

Newsletter  
December 2022

NewHope

PREVENTING  
HOMELESSNESS.  
TRANSFORMING  
LIVES.

# In from the C L D



**INSIDE** DISCOVER HOW YOU CAN HELP SOMEONE WHO IS  
IN DESPERATE NEED OF SHELTER IN FROM THE COLD.

# Compassion for the marginalised

**Two things have struck me recently. Firstly, is the biblical mandate for our work. A theme throughout the Bible is God's heart of compassion for the marginalised.**

For example, Psalm 140:12 says, "I know that the Lord will maintain the cause of the afflicted and will execute justice for the needy". The focus of our work at New Hope has always been to provide support to those who are 'needy' and

'afflicted' because of homelessness. As such, as we commit our work to God in prayer,

we can humbly yet confidently expect Him to bless our endeavours because what we are doing reflects His heart for the poor. What a privilege we have in being His hands and feet to those in need in the Watford area!

Secondly, is an increasing conviction that the demand on our services is going to grow exponentially over the coming months. We are all familiar with the reasons why this is likely to be the case. As things invariably change for the worse and become more challenging, our prayer is that New Hope acts as a 'lighthouse', offering hope to those in need. We desire that our work will be like beams of light radiating from

that lighthouse, providing hope in a changing, darkening world. As we worry about shortages and rising prices may we be comforted by the fact that **there are no problems in the supply chain of love, the shelves of compassion are not empty, kindness has not rocketed in price, the ability to offer a listening ear is not threatened by war and there is no threat of blackouts in the supply of patience.** These qualities have always defined the way we have worked with service users and will be more important than ever in the difficult days that lie ahead.

Matthew

Matthew Heasman  
CEO

Light  
in the  
darkness

CELEBRATION SERVICE

Monday  
20th March  
2023

7:30pm

St Luke's Church  
Langley Way,  
Watford, WD17 3EG

# Micky's Story

## In from the COLD

“ I lost everyone important to me in a short amount of time and developed mental health problems. After losing my flat, I ended up rough sleeping on the streets of Watford.

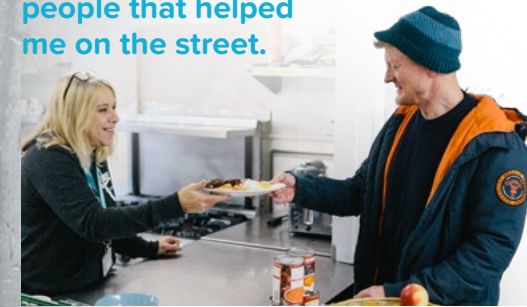
When you're on the street you're constantly surrounded by drugs so I ended up addicted too. Other people didn't see me like one of them, they spat at me, told me to 'get a job', threw things at me and sometimes tried to assault me. Over the winter I was living in a tent but it was always so terribly cold – I went to the Haven each day for a meal and a shower. You can't

I was dying, basically...

hold a job when you live on the streets and don't know where you'll stay each night so I needed money. During the day I was often begging with a friend to pay for my addiction and I was so depressed back then I could have just given up. I was dying, basically, I was taking hundreds of pounds a day in drugs and I hadn't



I'm so thankful to everyone that supported me here and people that helped me on the street.



out how you are and when you don't come in, they send the outreach team out with a hot cup of tea when they can.

Even though I missed appointments a few times, I was still given a room at the Recovery Services where I've done my 28 days completely clean from drugs. While it was easy to come off the drugs, staying off them is hard but after a small relapse I realised I didn't want them anymore. I'm now getting ready to move on to another one of New Hope's houses where I can be more independent and can get ready for living in my own place again and getting back to work. ”

eaten in 14 days when the Haven team helped me to get a room.

The Haven team were great and made the connections to get me to New Hope House. Every day they give you breakfast, lunch and clean clothes. Everyone talks to you like you're anyone else, they banter with you with no judgement ever. In meetings they sit you down to find



# In from the C L D

For people already struggling, this winter will be spent in freezing homes and with fewer and lower quality meals while knowing that their rent, bills or mortgages are no longer affordable and the line between security and homelessness will become even thinner. The toll such uncertainty and reductions in living standards will take on mental and physical health will be profound and the risk of rough sleeping will significantly increase.

**“ You don't know where you'll stay each night...over the winter I was living in a tent but it was so terribly cold. ”**

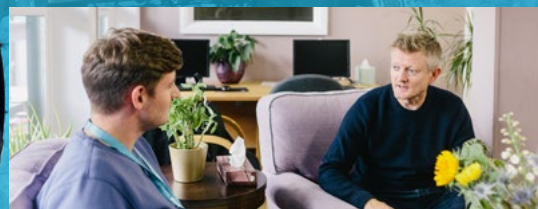
**Micky, a New Hope resident.**

For people, like Micky, who are already sleeping rough or are at risk of losing their place to stay, the Haven, our drop-in service, helps people in from the cold and provides hot food, showers, clean clothes, advocacy and referrals into accommodation. A service that will be crucial this winter and in the following months.



If you are able, please consider a donation so that someone experiencing homelessness can spend this winter in from the cold.

[www.newhope.org.uk/christmas](http://www.newhope.org.uk/christmas)



**£46.76** can provide four hours of crucial support at New Hope's Haven for someone rough sleeping or sofa-surfing – please help someone escape the dangers of street homelessness.

Cheques can be made payable to New Hope and posted to New Hope, 67 Queens Road, Watford, WD17 2QN.



# Cultivate at the Recovery Services

**“It’s the hands-on thing. You need to have something to do with your hands. Working with the hens has helped me come out of my room and socialise more. I’m also growing plants and as they are growing, I am growing with them. I’m getting stronger. Anything you enjoy doing and your mind is on is going to take your mind off cravings. When I have cravings, I come out here and see the hens and plants. It’s very therapeutic.”**

New Hope has run accommodation services for people in recovery from alcohol and substance misuse for over 25 years. However, in recent years we have seen the need increase for accommodation for people who are homeless and engaged in alcohol and substance misuse.

So, in April 2022, we launched the new Recovery Services accommodation with increased capacity for people entering recovery. Cultivate, our new horticultural therapy service, is working closely with the residents of the Recovery Service.

Ian Bond is the manager of Cultivate. He is a qualified horticultural therapist who has worked with people experiencing homelessness and addiction for over 12 years. He works with Lee Wilson, an experienced support worker.

Ian says: **“For the residents of the Recovery Services, Cultivate is there to help people stabilise, rebuild trust,**

Vivienne Brennan, Manager of the Recovery Services says:



**“The Recovery Services Accommodation enables people to move from homelessness and addiction to living independently, free from alcohol and drugs. We have three homes providing accommodation for up to 18 individuals.”**

process past trauma, develop emotional resilience, and learn new skills. The healthy and productive activities provide residents with an alternative focus.



Our core purpose is supporting people in recovery from addiction through horticultural therapy, gardening, creative arts, wellbeing sessions, and practical projects. Sessions can either be one-to-one, working closely and connecting with me in a bespoke series of



17% (88 individuals) of New Hope service users said that they had an addiction to alcohol and 23% (118 individuals) said they had an addiction to drugs.

therapeutic sessions or in small groups enabling people to support one another.

Other sessions include art, cooking, practical projects, visits out to places in the local community, such as Top Golf (who kindly let us go for free!), and exercise and wellbeing activities. We’ve

recently adopted four rescue hens and caring for these animals is forming an important part of engagement and recovery.”



Watch our Cultivate videos

# Showcasing our work

On 8th July, we celebrated 25 years since the official dedication of The Haven by opening up our doors to members of the public. It was a wonderful opportunity for members of partner organisations, donors, neighbours, and anyone else who was interested to come along and find out more about the vital services which we provide. Among the guests were Bishop Alan, bishop of St Albans, Anne Hegerty, a star of television's The Chase, and the local MP, Dean Russell.

**Dean later wrote, "I always enjoy visiting New Hope and I had a lovely afternoon celebrating 25 years of The Haven. The Haven has been providing an invaluable service to those experiencing homelessness in Watford for**



**25 years now, and what makes it so special is they offer such a wide range of support, alongside practical support. The work that everybody at New Hope does is amazing,**

**the staff and volunteers are so dedicated to helping others."**

Dr Tim Robson OBE and Sheila Meaning BEM, two of the founding members of New Hope, were also present to mark this special day, and joined in with cutting the special celebration cake.



At the end of August, we had the opportunity to welcome Eddie Hughes, the then Minister for Rough Sleeping, Dean Russell, MP for Watford, and Aga Dychton, Watford's Deputy Mayor, to New Hope.



**Rob Edmonds, New Hope's Deputy CEO, said, "We were so grateful for the opportunity to showcase the fantastic work our staff and volunteer team do, often working tirelessly behind the scenes – the fact that we never give up. It was great to be able to show what has, and continues to be, achieved."**

## Gifts of HOPE

Give a gift that changes lives – give a Gift of Hope



### THE ESSENTIALS £4.98

£4.98 can provide someone with 'The Essentials' from the Haven. Help give someone dignity and comfort by providing a warm shower, fresh clothes, and a healthy meal.



### SPACE TO GROW £20

£20 can provide a wellbeing session for someone struggling with their mental health.



### ON YOUR SIDE £46.76

£46.76 could provide comprehensive, holistic and life-changing support at the Haven to someone facing homelessness in Watford.



To order a Gift of Hope, please visit [newhope.org.uk/gifts](https://newhope.org.uk/gifts)

By post or email

Please place your order by 12 noon on Friday 16th December to ensure the card arrives in time for Christmas. The downloadable e-vouchers can be purchased at any time so perfect for a last minute gift!

# What are COMPLEX NEEDS?

**‘Complex needs’ is a term that regularly features in conversations and research about homelessness, but what does it mean to have ‘complex needs’?**

To have ‘complex needs’ is to have two or more different needs from a range that includes mental

ill health, physical health conditions, homelessness, substance or alcohol addiction, amongst many others. Experiences of homelessness take a significant toll on a person’s mental and physical wellbeing and rough sleeping has a particularly high chance of causing a wide range of complex needs.



physical violence or abuse, or have been victims of crime.

People with complex needs often struggle to gain access to the support they need as many support services won’t work with people who are facing multiple challenges. Many mental health services won’t work with people who have current drug or alcohol addictions and other support

services struggle to address a person’s specific needs whilst they are still rough sleeping.

As a homelessness charity, housing is the most fundamental need of many people New Hope works with, but the reality for most people we work with is far more complicated.

Substance or alcohol misuse is common among people experiencing homelessness as substances may be used to self-medicate to take away the pain of worsening mental and physical health, or simply as an escape from an extremely challenging life. National charity, Crisis, say that many people who have been street homeless will have experiences of

**...our highly skilled and dedicated staff work tenaciously to provide the right support for each person’s needs...**

New Hope can provide emergency accommodation no matter what needs someone may have. With the need for housing addressed, our highly skilled and dedicated

staff work tenaciously to provide the right support for each person’s needs, no matter how complex, or connect them to the right support services when they are unable to do so themselves.

**We believe that, with this personal support, everyone is able to maintain their own accommodation and move away from homelessness.**



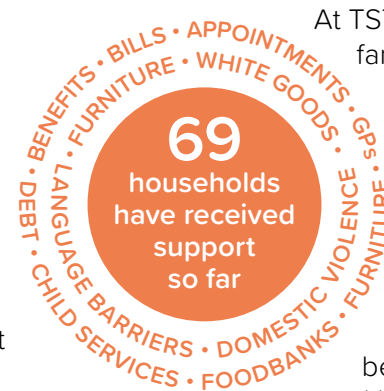
# Creating the best foundations for families

The Tenancy Sustainment Team (TST) has long been a core part of how New Hope supports people as they recover from homelessness. Historically, the focus of TST has been to work with single adults as they leave supported accommodation and need support in managing their own homes to reduce the risk of a return to homelessness. Since early 2021 however, the Tenancy Sustainment Team has expanded its reach to families in the Three Rivers district because of the growing need for tenancy support.

Under a new contract, TST works with families and individuals in the Three Rivers area who have made a homeless application and are housed in temporary accommodation and also with people moving on into private tenancies, often with social housing providers. Typical support might include arranging benefits and bills, supporting people to attend appointments with local GPs, social workers, child services and the foodbank, or simply helping to secure and install basic furnishings and white goods. Some people require help with pre-existing debt as previous arrears are common and have serious effects on their ability to gain future housing once

they leave temporary accommodation.

Many of the families we work with are single parents with children and sometimes have no friends or family that they can turn to. Some have significant language barriers or no experience of living alone, others are fleeing domestic violence with their young children.



At TST we work with these families, their care networks, the schools and their support services to find the best ways to support the whole family as having the best foundations (rent, utilities, benefits, education and healthcare) ultimately prevents homelessness through creating a stable family home.

**“I feel it is important that the parents we support get support and that they are listened to, sometimes that can be all they need. It is worthwhile when I see a family be able to progress and become settled in their accommodation and that they feel like they have a home.”**

**Lydia Hynes**  
Mental Health  
Outreach Worker



# True PEACE and rest at Christmas

**'Peace I leave with you; My (perfect) peace I give to you; not as the world gives do I give to you. Do not let your hearts be troubled nor let it be afraid.'**

*John 14 v 27 (Amp)*

The one true gift that I want to experience more and more for Christmas is knowing and living from a place of peace and rest regardless of my circumstances. The above scripture is a promise from Jesus for everyone. Christmas is not necessarily a quiet and restful time for many and, with the financial strain for many people, it may be even more pressured. However, there is hope in Jesus and without His birth and life we would not have access to this incredible peace that He offers.



**Sarah Shaw,**  
Chaplain at New Hope

Living in a world full of pressures, anxieties and stresses, there is great need for people to find true peace and rest and the only way is knowing Jesus Christ and trusting Him in every part of our lives.

In fact, John 14, verse 27 in the Amplified Bible goes on to say

**'Let My perfect peace calm you in every circumstance and give you courage and strength for every challenge.'**

As I learn to give my day to Him and realign my focus back on Him, I find a peace that settles over me regardless of what is going on around me. Having a relationship with Jesus is the anchor to my life. For I cannot trust someone I don't know.



## All gifts make a difference

**We are thankful for every gift we receive through wills and in memoriam donations – no gift is too small!**

“My mother held New Hope with such affection and wanted to leave you a gift in her will.”

Nick

“My mother volunteered at New Hope helping service users learn new skills and she wanted donations to be made in her memory to the charity.”

Penny

“I have been fortunate throughout my life in always having the security of a warm and comfortable home together with enough money to ensure that I never suffered from any kind of deprivation. However, through my work in the police service I constantly came into contact with people who had nothing, often through no fault of their own. As a practicing Christian, I want to ensure that whatever wealth I have on my death is used to improve the quality of life of those who experience unimaginable suffering and misery daily.”

Peter M

[newhope.org.uk/legacies](http://newhope.org.uk/legacies)

# Volunteering Update



Meet Eammon Bownes, New Hope's new HR and Volunteer Administrator

It's been six months since I've started at New Hope and I've been blown away by the commitment, generosity and good humour of our volunteers. Meeting so many of you at the Volunteers' Evening in June was a great way to learn about all the incredible contributions you've made to each of the New Hope services. Thank you so much for your time and dedication which are making a massive difference to the lives of our service users.

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## Graham and Carole Stockinger: Watford Shop Volunteers

Carole used to work for New Hope and Graham was volunteering for the organisation at the same time:

**"It was these memories that made us look to New Hope when we were looking to do something worthwhile in our retirement."**

**"We enjoy volunteering with a great team, meeting so many different people that become regular customers and having great conversations. Carole loves meeting up with her old clients and seeing how their lives have changed due to New Hope. It's comforting to know that**

**every penny the charity shop takes enables the staff to provide a great service to people facing homelessness in Watford."**

Polly Odbert, Watford Shop Manager: "It was a great delight when Carole and Graham asked if there were any vacancies at the Watford Shop as they have been connected to New Hope from the beginning. They volunteer in the upstairs part of the shop, sorting curtains, bedding, pictures and baby items. Besides selling such items they have opportunities to

listen to customers who need a listening ear and words of encouragement. Thank you, Carole and Graham!"



**Brian Colley: Haven Volunteer Cook**

Brian: "I volunteer on

Thursday mornings. I

make toasted sandwiches and help ensure refreshments are available for service users to enjoy a breakfast. I also help the team make lunch bags and provide a 'listening ear' if needed.

I enjoy being in a kitchen environment, cooking alongside a very hard-working and friendly team. I particularly enjoy the interaction with the service users.

Supporting the staff and service users is very rewarding. The experience also makes me grateful for my own home and loving family."

**Laura Matas: Outreach Plus volunteer**

Laura: "I accompany Outreach Plus support workers Dave and Joe as they walk through Watford, looking for people to offer New Hope's services to or just maybe have a chat with them and make sure they are safe.

Helping people in the streets is something that I have always wanted to do. By volunteering, you know you touch people's lives and are using your time mindfully, helping others live better."

David Abraham, Outreach Plus support worker: "Laura has been a really helpful, willing and encouraging volunteer. She volunteers after working a full day and is still full of energy in anticipation of what the shift may bring. She is friendly and willing to meet anyone and is always smiling."

## Volunteer Roles

**Welcomers:** We are very keen to hear from people with administration skills to help at the front desk of the Sanctuary

**Befrienders:** We would love to hear from anyone with great people skills interested in becoming a Befriender at our Recovery Services.

[ebownes@newhope.org.uk](mailto:ebownes@newhope.org.uk)  
01923 521 020



# FUNDRAISING

## 13 trekkers, 25km, 16 bridges!

On Saturday 10th September, 13 intrepid trekkers, including Watford's Elected Mayor, Peter Taylor, walked 25km, crossed 16 London bridges, and raised over £7,000!

We are already planning next year's trek so please get in touch if you would like a place!

**"I cannot recommend doing this enough as it's great to challenge yourself whilst raising money for charity! It's worth it for the Jelly Babies alone!"**  
**Manda**



# HEROES

## No obstacle too hard for Rhys!

Rhys took part in a 5km inflatable obstacle course with his dad as he wanted to 'raise money for people who don't have a home'. He survived 'The Mangle', 'The Web', and 'The Vortex' and raised £780 for New Hope!



## Corporate Volunteering

Big thanks to the many companies who have volunteered in recent months; volunteers from Camelot and Vinci helped clear the old Community Market Garden site, volunteers from Succession Wealth, Mobilise, and Myers Clark purchased eggs, bacon, milk and cheese and then made and served breakfasts and lunches at the Haven, and volunteers from BRE, Camelot and Vinci helped decorate the Sanctuary Emergency Accommodation!



# MORE FUNDRAISING

# HEROES

## From a sleeping bag to running 100km!

Stephen, a former New Hope service user, took part in the Ultra Challenge London to Brighton 100km run on 28th May, raising £725 for New Hope! We are all in awe of him and so proud of his achievements!

“New Hope saved my life. No beating about the bush but they did. They took me from a sleeping bag on the street and sent me off to my own flat and able to even attempt something like this.”

“I hurt in places I didn't know could hurt but I am proud of this one personally. The thought of being able to raise money to continue your work changing people's lives got me through a good few hard miles.”

## And from London to Essex!

Kevin Raeburn raised over £450 taking part in Ride London, cycling 100 miles from London to Essex!



## Celebrating the Jubilee in style

A HUGE thank you to some of our faithful supporters and residents in Nascot Wood who celebrated the Jubilee in style with a fabulous street party raising well over £800 for New Hope, and to some of our younger supporters in Northwood who raised almost £965 with a plant sale!



Please get in touch with Hilary or Rebecca if you are interested in taking part in the 2023 Thames Bridges Trek, a corporate volunteering day, or want to run your own fundraising event!

email [hgarci@newhope.org.uk](mailto:hgarci@newhope.org.uk) or [rpalmer@newhope.org.uk](mailto:rpalmer@newhope.org.uk)

COST OF LIVING CRISIS  
EVICTIONS  
REPOSSESSIONS  
ENERGY COSTS

NewHope

Light  
in the  
darkness

CELEBRATION SERVICE

ADDICTION  
LONELINESS  
DEPRESSION  
ANXIETY  
DEBT  
HUNGER  
COLD

Join us for our annual birthday celebration event and discover how New Hope's staff and volunteers bring light to the darkness.

**Monday 20th March 2023 7:30pm**

**St Luke's Church Langley Way, Watford, WD17 3EG**



**New Hope**

67 Queens Road, Watford,  
Herts, WD17 2QN



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01923 210 680



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