marketing, cooking, client support, groups and activities. These activities have personal and therapeutic benefit to

'I was a volunteer at the hopecenter because I wanted to help people that helped me and I had nowhere else to go when I was homeless and at my lowest point in my life .All the staff helped me to finally find me my own flat which I am must grateful for ♥. I even helped gardening for the community from the hopecenter and the sorting out clothing for clothes store there to help raise money and working with fantastic people and then given goldstar awards to volunteers for there help at the hopecenter. so yes the hopecenter should stay if it changes life's because it definitely change mine and I probably would not of been here today if it wasn't for the hopecenter. Don't let anyone take the hopecenter away when it truly saves life's.' Curtis

⁴ <https://www.tandfonline.com/doi/full/10.1080/02673037.2017.1421912> ; <https://www.cambridge.org/core/services/aop-cambridge-core/content/view/0794C172577CAA13DFEF97421A01858E/S0047279417000289a.pdf/div-class-title-controlling-homeless-people-power-interventionism-and-legitimacy-div.pdf>

⁵ <https://www.charities.org/news/business-case-employee-volunteer-skills-giving-programs>

⁶ <https://www.gov.uk/government/news/improving-work-health-for-a-healthy-economy>

individuals who are volunteering as well as those they work with⁷. Our work in volunteering is of a national level of excellence, rewarded by NCVO's Investing in Volunteers accreditation and demonstrating a high level of quality that both supports and develops volunteers for other roles⁸.

We have a positive **environmental impact** by encouraging cycling through fundraising, create a very low travel footprint amongst staff, and through our extensive gardening projects. Our large allotment garden is expected to produce over 9000k of vegetables each year to feed people on benefits⁹. By recycling food, tools and clothes for use in training, social enterprise and supporting people in poverty we avoid premature landfill. We recycled over 500k of metal in our tools workshop and over 2000k of clothes in 2018.

Through our **educative work** in schools and college, and through our social media and website, we provide learning about poverty, homelessness and housing. By acting as a research and training site for students in vocational disciplines, we contribute to developing knowledge and the expansion of the specialist workforce with awareness and skills in homelessness.

'The Hope Centre is such a huge community, not only for day centre visitors and residents of Oasis House but also for staff and volunteers! I volunteered at The Hope Centre for several years during a particular difficult and very low time in my life and can genuinely say the community of The Hope Centre saved me.' Emma

⁷ <https://www.ncvo.org.uk/ncvo-volunteering/why-volunteer>

⁸ <https://iiv.investinginvolunteers.org.uk/>

⁹ <http://sustainable-farming.rutgers.edu/wp-content/uploads/2017/12/urbanfringe-v07n01.pdf>

Summary

Hope is an agency committed to improving the lives of people affected by poverty, especially homelessness, and to strive to achieve outcomes that are real and meaningful to the individual involved. We challenge behaviour, and offer and encourage and incentivise opportunities for people to grow and develop. We believe we achieve a balance between continuing to show basic compassion in meeting intense personal challenges of want; and working to overcome the causes of that want where it is possible to do so.

A senior manager at Homeless Link said this about Hope in 2016:

“The Hope Centre have accepted that they need to change and have moved fast in taking major steps in recent months to becoming a very forward looking Day Centre. They have recognised that due to the reductions in public spending which has resulted in services for homeless people being reduced dramatically the day centres are now at the very forefront of provision and often now the first point of call. So they need to change from how they have provided services traditionally.

There is real enthusiasm, commitment and passion to change from being a daycentre that provides hot breakfast and meals to a daycentre that wants to help people change their lives for the better, to support them off the streets and to help them take control of their lives and help end the misery of rough sleeping.

Hope Centre’s plans are very exciting, challenging and ambitious, providing a service that has real impact. A hub and focal point for helping people to improve their health and wellbeing, increasing chances of employment, find and sustain tenancies....potentially life changing opportunities! Given the right resource and support - This is a daycentre of the 22nd century in the 21st century! At Homeless Link we are working with Hope Daycentre as we see this to be a potential model for the modern daycentres nationally and a major asset in the fight to end rough sleeping and homelessness.”

I haven't been here long but the 3 days I've observed the Hope Centre is a place where individuals can be involved, be helped use facilities and the important thing is the service users are given HOPE!

Appendix 1

Service user's views on day centre support

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	N/A	Total	Weighted Average
Northampton Hope Centre has helped me to access the services and support that I need.	4.82% 4	6.02% 5	15.66% 13	44.58% 37	27.71% 23	1.20% 1	83	3.85
Northampton Hope Centre has helped me to learn new skills and develop work experience.	6.02% 5	8.43% 7	15.66% 13	39.76% 33	26.51% 22	3.61% 3	83	3.75
Northampton Hope Centre has helped me to feel more valued and confident.	6.02% 5	8.43% 7	14.46% 12	45.78% 38	24.10% 20	1.20% 1	83	3.74
Northampton Hope Centre has helped me to improve my life skills. E.g. managing money, managing my tenancy.	6.02% 5	7.23% 6	16.87% 14	40.96% 34	18.07% 15	10.84% 9	83	3.65
Northampton Hope Centre has helped me to develop positive relationships with others.	4.82% 4	4.82% 4	14.46% 12	48.19% 40	22.89% 19	4.82% 4	83	3.84
Northampton Hope Centre has helped me take control of my life.	4.82% 4	7.23% 6	20.48% 17	43.37% 36	20.48% 17	3.61% 3	83	3.70
Northampton Hope Centre has helped me to deal with problems I have	7.23% 6	10.84% 9	15.66% 13	38.55% 32	15.66% 13	12.05% 10	83	3.51

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	N/A	Total	Weighted Average
experienced with drugs and/or alcohol.								
Northampton Hope Centre has helped me to lead a healthier lifestyle.	6.02% 5	14.46% 12	10.84% 9	40.96% 34	20.48% 17	7.23% 6	83	3.60
Northampton Hope Centre has helped me improve my mental health.	6.02% 5	14.46% 12	16.87% 14	36.14% 30	14.46% 12	12.05% 10	83	3.44
Northampton Hope Centre has helped me to take part in hobbies and interests.	6.02% 5	8.43% 7	13.25% 11	45.78% 38	21.69% 18	4.82% 4	83	3.72

	Agreement	Neither agree or disagree	Disagreement	Total Respondents
The computer and internet facilities are of good standard and allow me to complete my tasks.	73.49% 61	14.46% 12	12.05% 10	83
Staff at the Hope Centre understand my needs and make me feel I can trust them to help me.	79.27% 65	8.54% 7	12.20% 10	82
I know which staff members to speak to if I need help and how to contact them.	80.72% 67	8.43% 7	10.84% 9	83
I am satisfied with the shower and personal care facilities and the way that they are managed.	77.11% 64	15.66% 13	8.43% 7	83
I am satisfied with the range of food and the standard of services provided by the Day Centre kitchen	78.31% 65	15.66% 13	7.23% 6	83
I am satisfied with the range and quality of health related services	71.08% 59	21.69% 18	7.23% 6	83

	Agreement	Neither agree or disagree	Disagreement	Total Respondents
–	–	–	–	–
provided by the Hope Centre.				
–				
I am satisfied with the range of clothing and the way that the clothing store is laid out.	72.29% 60	21.69% 18	6.02% 5	83
–				
I am satisfied with the quality and range of services, activities, training and support provided at the Hope Centre.	77.11% 64	18.07% 15	6.02% 5	83
–				
Staff at the Hope Centre behave in a professional manner; treat me with respect, are non judgemental and communicate clearly with me.	78.05% 64	15.85% 13	6.10% 5	82

Appendix 2

Detailed review of how casework changes lives

As a team we have been proud to have welcomed learning providers, law and benefit specialists, mentors and potential employers. Provisions that have been facilitated within the John Smith Centre this have consisted of training, volunteering and well-being specialists delivering courses and interventions to develop the skills of the 88 unique learners that have been referred onto our courses. These courses have included utilising the skills of 9 specialist training providers. These learning providers have included Aspire, WEA, WING, CHL Foundation and Fluence. These courses have been designed to improve basic skills and to enhance the transferrable skills that employers seek in various industries.

External providers like Aquarius and Standguide have also delivered courses to people from the wider community within our building. Standguide has delivered to 46 learners sourced from the local DWP providers, 7 of these learners felt comfortable enough to continue their learning with Hope and enrolled on some of our courses such as WING. Aquarius has also delivered 3 workshops to mainly professionals from establishments like Bridge, S2S and Northampton University. Hiring the space to deliver group sessions to over 40 professionals we feel that we have contributed to the development of professionals within an industry that requires knowledge to be continually updated.

Breakdown

Wing Training adopts a highly specialised training approach which utilises actor-teachers to; directly engage learners with key issues, profoundly introduce discussion and practically assist with interview and presentation skills development. Learners complete a workbook and a variety of practical and group projects for the purposes of assessment. They are also entitled to a number of 'one to one' sessions which also act as course reviews. This provision has proved popular to our clients and this year has welcomed 21 learners on the course. Each of these have worked to improve the basic skills and furthered their ability to proactively job search.

Aspire2work

Aspire2Work is a 3-week pre-employment skills development programme that has a success rate of getting 73% of its attendees back into some form of work. The course includes two national recognised qualifications that provide and improve a number of transferable skills that improve the learner's chance of gaining meaningful employment. This course continues to be popular in advancing our clients towards their goal of living independent lives. This year Hope has worked with Aspire to deliver this programme to 24 students who have worked towards each of the qualifications ranging from level 2 to level 3 qualifications. 23 of our clients have been successful in achieving all of the qualifications available meaning that 115 certificates have been awarded for the accredited training included on the programme. We have celebrated one of our learners now being directly employed with the company and now deliver the course to our learners who are seeking work.

WEA

Having partnered with WEA we have delivered a range of training interventions that not only improve the employability prospects of our clients but also the well-being of our clients. This year we have welcomed three courses with this learning provider which includes COSSH, Developing Communications and Budgeting and Healthy Eating. 25 unique learners have developed skills and had the experiences

Hope Volunteering

A restructure of the volunteering provision available to clients has encouraged clients to maintain the commitment that they have agreed to make in developing skills whilst volunteering. Incentivizing rewards by offering further training has been an alternative way of

clients demonstrating their willingness to work. Over 1500 hours achieved by those engaged in useful and meaningful voluntary positions. Currently 34 clients are volunteering within Hope Centre and Hope Enterprises. A total of 70 unique clients have volunteered internally this year, most on ad-hoc assignments whilst others have specifically trained to perform in depth roles. An example of clients improving their prospects and positively engaging with our specialists has amounted to service users spending over 380 hours within our workshop at the John Smith building. Total hours

To underpin the knowledge of the roles that they perform we have brokered with training organisations for these to be upskilled in areas such as the safe handling and storage of cleaning products (COSHH) and the AIM volunteer award.

External volunteer opportunities have been accessed by clients wishing to engage with companies and organisations that are able and willing to accommodate our clients in their places of work. Multinational companies such as the Hilton Hotel chain have offered positions that we are able to place our clients into work experience opportunities under their supervision. Including this 5 star hotel chain we have another 4 companies who are supportive of our client needs. This year 9 clients have volunteered externally. Of these 3 clients have progressed onto part time or full time work not just in Northamptonshire but on nationwide contracts also.

Employment

Our case worked clients have followed various pathways that include seeking employment within various industries. This year we have celebrated success in obtaining work either directly with employers or via the links that we have with agencies in the county. In total this year we 18 clients have successfully gained employment. Some of these have been under the supervision of the case work team for a longer time whilst others have been involved for shorter periods of time.

Advocacy

Our case work team has been engulfed by those seeking to end their time sleeping on the streets and appear to not have the options that are afforded to many others in the county. Therefore using our services to act as an intermediary to alternative housing providers. Our casework team has signposted people countywide and notionally. This year we have placed rough sleepers into secure temporary or long term housing. Directly negotiating with companies such as Richmond Fellowship, Mayday Trust and Amicus for direct referrals into temporary accommodation and support, have meant that 20 clients have been supported from the streets into a place of safety. We have also been invited to continue with direct referrals into organisations that provide new opportunities for customers to secure housing. Communities such as Emmaus have provided solidarity beds to customers of ours who have had issues accessing housing locally. 1 customer is now securely housed in Gloucestershire and another is being considered for housing in Bedfordshire. Further interaction with has seen referrals to the local night shelter of street homeless males that are referred for our supervision totalling 5.

This year the case work team has also embedded provisions to assist those facing fuel poverty. Twice monthly hosting sessions with Community Law to address needs of those living independently or preparing to do so. We have offered 60 appointments within our centre to assist those with needs affect their well-being and ability to budget.

Addiction Rehabilitation

Hope Centre has continued to offer support to those seeking abstinence from addictions. Each week we engage with people who require support in achieving positive results in their ongoing attempts at improving their lifestyle. For a large majority of 2018 this provision was solely delivered by Hope Centre staff. It's regular weekly time slot being relied upon by service users referred from Hope and other agencies. Between 4 – 10 people will attend our support sessions each week. The stability of this group has enticed specialists S2S to take ownership of the delivery of the course content.

Well-Being

A client list that encompasses those with specific needs relating to mental health issues allows the case work team to engage with the wider audiences. The 'projects' that have been designed to appeal to those even further away from engagement into training or employment has motivated these to continue with their searches for employment. An example of this would be that of the 7 clients that have been involved with the local Territorial Army Reservists, one is now applying to join the armed forces. By packaging some of the training and well-being options together have enhanced the learning experience for those working towards qualifications. Our Aspire2Work students are invited each week for one hour session into the Boxfit group. 2 clients of 15 unique learners that have accepted this invite are now being coached by Northampton Amateur Boxing Club and hope to utilise the knowledge acquired from the theoretical delivery from course tutors and practical delivery from our case workers. We have also introduced alternative ways of reducing stress to our clients and have welcomed 12 clients to partake in learning new skills such as playing the Ukelele. This has been welcomed in the local community and clients have met on a weekly basis to practice their skills to improve their well-being. We now focus energies on a fashion show where clients will be able to showcase their talents and engage further with the local community.