

## On top of the world

Boosting confidence and skills  
at our Big Get Together event

Centre pages

**Eireann's story**

Page 8

**Celebrating new services in  
Basingstoke and Southampton**

Pages 4 & 10

**Bringing up baby – specialist  
support for new parents**

Page 10

**New year resolutions?  
Support us in 2018**

Page 12



It's been a busy few months for us as we continue to work on our strategic objectives which are:

- providing high quality accommodation and support for homeless and vulnerable people
- developing our people and
- developing our organisation.

In July we took over the responsibility to run young people and parents services in Southampton and we've been working with commissioners and

clients to make sure we provide the support that our young people need. Our new service at May Place in Basingstoke has now been operational for six months.

You can read more about these services in this edition and we'd like to thank our clients for sharing their stories with our readers.



**TWO  
SAINTS**

# WELCOME

The ten new rooms at our Southampton day centre are now all occupied and we remain committed to owning as many of the buildings we use and increasing the accommodation available through buying additional properties.

Our staff survey has seen an excellent response with over 75% of our employees giving us their views.

- 91% believe we make a positive difference to people's lives**
- 83% are proud to work for us**
- 91% are clear about the expectations of their job**
- 90% are clear about how their job ties into our business plan**
- 95% agree we provide sufficient health and safety training**
- 92% agree we have a positive approach to diversity**

Thank you to all staff who took part. The feedback and comments received will drive our future plans to develop our amazing staff.

You may have seen in the press that we're considering merging with the Real World Trust. They're a similar organisation to us that operates on the Isle of Wight. We'll keep all our stakeholders informed of progress on this.

We hope you enjoy our latest edition of Involve and thank you for your continuing support.



*Steve Benson*

**Steve Benson**  
Chief Executive

## Contents

- 3** Our latest news
- 4** May Place, Basingstoke
- 5** Nathan's story
- 6-7** The Big Get Together
- 8** Support for young people in Portsmouth
- 9** New ideas at Newbury
- 10** Southampton young people services
- 11** New beds in our Southampton day centre
- 12** How you can help

## Working to end homelessness – for good

Former Saints manager Lawrie McMenemy joined us to launch a national campaign led by CRISIS to end homelessness once and for all, by listening to issues raised by rough sleepers themselves.

Susan, a Two Saints client and member of our client scrutiny and involvement team, will join other people who have been affected by homelessness to share their experiences with government officials to help find solutions. We'll hear the findings next year.



## Orange Cross

Proving that there are no age barriers to fundraising, six year old Marlowe has recently presented £1,050 to Dene Court in Andover after organising an art auction and creating his own website

<https://orangecross.site123.me/>

Two Saints manager Genee visited his school to thank Marlowe and explain how the money will directly benefit homeless people.

# NEWS

## World Homeless Day

Everyone at Two Saints celebrated World Homeless Day on 10 October by raising money and awareness of our work.

Staff and clients at our day centre in Southampton even donned sombreros for the day as part of a fun, Mexican themed event, highlighting the issue of homelessness there.



## Joined up -working

Helping our clients tackle alcohol and substance misuse is a big part of our work to break the cycle of homelessness.

Recently we were invited to the Home Office to share our good practice and discuss our successful outreach work with street drinkers.

## Fundraising news



We rely on donations in order to carry out our work and so a special thanks to two recent supporters:

Lyndhurst Drama and Musical Society who chose us as their charity for their recent production of Blood Brothers, and Wickham Festival which raised £5,000 in support of our services.

# May Place, Basingstoke



Our success and innovation in tackling homelessness is increasing and now we're delighted to be supporting more people to turn their lives around after winning a new contract in Basingstoke.

In April we took over a 20 bed hostel providing 24 hour support for people who have been street homeless. Many have suffered family breakdown, alcohol and substance misuse addictions and mental health issues.

In just six months we've made some major changes; improving the service for residents and ensuring May Place is run efficiently and effectively. And the results are already evident with lots more clients actively getting involved with activities and community life at the hostel and volunteering feedback to help us improve services.

We've implemented twice daily welfare checks so clients feel safer and more secure and know they have someone to talk to. All residents have been invited to tell us how we can improve the service. They're now involved in everything from choosing new paint colours to staff appointments, menu choices and even what time food is served.

Client Involvement

**“We are here to support clients to achieve their own goals, rebuild their self-esteem and unlock their potential before moving on to more settled accommodation. Giving them trust and responsibility to help us make important decisions on how we run May Place is a crucial part of their journey. It helps build their self-confidence, increase skills and in turn offers us vital feedback on how we can further improve life at the hostel for everyone.”**

Sam Headland, Manager



# Nathan's Story

**Nathan was one of the first clients to move in to May Place after we took over, and his transformation from street homeless to a confident, ambitious and independent young man has been remarkable.**

Nathan arrived at the hostel after his marriage broke up and he ended up sleeping rough. His son was very ill and needed constant trips to the hospital and Nathan was suffering from stress and mental health issues.

Despite his personal issues, Nathan quickly got involved in hostel life and volunteered to get involved with client meetings to provide first hand feedback about our service. He played a key role in working with our new caterers, offering useful opinions and suggestions about food provision in the hostel, and even helped to interview new employees.

“Being asked to be involved in this initiative made me see that my opinion was valued and really boosted my self-confidence. I really enjoyed being on the interview panel and knowing that people had placed their trust in me.”

With a new sense of self-confidence and purpose Nathan was able to manage his mental health problems and start thinking about his future including securing work and settling down.

After spending so much time at the hospital with his son Nathan received a fantastic surprise when he was offered the chance to study nursing. He grasped the opportunity with both hands and started college one week later.

With a renewed zest for life Nathan successfully organised finances, housing benefit and the materials needed for college. He is about to move out of May Place and embark on an exciting new chapter in his life.

**“I have never looked forward to something so much! I am studying in a field that I am passionate about, knowledgeable, and studying alongside like-minded students which has allowed me to form more and better friendship groups.**

**Who would have thought that six months ago I would be applying for university next year!”**

my skills



Homelessness can be an isolating experience, so uniting people who have come through similar situations and are now looking towards a bright future is what our Big Get Together is all about.



# The Big Get Together 2017

This annual event brings together homeless clients from all our services for a day of fun activities, and the chance to learn new skills and forge new friendships. It aims to empower and inspire more people to find the inner strength and self determination to make a positive change in their life and break the cycle of homelessness. We brought together almost 100 clients at the Ferny Croft activity centre in the New Forest to have a go at daredevil activities including zip wiring, jumping a leap of faith, rifle shooting, archery, wall climbing and abseiling as well as more sedate sessions of yoga and meditation.

The day ended with a rousing talk from Gethin Jones, a former client who has transformed his life and now enjoys huge success as an inspirational speaker and life coach.





“It was amazing, I just ran and jumped the Leap of Faith. I’ve met a group of friends and I’m really happy!”

“Everything was perfect – I really enjoyed the zipwire.”



Check out a video of the day at [www.youtube.com/user/TwoSaints1](http://www.youtube.com/user/TwoSaints1)

“I really enjoyed the crazy golf, we had lots of laughter.”



A big thank you to the sponsors of this year’s event Nationwide, Warner Goodman, John Lewis and Coombs Catering.

# Recipe for success

Cooking up a storm in the kitchen is just one of the ways that we help vulnerable young people at the Portsmouth Foyer to build confidence and skills and prepare for independent adulthood.

## Cookery has helped my confidence – Eireann’s story

“I moved into the Foyer earlier this year after spending three months sleeping on a friend’s floor.

The best thing about living here is the staff. My support worker is always there for advice and to talk about

what’s been going on. She helps me improve my living and social skills and encourages me to keep on improving and building my confidence. There are loads of opportunities to take part in local clubs and training. I often go to the cooking

sessions and have made lots of things - from pizza to a really tasty Albanian dish.

The Portsmouth Foyer has changed my life – without it I’d probably be homeless, but thanks to the support I’ve now

completed a college course and am looking forward to developing a career in the Police and moving on from the Foyer shortly.”

**Along with culinary courses we also offer activities ranging from photography, boxing, meditation and karaoke to help clients develop self-belief and improve social skills.**

Each young person is allocated a support worker to help them develop a personal plan, tailored to their individual needs and interests.

“Meeting new people, having fun and feeling confident are crucial to help clients start enjoying life and feeling positive about the future. We’re here to do all we can to help them improve social and independent living skills which pave the way forward onto education or employment, and independence.”

Alison Brown, Portsmouth Foyer

**The Portsmouth Foyer is owned and managed by Vivid Homes and provides 54 rooms for young people at risk of homelessness. Client support is provided by Two Saints.**

# Retail Therapy



Clean clothes, towels and even a toothbrush and toothpaste are things that most of us take for granted every day, but for anyone struggling with homelessness these essential items are usually unobtainable luxuries.

Clients in our West Berkshire service can benefit from a clothing and toiletries store that has opened up inside our Newbury hostel. Clients can pop in to choose items that have been kindly donated by local people. There are clothes, shoes, towels, flannels, toiletries such as shower gel and sanitary products and even homeware on offer including mirrors and pictures – all completely free of charge.

“Clients had said it felt demeaning and embarrassing to ask for clothes and toiletries so I launched the shop experience to make it less of a stigma and it’s proved a huge success.”

Assistant Support Worker April Goddard.

**if you would like to make a donation to one of our services, please check [www.twosaints.org.uk](http://www.twosaints.org.uk) for donation requests as these differ from service to service.**

# Building muscles....

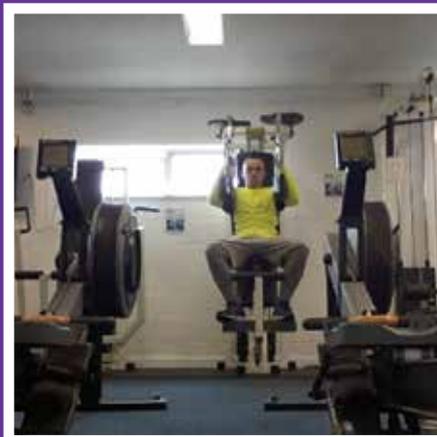
## and self confidence

As well as shopping, clients at Newbury are also enjoying free gym membership at Wash Common Rugby Club (kindly funded by donations from Hermitage Financial Advisers).

But it’s not just about pumping iron and building muscles. Regular exercise can have a huge impact on mental health by improving positivity and self-confidence, whilst reducing stress, depression and anxiety. Visiting the gym is really helping clients to feel positive about themselves and their future, and developing a sense of routine and self care.

“I use the gym three or four times a week. I now see it as a good hobby and it has helped my mental health especially if I’m having a bad day. I’m really glad Two Saints allow us to do this activity because without them I’d never be able to go to the gym.”

Perri, a client at our Newbury hostel



My Health  
and Wellbeing

# New beginnings

Bringing up a new baby is demanding and emotional at the best of times, but for young parents without a permanent and settled place to call home, it can be really tough.

Our new service for 16-21 year olds in Southampton offers accommodation and support for young people, including four properties dedicated to new parents.

**“I know there is always support here when I need it for me and my baby.”**

Natalia

There are many reasons why a young person may need our support. They could be a care leaver with nowhere to go or they may no longer be able to stay at home due to a family breakdown.

We have a total of nine properties across

Southampton that can house up to 60 young people at risk of homelessness. They can stay for around six months whilst learning independent living skills including cooking, cleaning and budgeting. Support staff offer regular help and

assistance including family mediation, ensuring the young clients are coping well and feel confident about moving on into a place of their own or returning back to their own parents.

Although it is a new service for Two Saints we are

already seeing great results, with increasing numbers of young people and new parents developing the skills and confidence to look forward to a brighter and more positive future.



# Dave's story

“Not long ago I had a good job and was living happily with my girlfriend and our kids. Then it all started to go wrong. I got made redundant, and my relationship broke down. I had nowhere to go. I found myself sleeping in a tent on the streets in Southampton. I was in a dark place, drinking heavily and ended up getting into trouble with the police.

Then I started coming to Two Saints day centre. I volunteered to help out here and also with a food van that serves hot drinks. This has given me a purpose and kept me out of trouble. I've been volunteering for a year now and really enjoy it.

After 10 months living in the tent I now have my own place to live at the day centre in one of the new rooms. Two Saints has helped me get off the streets and I'm slowly getting my life back on track. I'm looking for work and seeing my kids again.

So things are looking good for me and I am confident about the future.”

## Extra beds at Southampton

Completion of the ten new rooms at our Southampton day centre has provided a much-needed addition to the facility that also offers open access to housing advice along with a healthcare team, hot food and shower facilities. Staff at the centre are on hand to help with anything from finding work, applying for benefits, giving out warm clothes or just to offer a friendly chat over a cup of tea.



# Want to help?

• **Follow us on social media,** keep up with our latest news and discover how you can donate your time, money or resources. Please encourage your friends, family and colleagues to follow us too.

 Two Saints  @twosaintstoday

• **Check out our website at [www.twosaints.org.uk](http://www.twosaints.org.uk)** to see what items our services need at any time.

• **Make a donation through our Virgin Money giving page.** Just £25 pays for a moving in parcel including cutlery, crockery, bedding and food to help a client settle into independent living.

• **Interested in working with us?** We regularly need to recruit relief workers in all areas. Please call our human resources team for more information on 01329 848563 or see the 'work with us' page on our website.

Sign up for easy fundraising. Shop on line with your favourite retailers and they'll make a donation to us.

1. Go to <https://www.easyfundraising.org.uk/causes/twosaints/>
2. Sign up for free
3. Get shopping and start fundraising

For more information call 02380 616660 or email [twosaints@twosaints.org.uk](mailto:twosaints@twosaints.org.uk). Visit our website [www.twosaints.org.uk](http://www.twosaints.org.uk)



**TWO SAINTS**



[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

