



June 2016

# INVOLVE

Meet Louis,  
our outreach  
worker providing  
front line support  
for rough sleepers

**Local businesses lend a hand**

Page 7

**Support for ex-offenders**

Page 8

**Inspiring case studies**

Pages 4,9,10

## Introduction from Steve Benson

We've been through a very successful period of tendering, particularly on the Hampshire social inclusion services which we started delivering on 1 April 2016. This was balanced with the loss of our service at Lucy Faithfull House in Oxford and a small mental health service in Hampshire. We worked with the new providers of these services to ensure a smooth transition for our clients and staff.

We remain in a strong financial position going forward with a turnover of £9m this year, but are still operating in a period of financial austerity, where local authorities continue to seek more savings and need us to deliver efficiencies in

our service provision. Our board have approved a new and ambitious strategy, which involves increasing our turnover to £12 m a year within the next three years.

### We plan to achieve this by:

- retaining our existing services
- winning new contracts
- working with other organisations



# TWO SAINTS

# WELCOME

This edition of *Involve* contains examples of the work we do on a daily basis to support homeless and vulnerable people. The case studies demonstrate the excellent outcomes we achieve for our clients and the brighter future now ahead for those featured. Feedback from our client survey showed improvements in many areas and we received many positive comments about our staff and services. Our amazing staff are at the heart of all we do and achieve and you'll see from some of the stories that we're not the only ones to recognise this. We'd like to thank staff, clients and our many supporters for their continued commitment to our work.



*Steve Benson*

**Steve Benson**  
Chief Executive

## New chair for our board

After nine years on our board, Mike McKenzie will retire as chair at our annual general meeting in September. He says "It has been my privilege to work with such a dedicated team and the outcomes achieved for so many of our clients speak clearly that the work we do to support homeless and vulnerable people can be very successful". He will be replaced by Andrew Cobb, who has worked in social housing for 40 years.



**"I am looking forward to lending my skills and experience to lead Two Saints and ensure our strategy is delivered in such difficult times of austerity."**

Andrew Cobb

## Contents

- 3 Our latest news
- 4 Dave's story
- 5 Come dine with me
- 6 Meet our outreach support worker
- 7 Corporate support
- 8 Help for ex-offenders
- 9 George's story
- 10 Stuart's story
- 11 Listening to our clients
- 12 Work placements

# Supporting others – it’s in our nature

Going above and beyond the call of duty to help others is a key characteristic of the whole team here at Two Saints, as so many of our clients will testify.

One of our support workers Kevin Bristow works closely with Queen Alexandra Hospital, Portsmouth. Kevin offers support to homeless patients who are ready to be discharged but need a safe place to recuperate and therefore prevent readmission. He recently received a special award from the hospital’s chief executive in recognition of his dedication, commitment and hard work supporting their patients.



## On the run

University student Luke Spaul believes no one should have to sleep rough on the streets and decided to do something to support us. So he put on his running shoes and raised almost £300 in sponsorship competing in the Birmingham 10k race.

“Homelessness is something I feel strongly about, and I wanted to support the day centre in Southampton. Up to 100 people visit a day to get a warm meal, shower, clothing and advice. It’s more than a worthy cause!”

# NEWS

## Football fundraiser

Rebecca Bath, a support worker at our Eastleigh service organised a charity football match to help young people affected by homelessness.

Rebecca and her team mates in the Southampton ladies squad played a local men’s team and raised more than £500 in ticket sales and raffle tickets.



You don’t have to be super fit like Luke and Rebecca to help us support homeless people rebuild their lives. We’ve got lots of fundraising ideas – from cake making to car washing.

Get in touch to find out how you can help support us.



Wickham  
FESTIVAL + 2016

## Watch out Wickham here we come

We will be lending a hand at the Wickham Festival in Hampshire again this summer between 4th to 7th August to encourage festival goers to donate to Two Saints and help us tackle homelessness.

A man with short dark hair and a slight smile stands in front of a glass door. The door has a logo consisting of a colorful flower inside a house-shaped frame, with the text 'TWO SAINTS' below it. The man is wearing a dark grey zip-up jacket and blue jeans. The background shows a brick building and a reflection of the street.

# On the road back to good health and a brighter future

When Dave arrived at our Patrick House hostel in Southampton in November 2015 he was underweight, had a drink and amphetamine addiction and was facing the prospect of jail for non payment of fines. Without a benefit claim he had no way to support himself, plus, as Hampshire's most frequent visitor to accident and emergency (with over 100 admissions in just one month), he was in pretty poor health – both physically and mentally.

The team at Patrick House quickly realised Dave needed a lot of support to get back on his feet again. We helped him apply for job seekers allowance, got him registered with the homeless health care team and encouraged him to start eating more to reach a healthier weight.

We also suspected he may have mild learning difficulties and so, working closely with health professionals and his general practitioner, we organised support including speech and language therapy and help to reduce his drink and drug use.

With lots of support and encouragement Dave has improved his health and battled his addictions.

He has gained weight and is now registered with a doctor and a dentist. He has reduced his drug and alcohol use significantly and has only had one admission to hospital.

The speech and language assessment showed that Dave did not understand what was said to him in court and so we are confident he will avoid a jail term. The assessment also recommended a care co-ordinator who will support him in the long term when he is ready to move out of our accommodation and into a home of his own, where he can live independently.

Dave is now starting to smile again and is looking towards the future with confidence.

# A tasty way to boost confidence

"It was a really positive experience and reminded me of when I used to cook in my home."



**A special cooking competition at our Fareham hostel has proved hugely successful in bringing clients together to boost self-confidence and independent living**

**skills. Based on the Come Dine With Me TV show, four clients cooked dinner and scored each other's culinary skills, table presentation and hospitality.**

Ruth, who walked away with the winner's trophy, says she loved taking part and the competition was full of good laughs and good food.

After winning the competition, Ruth went

on to move out of the hostel and into her own accommodation where she is standing on her own two feet and enjoying life once again.

## Newbury scores a winner



**Residents at our 210 Newtown Road hostel in Newbury recently won a local football tournament, proving that being homeless is no barrier to success on the pitch.**

Many of our players even took away extra medals for their performance during the Street to Feet competition that was hosted by Chapter 1 in Southampton.

**"Getting involved with sport, and football in particular, is a great way to help our clients feel good about themselves and others, develop self confidence, team skills and enjoy something positive. Participating in the event was an opportunity not just to get fit, but to meet new people and start thinking about a positive future away from homelessness."**

Kendall Gilmour,  
Community Inclusion Worker

**Our outreach support worker Louis Scattergood delivers front line services to those sleeping rough on the streets of Fareham, Gosport and Havant.**

# Delivering support direct to rough sleepers

Working directly with rough sleepers can be extremely challenging, but also incredibly rewarding. No two days are ever the same! Basically my job involves walking the streets (occasionally in the evening) to find people

who are sleeping rough. I meet men and women of all ages who, for very different reasons, have all ended up with nothing more than a blanket or a cardboard box to call home.

I explain how we can help them find an emergency bed and a hot meal initially (many local businesses and cafes offer free resources and food vouchers). Then with the support of the police, the National Health Service and the local council I explain how we can provide long term support to help them rebuild their lives.

If possible I refer them to an emergency bed at our hostel in Gosport Road in Fareham. Here they can access a warm shower, hot food and a clean and safe bed for the night. Our staff are on hand to help clients rebuild their lives one step at a time. We can refer them for medical help, assist with benefit applications and work with the local council to try and find temporary housing. Many of the people I meet on the streets have turned to drugs and alcohol as a coping mechanism. We're here

to build up trust and help them access the support and help needed to tackle their addictions, so they can see a better and brighter future away from substance misuse and homelessness.

Obviously not everyone I meet is ready to accept help and move away from a street homeless lifestyle. We can refer people to the right agencies, even help them complete benefit applications and accompany them to appointments with general practitioners and councils, but at the

end of the day it is down to each client to find the determination to stay on the path towards a new life.

Being an outreach support worker is a tough job and not for the faint hearted, but it's incredibly satisfying to play a role in transforming lives. Recently I bumped into a guy I had met on the streets a year ago, who is now living independently and enjoying life once again - and it's times like this that make it all worthwhile.



Louis offers help and support to people who are living in their car



# Corporate support

Mary Brazil (Contracts Manager ServiceMaster)  
Sandie Grant (Cleaner ServiceMaster)  
and Emma Stevens (Learning & Enterprise Coordinator Two Saints)

## Corporate support

Local businesses provide valuable support to help us tackle homelessness. From fundraising to offering work placements and donating staff time and resources, we couldn't help so many homeless people to rebuild their lives without the support from our corporate partners.

## Work opportunities

Our cleaning contractors Servicemaster are offering a variety of opportunities to help our clients find work and develop skills to make them job-ready. As well as work placements to gain valuable on the job skills and experience in roles ranging from cleaning to administration, they are also providing free training and interview practice. It's all part of their commitment to give something back to the local community, which also includes cleaning our Two Saints Enterprises facility in Southampton free of charge.

Supporting Two Saints can have lots of benefits for your organisation. Corporate social responsibility can help you;

## Fundraising

Local branches of Lloyds Bank have had collection tins out to raise much needed funds for our next Big Get Together – a fun day for our clients to meet up, enjoy positive activities and learn new skills.

## Supporting clients

Accenture are lending tremendous support to our clients in Newbury. As well as holding lots of fundraising events throughout the year, they also plan to deliver a cooking workshop in September followed by a barbecue for clients. Social events like these play an important role in encouraging clients to enjoy positive activities where they can develop self-confidence and look ahead to a positive future.

- stand out from the competition
- win new business
- attract and retain a happy workforce
- improve your business reputation
- generate positive publicity

**If you work for a company where staff would like to help our clients by offering support, volunteering opportunities or work placements please contact [dean.higgins@twosaints.org.uk](mailto:dean.higgins@twosaints.org.uk)**

# Safer communities

Leaving prison and integrating back into society can be a daunting prospect for those with an offending history.

**Our safer communities service offers personal support and advice to help these clients find housing, settle down and become valued members of society once again.**

Thanks to funding from Portsmouth City Council, we provide ongoing support to

help these clients develop important life and social skills that they've missed out on whilst in prison. We help with applying for benefits, finding work and reconnecting with friends, family and the local community. Our Smart Move training programme covers all aspects of living

independently and equips clients with important skills from working a washing machine to paying bills and learning to cook.

Working with the probation service, the local council, mental health and substance misuse services, we're there to offer support

every step of the way so clients are able to stand on their own two feet and live independently. Once they've completed the Smart Move programme they have a certificate to add to their CV.

## Case study

Pete was sent to prison for a serious crime aged just 15 and when he left 15 years later, he had no home to go to, no job or social skills and an uncertain future.

An interest in football and playing the guitar were the only positives in his life, so after we found him accommodation we encouraged him to join a Sunday football team and a local band, enabling him to mix with positive role models of a similar age.

With no experience of forming relationships, we were there to support and advise him when he found a girlfriend. We helped him find work and when Pete's girlfriend became pregnant we supported him to prove

to social services and his probation officer that he could be a caring and responsible parent. The couple have been offered a two bedroom council flat in Portsmouth and are looking forward to raising their baby in a family environment. He's still playing in both the Sunday football team and the band, and has enjoyed many successful gigs.

# The world's his oyster!

**For many of our clients, a move into a home of their own and a settled way of life is a huge success, but George, a young client from our Portsmouth Foyer has his sights set on a more adventurous future!**

After successfully gaining a qualification to teach English as a foreign language, George passed a gruelling assessment in the Lake District and was accepted for the Rites of Passage programme.

Run by international charity Chance For Change, the programme helps young people move away from relying on homeless services and benefits - and step towards independent adult lives.

George has since made two camping expeditions to the Lake District, learning how to negotiate the land, solve problems and take responsibility for himself and his team. The trips are a great way for participants to gain the skills, confidence, and motivation to become more independent.

George is currently planning a fully independent expedition to walk Hadrian's Wall and wants to put his qualification to good use by volunteering abroad for the Chance For Change charity.

After the programme he will be given membership of the Youth Hostel Organisation, so he can travel and work between the many thousands of Youth Hostels around the world.

He hopes that a volunteering role will lead into paid work and is excited for the future with homelessness as a distant memory.

Our Housing First pilot scheme offers secure long term accommodation and intensive support to people who are finding it hard to break the cycle of homelessness. The scheme provides targeted help for rough sleepers who are finding that poor health, a criminal record, no employment history or lack of qualifications are making a move towards a settled way of life increasingly tough.

# Support for a budding artist



**Stuart is just one of the clients to benefit from the programme. Although committed to being an artist, he was in poor health, using drugs, accessing accident and emergency regularly and sleeping rough. He had lacerations on his legs, that if weren't treated properly would have resulted in amputation. Initially we visited Stuart at the sites he was sleeping rough and encouraged him to keep his wounds clean by accessing showers at the local day centres and accompanying him on regular visits to his general practitioner.**

Thanks to personalisation funding, we were able to buy Stuart clean clothes, shoes and socks to help him keep his legs clean and a mobile phone so we could keep in touch whilst he was rough sleeping. We even took him to places to charge the phone so we wouldn't lose contact.

Developing a relationship of trust and support we were then able to encourage Stuart to receive treatment and support to tackle his addiction. The next step was getting him settled in suitable accommodation. Initially we visited or called him every day to check all was well and then dropped

the level of support down to regular catch ups – meeting either at his new home, at the doctor's surgery or somewhere in the local area.

Nine months since we first made contact with him, Stuart is now living an independent and settled life. He hasn't returned to the streets, his rent is paid, his legs are now almost fully healed and he is successfully managing his drug use, which has had a marked effect on improving his overall health and wellbeing.

Receiving support to move away from such a chaotic and often dangerous lifestyle has meant Stuart can concentrate on his art. He has enjoyed success recently, exhibiting his work through a London gallery. The future is looking a lot more positive both for Stuart's health and his future career as an artist.

# Recognition we're doing a good job

Our innovative programmes to tackle homelessness and our success rate in helping people transform their lives has recently been singled out for national recognition.

James McDermott, our regional director has been selected to serve on the Homeless Link national advisory council. Joining other leading housing and homelessness

professionals from across the UK, James will share good practice, views and ideas from Two Saints, to contribute to the national campaign to end homelessness.



Listening to clients and responding to their needs and suggestions is just one of the reasons we're so successful. Our annual client survey is a chance for everyone who uses our services to tell us what they think about the support we provide.

We were delighted with the responses, which overwhelmingly confirmed we're doing a good job.

## What our clients say about us

- "Two Saints saved me and my family. Thank you so much."
- "I am forever grateful for the support given to me during a dark and difficult time. My future is looking bright and for the first time I'm excited about it."

- "Without your support I am not sure where I would be now, my life was a mess but now I'm looking forward to the future."
- "My support worker has gone above and beyond the call of duty assisting me with my day to day living, eating, medication and appointments."

- "I have never been in this situation before and didn't know what to do. My support worker has taken me to important medical appointments that I'd put off for months. I don't know what I'd do without her. From the bottom of my heart I appreciate all her hard work."

- "Without support I would have lost everything, including my home and my wife. I used to cope by ignoring problems, but now I face them with support."

# 92.2%

feel their support plan reflects their goals and they receive support to achieve them

# 88.9%

feel the support from Two Saints has helped them become a positive and independent person

# 91.5%

say their support worker has discussed move on and support options for the future

# 73.5%

have participated in education, training or employment opportunities

# 87.6%

say their accommodation is clean, comfortable and in good repair

# Sharing our good practice

By providing work placement opportunities and front line experience of tackling homelessness, we're helping to train the next generation of social workers.

Lauren and Jordan, two social work degree students, talk about their recent placement at our Portsmouth Foyer (a specialist service that supports young people affected by homelessness).

**“Starting the placement was a really daunting experience but all the staff and clients at The Foyer made us feel so welcome and we soon became part of the team.**

It was a terrific opportunity to gain hands on experience of working with young homeless people and learn directly from the specialist staff at Two Saints. We learnt so much and took part in a range of activities that aimed to support young people to achieve a better future and develop their self-confidence. We facilitated cooking sessions, hosted a pamper night and supported clients to attend drop-in clinics with the visiting

dental academy and sexual health service. It was a real eye opener for us to work with young homeless people and discover how diverse their support needs can be. It's a challenging job, but we really enjoyed getting involved with the different opportunities that Two Saints provide to meet the needs of their clients. The skills and experiences we gained from our time at The Foyer will help in our

future careers. The work placement has definitely helped to shape our practices for the future. The whole experience was so interesting and worthwhile, and we have both gained so much and met an amazing group of people.”



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

Enquiries to: [twosaints@twosaints.org.uk](mailto:twosaints@twosaints.org.uk) Call: 01329 234600 (Head Office)

For our latest news follow us on: Two Saints @twosaintstoday

