

Hope is a place of change

Hope Annual Report 2019

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What is Hope?

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

Hope is a community charity (no. 1015743), and linked social enterprise that helps people in acute needs, mostly related to poverty: homelessness, lack of food, isolation, exclusion, trauma, mental illness and addiction. With and through the support of the people of Northampton, we offer a host of vital services that help people live more humane, dignified lives, and to develop as people.

We work with people who are often affected by complex, overlapping problems – multiple disadvantage, accrued over years of poverty and deprivation. Their needs are both practical: food, shelter, clothes, warmth; and more profound: mental wellbeing, self-esteem, self-confidence, resilience, employability, and respect.

It is sometimes suggested that people bring problems on themselves, through bad choices, laziness, refusal to work, failure to 'engage with services', addiction and much more. The majority of people we work with are in our services because society has failed them. Housing is unobtainable; benefits and good jobs hard to attain; services that address problems are inflexible or exclude people. People have problems because society is harsh and uncaring.

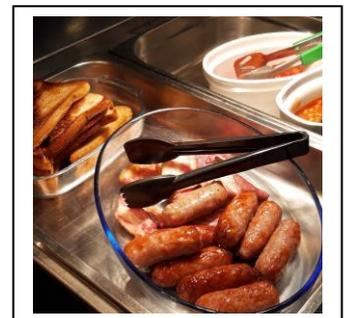
Hope sees everyone who comes to its door. We reject nobody nor blame people for their predicament. We are a welcoming, caring, humane place that does not judge, restrict access or deny service, whoever they are, whatever they have done.

'I had the privilege of working for Hope for just over 2 years, it is a service that is absolutely essential for not only the homeless but also people living in poverty, it is not just a day centre, it's far more than that, offering volunteer and training opportunities. They can only continue to do what they do with the help of people that donate to the charity and the brilliant volunteers that donate their time. Fabulous staff and Trustees that truly do want to make a difference to people's lives.'

**Former employee on leaving,
Oct 19**

We provide:

- A day centre that welcomes anyone, but serves people in chronic poverty, most often through homelessness
- Training services to get people skills and improve employability
- Therapeutic services to overcome problems with mental health and addiction
- Food aid projects to reduce food poverty amongst people on benefits
- Campaigning activity to raise awareness of problems



- A vibrant social enterprise to offer training and employment, and which offers valuable and affordable products and services to the community: tools, catering, clothes, food
- Community development opportunities through practical, useful services for the community and for individuals as donors, staff or volunteers
- A place of learning, research and training

Our aims in 2019 through to 2020

Aim 1: Day centre: We aim to continue to alleviate the immediate and ongoing impact of poverty, especially related to homelessness, through providing basic services like food, clothing and shelter in our day centre
Aim 2. We aim to improve the personal development opportunities of our service users in the day centre through provision of services above basic needs through classes and groups in arts, crafts, fitness, and other self-development
Aim 3. We aim to achieve improvements amongst our service users to address their individual needs: housing, welfare benefits, physical and mental health, addiction; from referral, co-working and advocacy, both from work we carry out and by referral.
Aim 4. In casework we aim to achieve significant change in confidence and self-esteem and in control of mental health and addiction through the giving of practical things, offering support, referral, helping people access new skills and opportunities, and befriending.
Aim 5. In our casework we aim to help people achieve training, improve skills and confidence and achieve greater employability.
Aim 6: Through community development, we aim to build and represent community owned and participative, community level responses to poverty, as an agency accountable to the public and supported by it.
Aim 7. Through campaigning and activism, we will raise awareness of the scandal of poverty and homelessness in our community and encourage people to act against it
Aim 8. We will increase the numbers of volunteers across the agency
Development or specific aims in 2019-20
Aim 9. We aim to create the development of new services in the areas of mental health, EU client services, and housing in 2019-20
Aim 10. We will maintain our income at not less than £630k in 2019-20 and look to secure additional funding in key areas: trusts and high net worth individuals
Aim 11. We will achieve Trusted Charity accreditation
Aim 12: We will have achieved progress in our search for a new home for the day centre

The services we offer to meet aims 1-5

Our day centre

The day centre helps to alleviate and help people in desperate need to manage the immediate circumstances facing them: shelter, food, clothes, a place to wash; haircuts and poor health. 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, but also help people move on in their lives, and facilitate solutions to crucial problems they have. Every year Hope offers support to over 1000 people, up to 140 a day, in our day centre.

We offer referral and advocacy for housing and benefits.

Through partnerships with external agencies who come into the centre, we meet other needs: for example we offer care for homeless people's dogs through an association with Wood Green Animal Shelter; We help EU migrants obtain settled status by working with PBIC from Bedford; we enabled Northamptonshire County Council Public Health to offer screening to around 50 homeless people relating to conditions like HIV and Hepatitis; we enable sexual health screening; we provide benefits advice in partnership with Northampton Welfare Rights (Community Law).

In 2019 we were a research site for a major research trial of vaping as a means of reducing smoking related harm to homeless people, in partnership with Edinburgh, Kings College London, South Bank and other Universities, where we achieved high levels of participation and retention. We also offered smoking cessation services. We offer podiatry; with an optician, we supplied free glasses.

These services make a significant difference to physical ill-health and mental health amongst a group in very high need.

Activities and opportunities that offer self-development

Hope adds to these basic services with activities and events that work to alleviate distress, divert from daily worries, build confidence and develop self-esteem: arts, crafts, therapeutic gardening, anxiety management, creative writing, music, meditation and mindfulness, cookery, 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, such as Halloween, Christmas (where we feed up to 120 people) and Easter, Hope will hold little celebrations and offer presents and special food.

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.



Casework: helping people address employability, mental health and addiction

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; long term stories of abuse, poor education, trauma, violence, unemployment, lack of skills and isolation.

Funded by the National Lottery and Lloyds Bank Foundation, Hope offers a dedicated casework service to get people back into life, addressing these issues. Clients get one-to-one support to create a programme of change, which may include group work that we run: our mental health support group, women's group or addiction support. We support people into housing.

Our services reduce the burden on other services and reduce spend elsewhere through control of addictive behaviours and alleviation of mental health issues and reducing demand on statutory services.



In 2019 we received funding from the Veterans foundation to fund a post working solely with homeless veterans in line with our commitment to the Armed Service Covenant.

Helping people access accommodation

Hope works 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. But as we don't control the process of letting accommodation, we 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. During 2019, using funding provided by Nationwide Building Society, we commenced work scoping our potential to offer housing with a view to opening supported housing in 2020

Hope Casework: Helping people become employable and get work

Hope has great expertise in helping people with the most complex needs to become employable, offering ESF/Lottery funded high quality programmes of volunteering opportunities, training and work experience. Every year we offer an extensive programme of employability and skill based courses designed to get people more employable and work ready, having overcome their main barriers to sustained employment; and where we can, place them in work. Through our own social enterprises, we are able to offer some paid work to a small number of people and training in specific disciplines like catering. Our social enterprise is externally accredited as a social enterprise centre of excellence through the Social Enterprise Mark¹.



¹ <https://www.socialenterprisemark.org.uk/>

Hope helps reduce the impact of homelessness and poverty 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.²



"I was bored" said Mat, "I needed something to stop me from sitting around at home". And after a conversation with the Hope Centre Casework team, Mat was introduced to the Hope Tools workshop.

"I'm now in there two-and-a-half days a week. It gets me out and about and stops me just sitting around."

Mat now works in the tool workshop to renovate second hand tools for resale and is looking forward to taking on more over the coming months.

Mat talks of setting up his own tool project and starting his own Hope Tools franchise. For now Mat is content to learn the skills, help in selling the stock he makes and learn all about the Hope Enterprise business model.

2

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

The Impact of Hope's work to meet aims 1-5

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

- People who simply attend the day centre but don't engage in casework
- People who also get involved in casework and help with jobs, addictions and mental health

We assess the value of the work we provide through surveys and questionnaires that show our impact.

Our impact on people who only 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, their immediate needs having been met. Some do not have the capacity, energy or motivation to engage at a higher level – at least at first, or when experiencing the worst extremes of rough sleeping. A higher level of engagement is on offer at all times, but it may take time for people to reach a higher level of engagement.

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



We do not complete an individual record of progress for each attendee at the centre, although we count 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, though we have met their immediate needs, have not entered into a more complex programme of work with us which can be measured. However, we strongly encourage anyone who comes in to access the more extensive programmes offering higher levels of personal growth that are available.

Some people in this category of service users also volunteer in the day centre, carrying out a wide range of useful tasks, co-running the centre and giving something back for the help they receive. We record this number, although again, do not record this activity against an individual attendee unless they are in casework.

Their views on what the day centre offers

To capture how effective customers 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 (November 2019), in tabular or data form, are found in appendix 1 below. The data shown there clearly indicates the value of the day centre in motivating change, as well as addressing immediate needs. Appendix 2 captures their anonymous qualitative comments on what we do – with suggestions for improvements and additions.

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.

“The Northampton Hope Centre and its wonderful staff and volunteers helped me .. and were instrumental in the person I am today. They saw value where I saw none and gave me the chance to be more than I could have believed possible. This is because they genuinely care for the people coming through those doors, each day, every day.”

Ex-service user

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. In total groups were held on 154 occasions in 2019, with around 600 people attending them.

Their effectiveness is evidenced by the production of work – art sales and media, writing, awards for our garden etc. In 2019 service users held a successful art show and the day centre garden they tend won a Northampton in Bloom Silver Gilt medal. The creative writing group published a book of client experience in 2019.



The impact of Casework

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

We help people become more work ready, yet increasingly we focus more on enabling people to overcome the problems they face, such as addictions and mental health problems, which prevent them being work ready.

We record what they have done or achieved and we have done to help them:

- 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
- If they have been housed
- Referrals we have made to external services – substance misuse, mental health etc.
- Attended specialist services that we offer – e.g. our addictions Breakfast club



Training, volunteering and employment:



We then record the effect this has had on them, by asking them:

- 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, e.g. WmWeb. These are conducted at intake, six monthly and annually if this applies, or planned exit if earlier, by the caseworker.

The caseworker, drawing from these forms, and from their own judgement, and the objective measures identified above (got housing, got a job etc.), also 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.

See Appendix 3 for outcome data from casework. These data clearly show the impact of casework against all domains.

Hope's Social Enterprises

Hope is fully committed supporter of the concept of social enterprise and works hard locally to promote this ethical, non-profit model of business, working in partnership with other social enterprises and the University of Northampton to develop the sector.

The social enterprises we run, whilst having wider social benefit that helps us address some of our wider aims, support us in helping provide opportunities to support casework and change in service user's lives

Hope's social enterprises provide work experience and training to people from our day centre and other referrers: they are open to anyone, not just people moving on from our day centre. For some individuals, they offer paid work. Of Hope Enterprises' 10 employees, half have personal lived experience of the issues that we address. As well as these opportunities, the products and services we offer are of practical value to people on low incomes: garden tools to grow veg; cheap or affordable clothes through our charity shop, affordable, high quality catering; and through our gardening projects and food club, healthy, affordable food, some grown locally with the help of Hope's day centre service users, for people on low incomes.

In 2019 Hope Foodclub supplied food to roughly 250 people each week through four outlets, a food offer that every week includes a range of healthy fresh, in-date vegetables and fruit. We ask people what foodclub means to them and they say that it helps them save money for other things and improves their diet and mental health issues and worries, as well as helping overcome debt and financial problems. If needed they can also access advice and support from our casework staff to address these and other issues. In 2019 over 30 people took advice of this type.

Hope's social enterprises also provide a useful volunteering opportunity, and corporate groups have been major supporters of this area of our work

The Enterprises are accredited by the Social Mark, the only validating award for social enterprise in the UK. They were also finalists in the national Social Business Awards 2019.



Hope's wider work: action to achieve aims 6-8

As well as all these huge areas of impact on service users, Hope's spread of services across the charity and social enterprises also offer a community development function in our town.

Campaigning and educating:



Through social media, mainstream media, teaching and education, in school and the university, visits and donor liaison, stalls at fairs and shows, as well as fundraising activity and arts events, Hope provides a consistent communication message about the problems of poverty, and constructive solutions and encouragement for local people to be involved in what we do. We carried out over 90 sessions of awareness raising in a wide variety of places, reaching upwards of 4000 people, many of them school or university students; we issued an average of 4 tweets or Instagram messages and 3 Facebook

postings a day with our pages followed by 10% more people each year across the main platforms. Many 1000's of people engage with us on social and mainstream media daily.

Some of our events have direct awareness raising impact, notably our big Sleepout, which as well as raising funds, raises people's awareness of the issues of homelessness, and which has been recognised with a regional charity award this year. 250 people slept out for Hope and in solidarity with homeless people.



Volunteering and Community involvement

Through the above, and through extensive, immersive fundraising, we build and galvanise the local community to take action: 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.

In 2019 our opportunities for corporate team volunteering have enabled over 1300 people from 17 companies on 173 occasions, to help our charity, but also improving their team functioning, personal understanding of homelessness issues, and work productivity³. They offered 6600 person hours of time, equivalent to activity time of roughly £54000 in value to Hope's work.

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 economy⁴.

Every year we involve thousands of people in fundraising support; hundreds in activities, and around 100 individuals from the community 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 individuals who are volunteering as well as those they work with⁵. 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



³ <https://www.charities.org/news/business-case-employee-volunteer-skills-giving-programs>

⁴ <https://www.gov.uk/government/news/improving-work-health-for-a-healthy-economy>

⁵ <https://www.ncvo.org.uk/ncvo-volunteering/why-volunteer>

and develops volunteers for other roles⁶.

'We had a great time volunteering there the staff are lovely and the visitors are so polite can't wait to do it again'

Susi, Aug 19 (with colleagues, right)



'I have been volunteering at the Hope Centre for a year now. I love every aspect of it and the team are really supportive'. Esther, Nov 2019

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



Environmental Impact

We have a positive environmental impact throughout our work. This includes extensive recycling and extending the life of things that others would just throw away: clothes, food, broken tools.

We encourage staff and service user cycling through grants and making bikes available. We have a very low travel footprint amongst staff. Our extensive gardening projects offer considerable value. Our large allotment gardens are expected to produce over 9000k of vegetables each year, locally grown to feed people on

benefits⁷. By recycling 50 tonnes of donated food (often with short use by dates), 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 2019.

We also took significant volumes of donated desks and electrical equipment for use by Hope's staff and service users in our IT suite.

⁶ <https://iiv.investinginvolunteers.org.uk/>

⁷ <http://sustainable-farming.rutgers.edu/wp-content/uploads/2017/12/urbanfringe-v07n01.pdf>

Action against our development aims (9-12)

Each of these commenced in the 19-20 financial year and carry through into 2020.

Aim 9 We have restructured our casework services bringing in staff with greater skills in mental health and addiction to offer a higher level of service and change for services users. We have reviewed the needs of service users through a research project and we have engaged a highly recognised psychologist to redesign our mental health service offer.

We have engaged a housing consultant to develop options for our housing activity.

We have not secured any additional funding for work with EU migrants but we have improved our services with a partnership with the local Polish Catholic church, achieved some volunteering from these communities and work with PBIC from Bedford, a specialist Polish support agency, to support settled status applications.

Aim 10 We are working to maintain our income levels at the figure identified.

Aim 11 We are on track to submit our application for Trusted Charity Status in January 2020.

Aim 12 The immediate risk of having to leave our purpose built day centre was avoided due to our successful campaigning leading to negotiation with our landlord. We have not yet identified suitable alternative premises but continue to work on this. This is a longer term project.

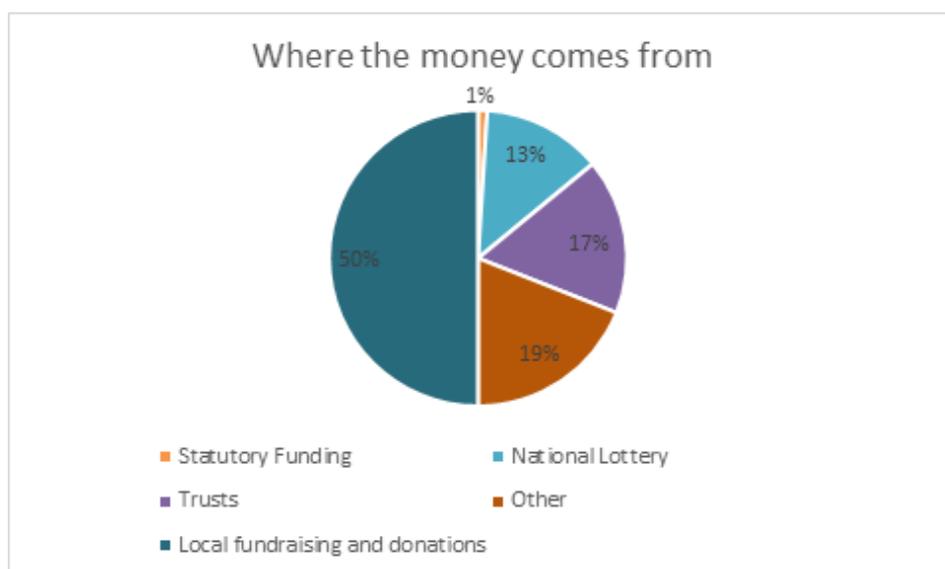


Money

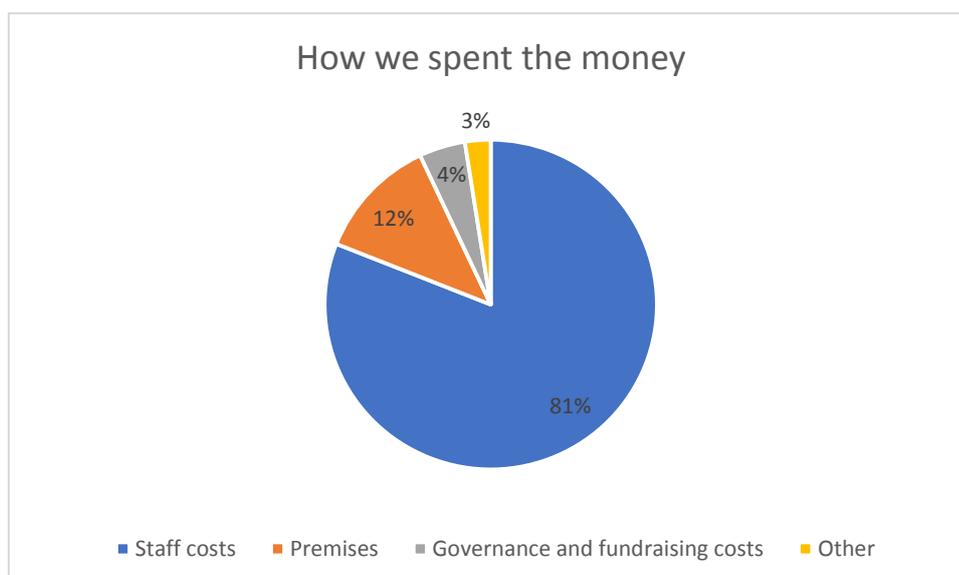
Our full charity annual accounts are available from the Charity Commission website and are also available on Hope's website. Our financial year is April 1st –March 31st. This is a short summary of where the money we spent in 2019-20 came from and what we spent it on. Thank you to all our donors and supporters.

Hope Enterprises accounts are available from Companies House and on both Hope Centre and Hope Enterprises websites

Total charity income: £650474



Total charity spend: £646550



Summary

Hope has a clear purpose, strategic plan and vision, with defined aims and activities designed to achieve measurable social impact against these aims.

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 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.

We believe our work demonstrates our commitment is turned into action that demonstratively changes individuals and our society.



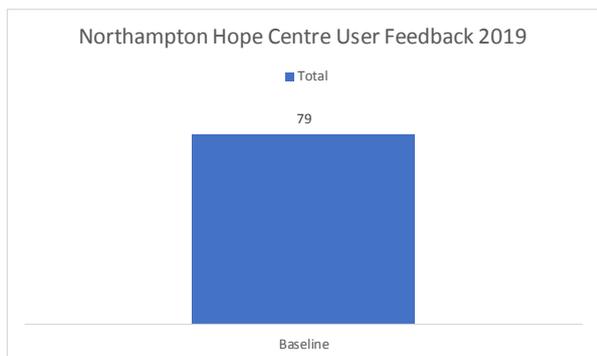
Northampton Hope Centre and Hope Enterprises
Oasis House, 35- 37 Campbell Street, Northampton, NN1 3DS
Tel: 01604214300
www.northamptonhopecentre.org.uk and <http://hopeenterprises.org.uk>

Hope Centre is a charity (no.1015743) and Company Limited by Guarantee (no 02768301)

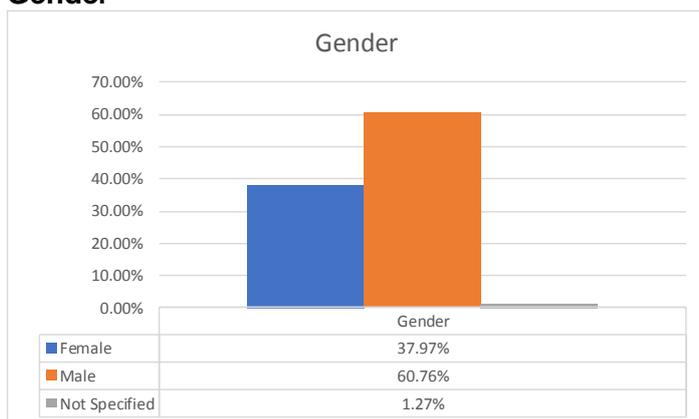
Appendix 1

Survey of day centre user demography and views on what we offer them (November 2019)

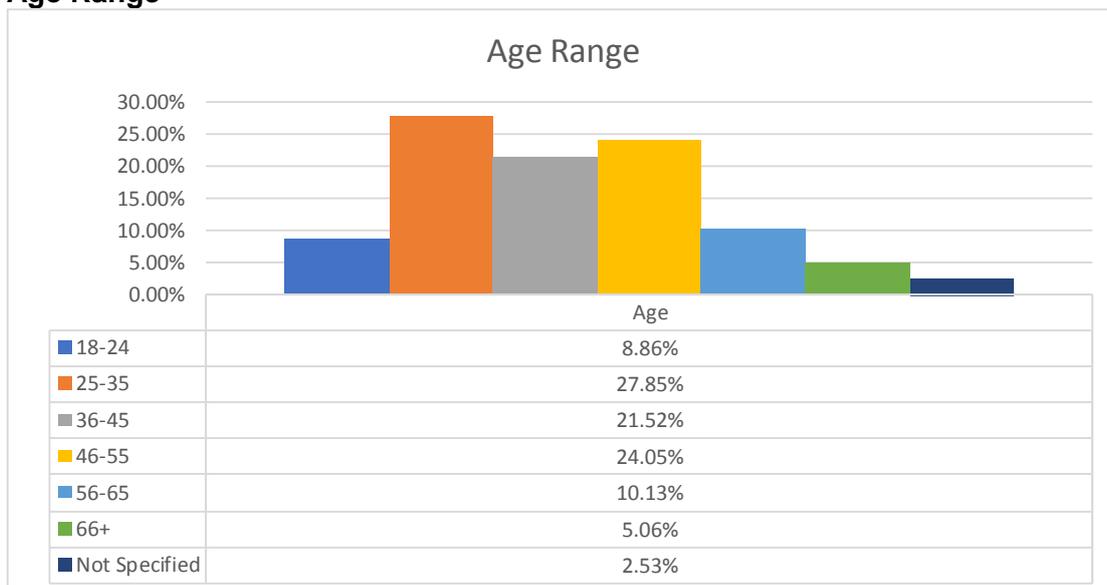
No of completed questionnaires



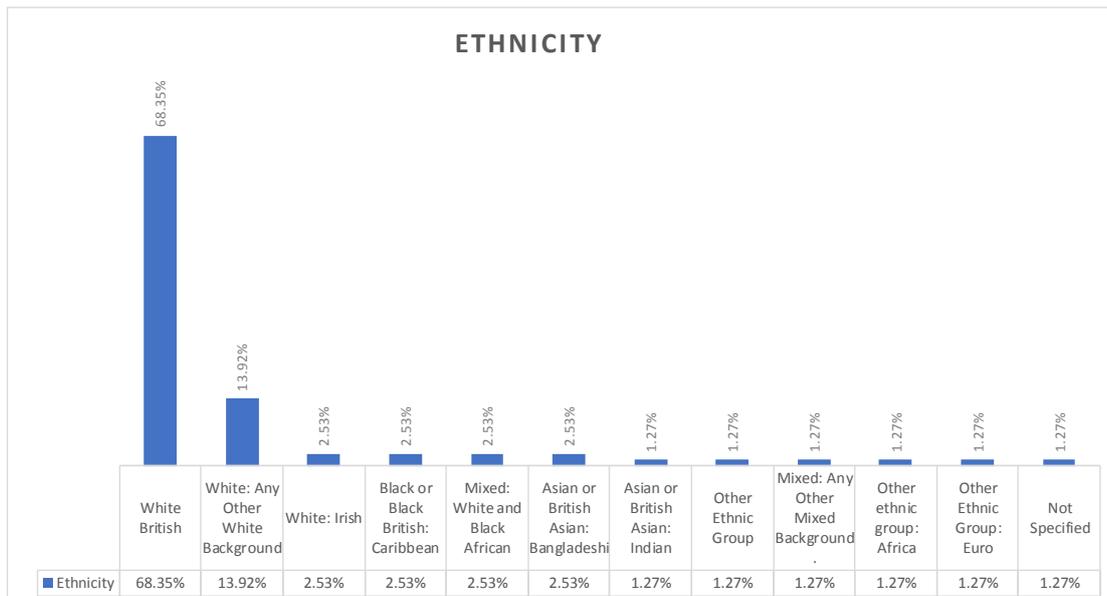
Gender



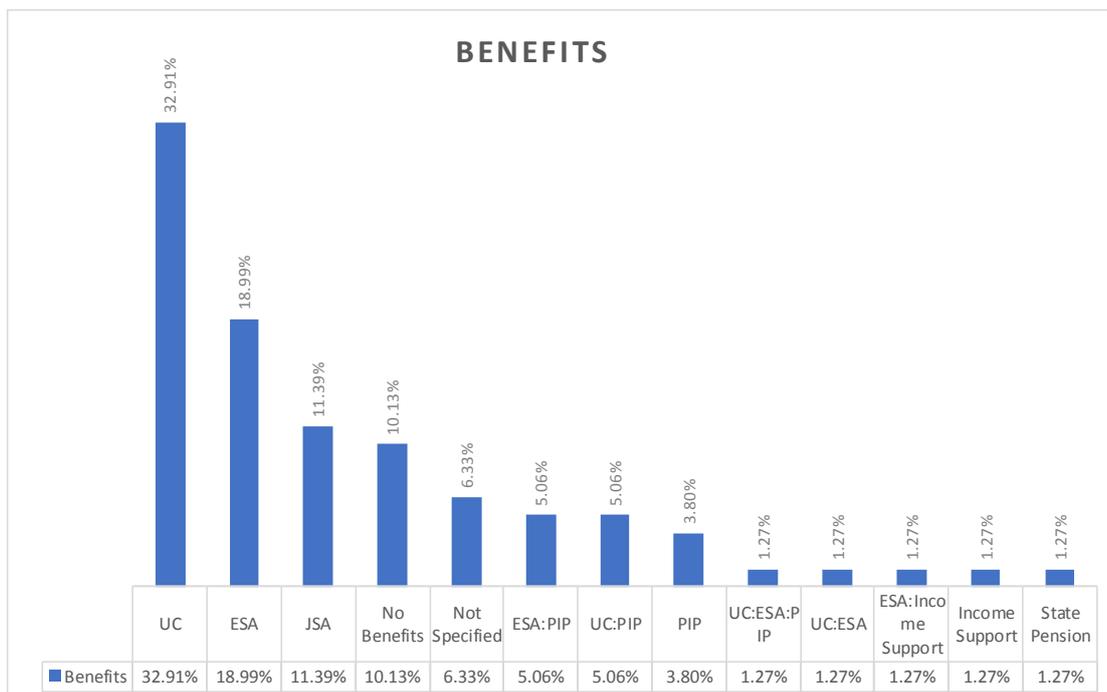
Age Range



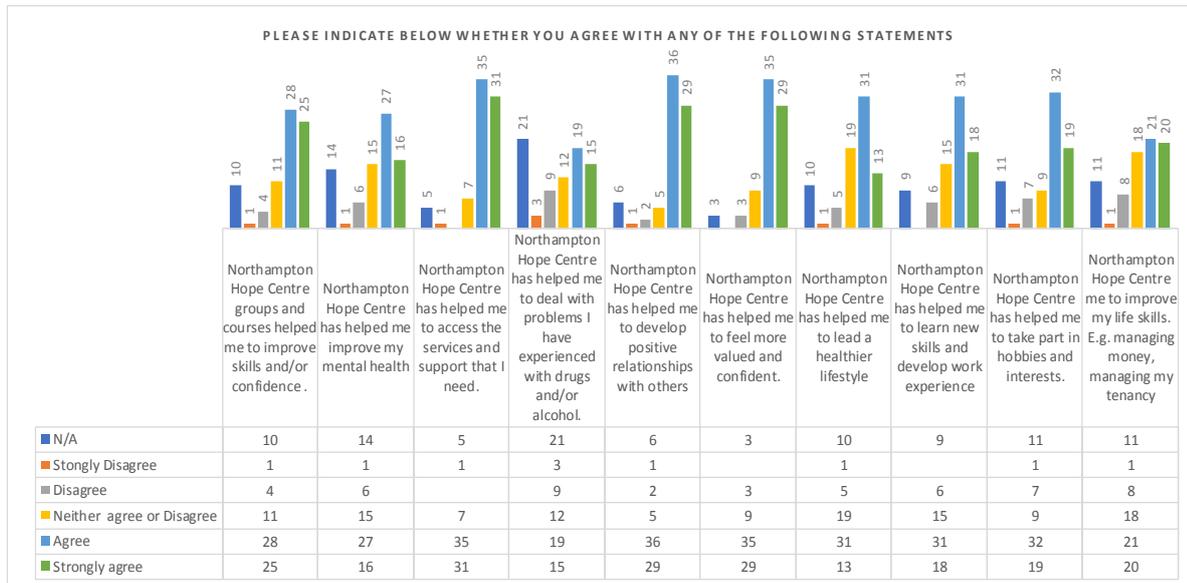
Ethnicity



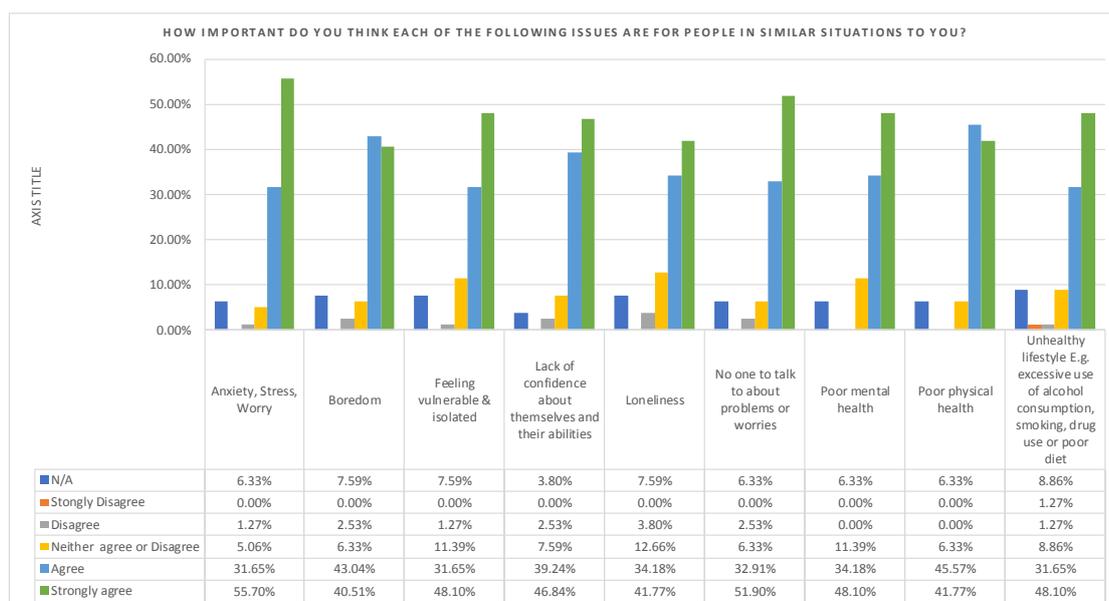
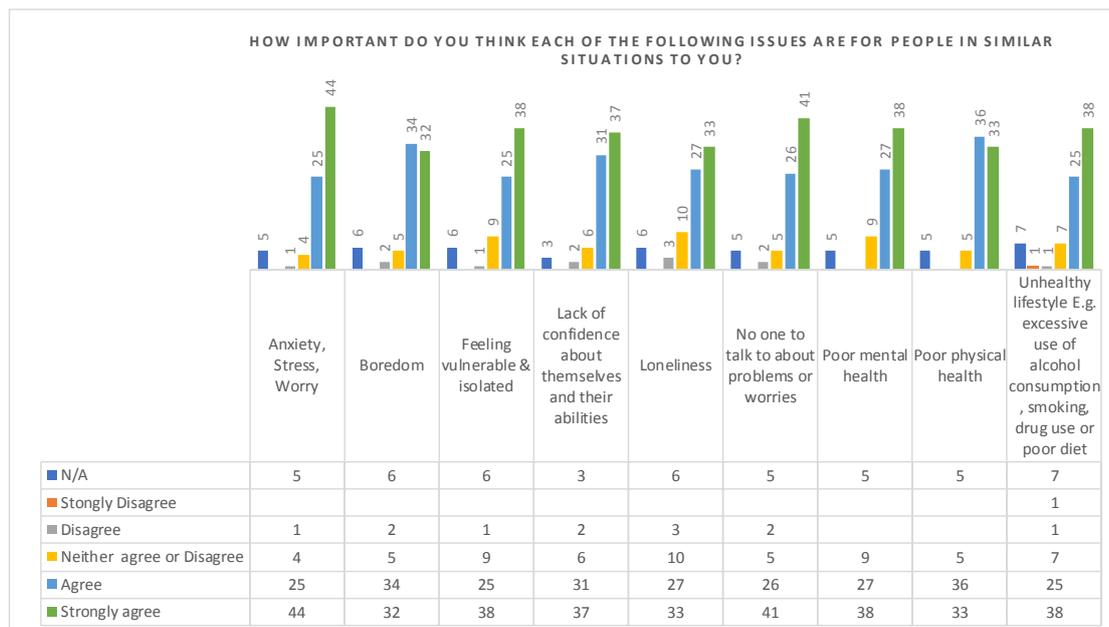
Benefits status



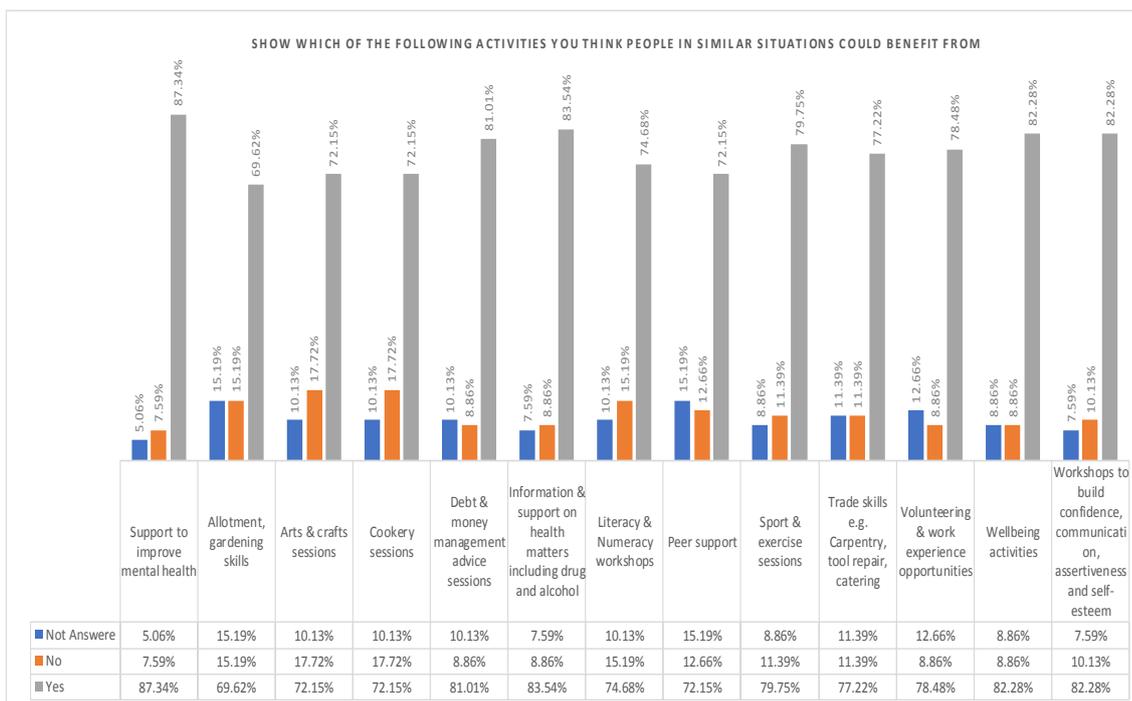
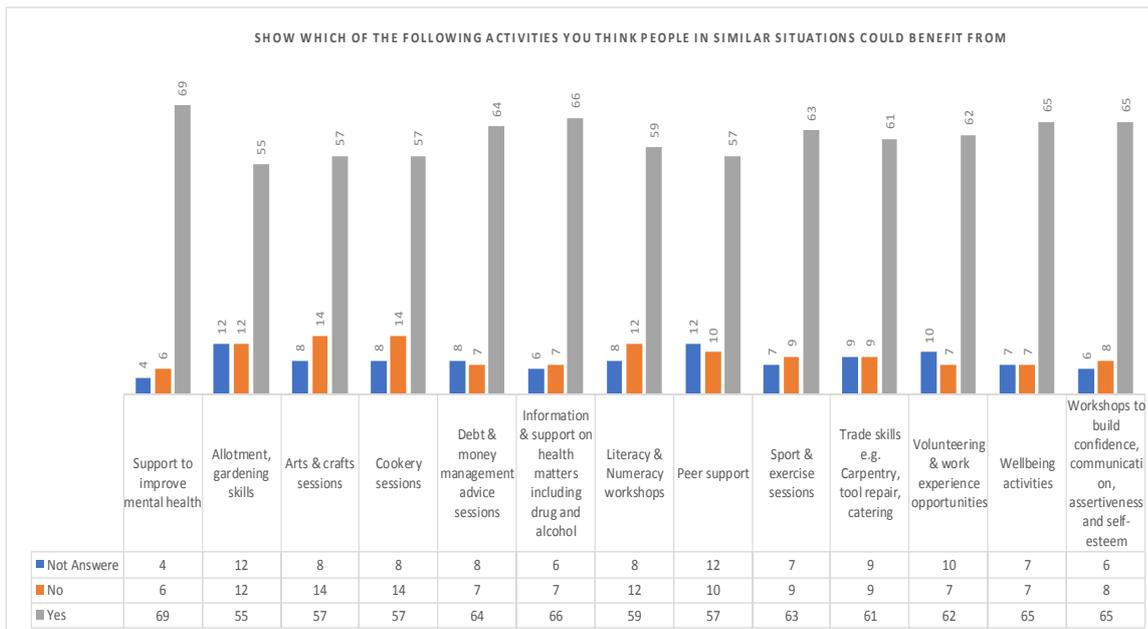
Agree with Statements



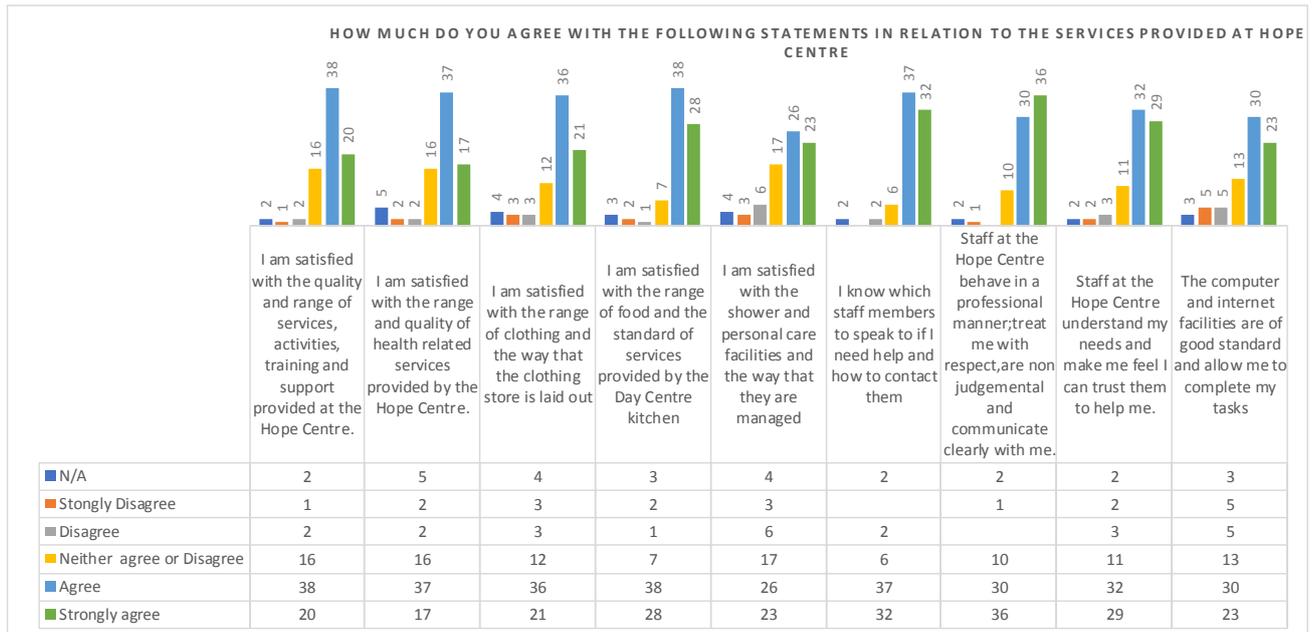
Important to others in similar situation



The value of our Activities



Views on our Services



Appendix 2

Service users at our day centre comments on what Hope does, and what it means for them, including suggestions for improvements (Nov 19)

Quite happy with the Hope Centre.

Socialising.

Day trips, Games i.e. bingo, quizzes.

Hope Centre is a life line.

If it was not for the Hope Centre I would not be where I am today. They are very supporting.

Access to legal related issues e.g. lawyers, com-law sessions, benefit advice. CV writing/ Cover letter. Recognised courses leading to qualifications e.g. GCSE's/ A levels/ NVQs etc.

Helped me to find a place to secure myself.

Better cooking, Better internet needed

Volunteering in oasis house has helped me picking myself up.

Volunteering in oasis has helped me pick myself up and help people in need and I love helping.

Staff really helpful and friendly.

They have done everything for me. I'm so grateful for it, they are amazing.

I think this place is wonderful, friendly staff who help you no end.

To try and encourage people as much as possible to participate in all the roles and activities provided as this uses dead time to stop people using drugs and drink. Passes the time of day and helps people's knowledge to obtain better future.

To stay open later so the people that are on the streets can get something to eat before they get there head down.

Help me with finding a job and get out of the streets.

Somewhere to get to speak with others going through similar situations.

Free wi-fi for residents. Access to day centre all day long. Free food for all as it is all donated and costs nothing anyway.

Thank you for always having one place which is safe.

They are a lovely helpful charity and I don't see why people complain, people should be happy with what we have. I like the Hope centre they've helped me so much in my time in need.

I perhaps need to access their services more. Also interact with more the staff so they can improve my situation.

More courses to get a trade i.e. CSCS cards, carpentry courses.

Please consider restarting the addictions group. Of course I would appreciate longer opening hours (p.m.?).

Keep an eye on people you let in.

More spaces for the courses.

A great help. The staff are helpful and nice, made me feel welcome. Jo has been a great help. Thank you.

I think the Hope centre does a great service.

Only activities I use were cookery, such an experience.

Really like it here. I feel safe and staff are good.

I'm very thankful for help I received. That I can use all facilities (shower, toilets). Help with finding work, and all issues I have.

I never had so much help and support since I have lived in Oasis House. I am grateful for all the help and support and thank the staff heartedly.

The staff are very helpful, always there when I need them.

Not open long enough, but it here.

Since I've been coming in since 1995 it has changed me for the better.

Reception staff are exceptional. Catering staff are professional and standard of food is generally very high. Courses offered need to be more structures and more specific at which demo graph they are aimed at.

I would like more activities related to developing skills to help people back into work.

How have the Hope Centre helped you most?

More confident, Things available if need them i.e. training, reliable day centre for food etc., other people in centre ok.

Support, documentation, groups, winter night shelter.

To build my confidence. Helped me with my mental health.

Helped to get me back into catering and housing.

To eat.

With anxiety and getting out, also with some courses I have took part in. It's a friendly environment and staff are always there when needed.

The Hope centre helps me every day with support to move forward and on the road to changing my ways. I am getting to old to be on the streets and I know and trust the Hope centre.

The MAG's group is been very good for my mental health.

The MAG's group is important to me for friendship, peer support, empathy and understanding as we have all experienced/experiencing similar mental etc. issues. Podiatrist service invaluable.

Hope centre have given our group MAG's a room every Wednesday to continue my support of vulnerable people who suffer with mental health for which I am eternally grateful. Thank you so much everyone.

Gave me somewhere to go and something to do with my life. Thank you.

Helped me to keep me off the streets and all the hassle that is out there.

They helped me with clothes. Keep me busy in day time.

Helped with getting me into courses.

Socialising

Work skills and qualification.

With courses, Phone Calls and other things.

Oasis house help me pick myself up.

It's helped me get back in touch with old friends and meet some new ones, who have all helped me when I have struggled.

Helped me pick myself up, making new friends and keeps me busy volunteering. I love my job and like coming to oasis.

I have been housed and put on courses to improve skills and qualifications.

Social activities.

Hope have helped me with general cleansing, clothing, and a sense of wellbeing and worthiness. I have obtained my CSCS card through hope so I can access construction work, I volunteer in activities to keep occupied which helps me stop using drugs and alcohol.

Showers, cloths, and giving me jobs so I can have my work.

The Hope centre has supported me by having access to food when I was In need, access to computers, information about other services especially about mental health and alcohol misuse services.

Sorting opportunities, feeding me, sorting my clothes, pointing you in the right direction.

Getting me to hopefully fit in, help and get better.

I have been housed and put on courses to improve skills and qualifications.

They helped me to find housing and whenever I've had problems the staff have always been kind and helped me to deal with them.

They have helped me with my confidence and also helped me by getting me into courses.

The Hope centre has helped me with my mental health, they look out for me. I have met many new people which has boosted my self-confidence.

Be more sociable, confident and kind of others problems.

Socialising with others.

Improved my mental health. Help me with access to courses/work exp. Helped me with cookery classes.

It provides activities and all sorts of info and well-being things and should continue to do so and it supplies drinks and food that nourish me.

Helped me reduce my stress and anxiety by providing a safe and supportive environment to help myself and to find me support in helping me off the streets.

The Hope centre has helped to support me in further education and applications for vocational training.

Making friends. Improved my mental health.

Be able to take showers have a warm meal in mornings.

They have and help so much people take them for granted.

In a lot of aspects.

Generally a safe environment. With recent staff movements/additions it would be nice to have a sign-post as to whom does what now etc.

They have really helped me in the days and I have come a very long way.

Support and understanding.

A slightly communal feeling when having some food/tea.

Food and clothing.

Letting me have breakfast.

Providing food and shelter. Able to access the internet.

The Hope centre has helped me engage with others with similar issues.

Provided with some food when I was struggling.

MRSA, HEP B and C testing, Flu jab, Carotherapy health massages, Hair dressing, co-ordinator instruction. I.T. Skills , MSN, Android training.

My confidence.
Making friends.

I was helped to get off the streets and into temporary accommodation. The team and volunteers are great.

Feeding me and helping when I need to talk to someone. Lee always has time to help sort my probation and other appointments.

It has been a safe alcohol free place for me to come in the mornings. When I have little money it provides free food and hot drinks which are most welcome. I have enjoyed many courses including back to work, AIM and first aid. This has helped me build my C.V. the computer room had enabled me to look for work and comply with job centre requirements. I have made valuable friendships in the wellbeing workshops etc.

Hope Centre have helped me with food, clothing. Also helped me with confidence and meet new people and join in activities which I have enjoyed doing.

Finding work. Medical help.
Keeping me out of hunger.

Help me with food in morning times.

I have learned a lot about the people you let in. Any new that comes here I speak to them.

Gave me a roof over my head and allowed me to go to courses to benefit myself further.

The Hope centre helped me the most through letting me sleep here through the winter after I came out of hospital.

Hope centre has helped me meet lovely people and socialise. It also helps me not go hungry and thirsty. It also has a good computer room where I can work on college work.

Something to do, and meet people. Allows me to develop my art and writing activities.

Gave me a sense of direction. Made me feel welcome. Warm cloths and a chat. It's a great feeling when you are on the streets with no future, cold, hungry. Thank you.

With my mental health and my confidence.

The Hope centre has helped me with my mental health, housing. The Hope centre has been incredibly supportive.

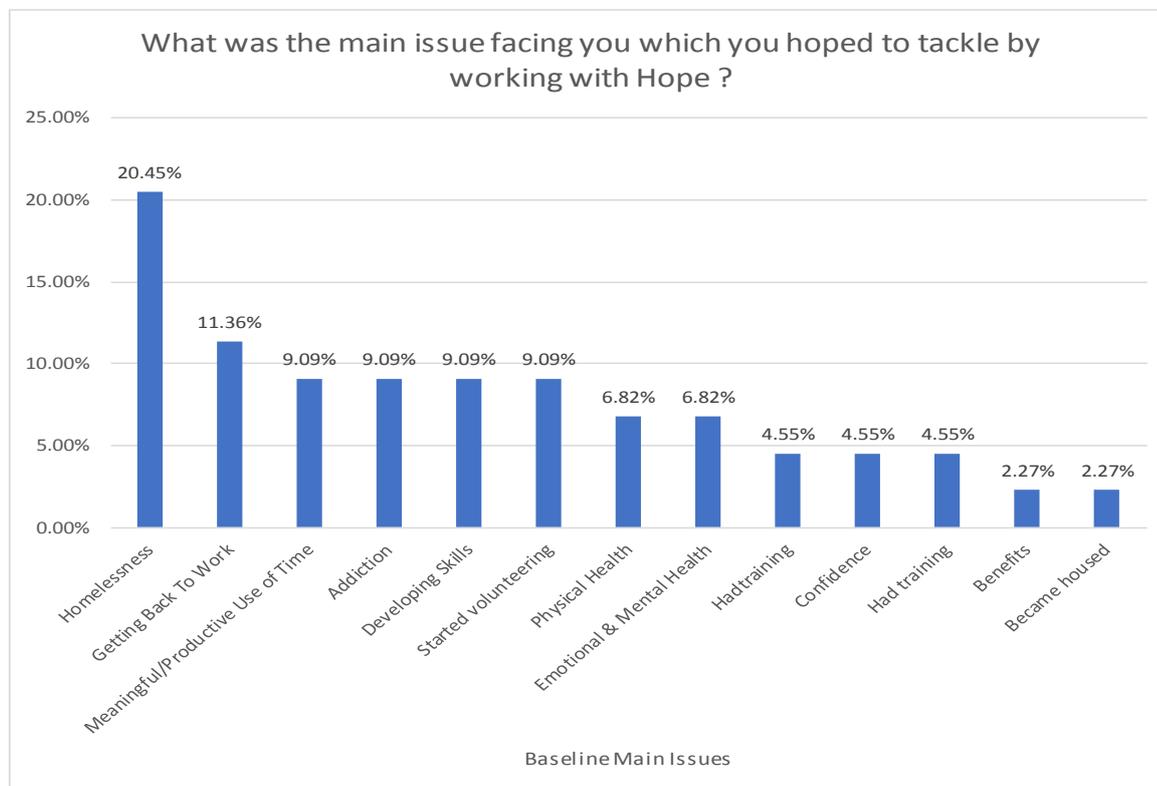
I'm happy from this place. Always I can take a shower, what I needed before work. Very helpful place.

Keep me active over the years.

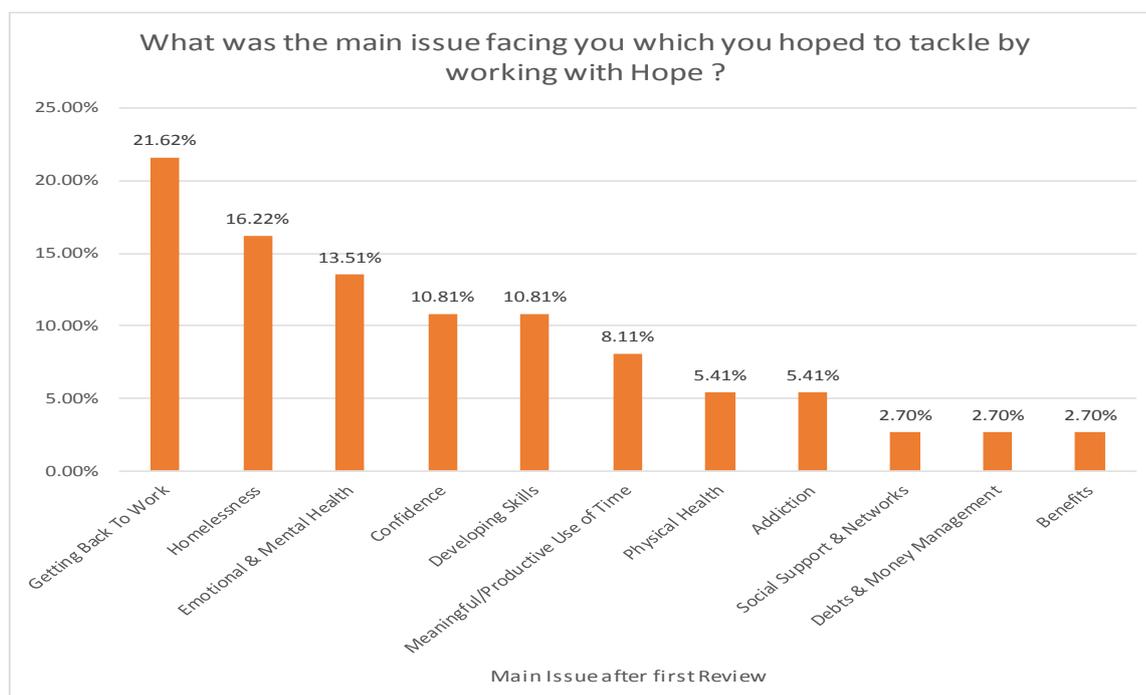
Appendix 3

Northampton Hope Centre – Casework Outcomes - 2019

Main Issues –Baseline

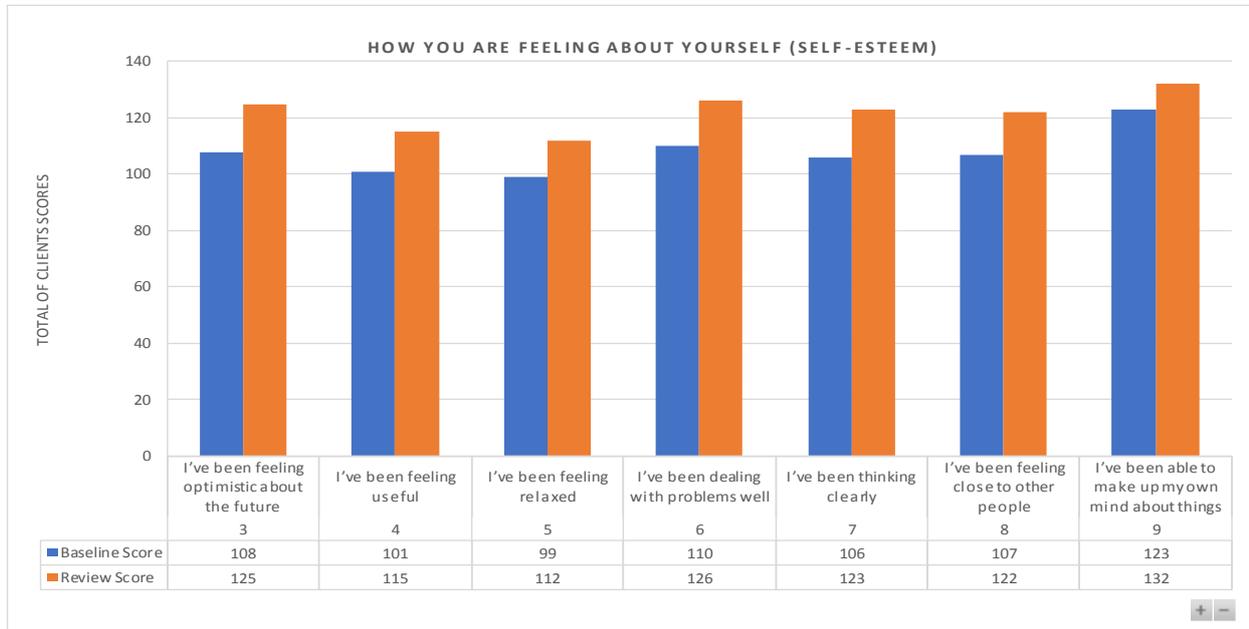


Main Issues - After First Review



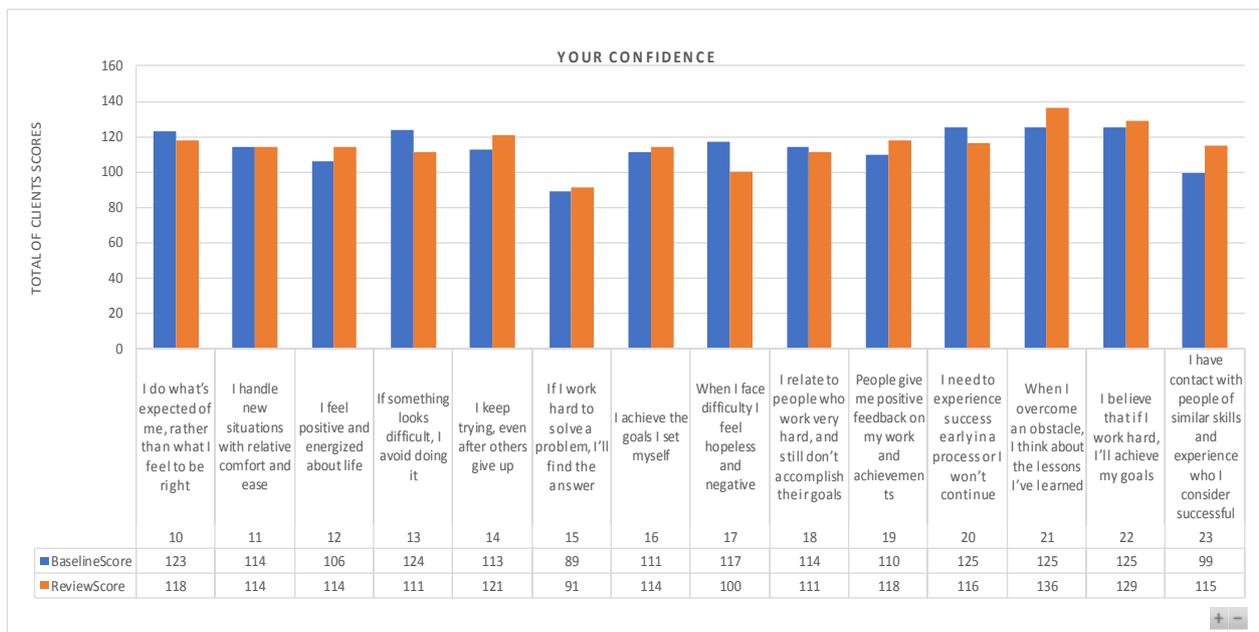
In each of the following charts we show a score derived from choice of 5 items on a Likert scale, 1 being a negative rating against the statement, 5 being a positive rating. By aggregating the scores we can show the impact of casework, in that over time, in most cases, the scores improve. In a couple of the domains, a reduced aggregate domain shows the improvement.

Self Esteem Outcomes

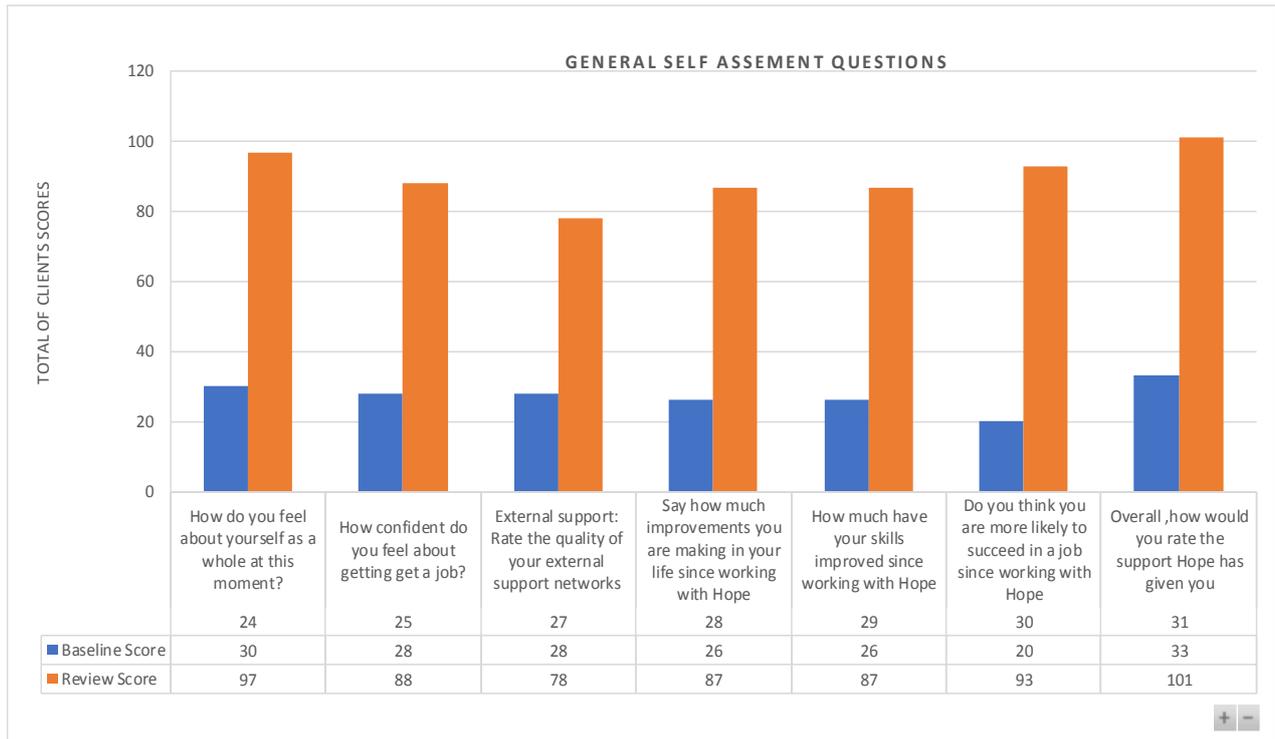


Confidence Outcomes

The first and eighth columns are ones where the reduced score reflects the positive effect of casework in that the problem has reduced in impact; in the others they reflect positive effects of casework by an increase.

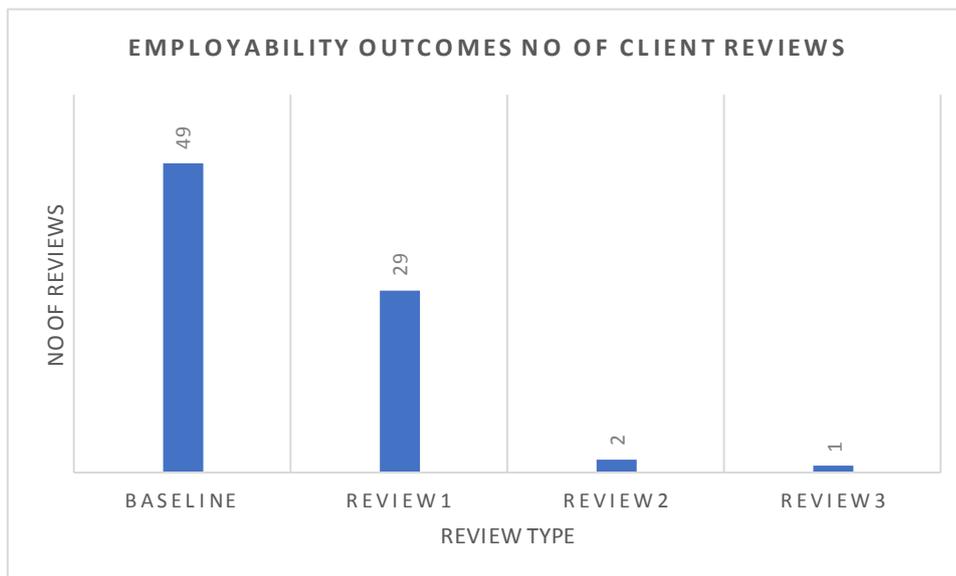


General Outcomes



Employability improvements

Number of reviews (quarterly)



Improvements in different domains

In every area (excepting criminal records, which are unlikely to change), at first review after baseline, a significant increase in employability is shown.

