

Hope 4 Rugby Ltd – Case for Support April 2015

To build on our proven track record in helping homeless and badly-housed people in Rugby, the charity is seeking to raise new funding for these capital and revenue activities:

- a) Meeting the growing numbers and needs of homeless or badly housed people seeking our help each year.
- b) Developing new activities and services as outlined in this case for support document and, in particular, by providing health care facilities in the new Hope Centre, providing classes in English as a foreign language, helping to deliver pre-tenancy guidance sessions, and extending the Hope 4U opening hours.
- b) Clearing the loan taken out to purchase and refurbish the new Hope4 day centre premises.

A large proportion of our clients have lost direction in their lives due to family break up, job loss, accumulated debts, mental/social issues, addiction, crime or prison. We have already demonstrated successful strategies to help many of our guest's "move on" in their lives. Your donation or grant will enable us to continue to help our guests experience turnaround.

Introduction to the charity Hope4



The charity moved to new and bigger premises (The Hope Centre) in February 2015. In these premises we will be able to cater for larger numbers of guests and expand our existing services as well as developing new ones.

Hope 4 (Rugby) Ltd. is a Registered Charity (no. 1126487). It is also a Private Company, limited by guarantee: Companies House no. 06614898.

Hope4 (Rugby) Ltd, commonly known as Hope4, is a charity with a proven track record of helping homeless people to turn their lives around. In the past 5 years **489** guests have been welcomed and **133** (27%) of those have been helped towards housing. Hope4 started to gather statistics on those finding employment in 2013. To date **39** guests are known to have found employment with the charity's help. Due to the transient character of homelessness it is impossible to give a more accurate figure than this. All guests who are referred to us for assistance are assessed and signposted to relevant agencies where this is requested. However, due to legislation concerning, in particular, EEA guests there is often little we can do for them during the first six months of their local connection and, often, afterwards too.

Following 5 years of successful operation from a small rented day centre, Hope4 has now purchased and fitted out a new "Hope Centre" with more space and facilities to meet the needs of the increasing number of people helped and - subject to obtaining suitable funding – we now plan to expand the range of services offered. The Hope Centre is the hub of a network of services provided in partnership with many other agencies, as outlined below:

The Hope Centre provides hot meals, showers, laundry, washing facilities, internet access, and a relaxation area for referred guests. The support workers ascertain the guests'

circumstances and then signpost, advise and network with those local agencies and charities who can best serve the guests' needs.



Hope4U sessions provide free hot food & drink to anyone in need for three evenings a week at the Hope Centre. We plan, in due course, to make this a Monday to Friday activity throughout the year.

The Rugby Winter Shelter offers night shelter over the winter months for rough-sleepers. It is coordinated by Hope4 in partnership with the national Housing Justice Coalition and the REVIVE network of churches in the Borough. We work with local churches and volunteers to provide bed and breakfast in church halls between December and March.

Hope4 works with local churches and the national Trussell Trust to oversee and deliver the **Rugby Food Bank**. It is anticipated that, over the course of this charity year, the RFB will become an independent registered charity in its own right.

Hope4's impact on the Borough of Rugby

Hope4 is meticulous in recording statistics in our work with homeless and badly housed people and with those experiencing food poverty. These statistics demonstrate the impact Hope4 continues to make on the town and Borough of Rugby since our launch a decade ago.



In 2010 the former **Hope Centre** (then at 46A Church Street) was opened. In 2014, at the Hope Centre, we welcomed some 120 referred guests on 364 days, and served some 5514 hot meals.

"The Hope Centre provides a service which is unique in our town. Our guests see it as a safe refuge: a place where they are accepted and welcomed. It is also a hub for groups and agencies to help guests who want to 'move on' in their lives. We are currently welcoming 25-30 individual guests each week. As well as shelter, food, showers and laundry, these guests often come to us for advice in housing, benefits and job seeking matters and sometimes for help to escape addictions. We are free at the point of need to all of them and, to some, we become a life-line from despair. We have seen lives change and changed for the better." **Hope4's Senior Support Worker – Pete Wayman**

Hope4 has now served over 45,000 meals through **Hope4U** since opening in 2005. Hope4U is non-referred and is an 'open-door' ministry, providing hot drinks, a hot meal, and sandwiches to anyone in need.

"I would estimate around 100 local people in the last two years have been helped at Hope4U. Between 20 and 40 guests attend each session: some regulars, some transients, and in all sorts of circumstances – from rough-sleeping or sofa-surfing to housed but very lonely. They are given a hot meal, drinks, and tinned food/toiletries/sleeping bags/coats if required and available. Most importantly, they come to a safe, friendly place and are listened to and respected. The impact of this is immeasurable. For example, one of our regular guests comes because he struggles with depression and a lack of appetite; we have provided him with a refuge from his loneliness and a place where he can manage to eat. Many homeless people first come to Hope4U, to get a meal and are then referred to the Hope Centre for more support and help. We have fed rough-sleepers who are 'on the tramp' going from town to town, as well as local people who are lonely or can't afford to buy food or who don't have cooking facilities." **Cathy Hemsley, formerly director responsible for Hope4U.**

Since 2011, Hope 4 Rugby Ltd has delivered a **Winter Shelter** scheme in partnership with the national Housing Justice Coalition and a network of Rugby churches.

“During its four months of operation, the Rugby Winter Shelter 2014-5 served 68 registered guests and provided 1033 bednights for these guests. 41 of the guests were British-born, 23 came from EEA countries and 4 guests from Portugal, Ghana and Jamaica were also welcomed. 7 of this year’s guests were female. The oldest guest welcomed was 64, and the youngest 18. The average age of the guests was 32. From 1st December – 31st March there were 35 nights when temperatures fell to 0c or below. To date 16 of these guests have been helped towards more permanent housing with the help of the RBC housing team, and other housing agencies. Estimates presented to the Council Homelessness Forum in 2013 suggest that to provide such provision for a similar time period, using a hostel of some kind, would cost around £70,000 each year. We operate it on a cost only basis – a few hundred pounds in practice - with most of the costs being carried by the participating local churches.” **Michael Bochenski - Rugby Winter Shelter Co-ordinator**



In March 2012 Hope4, in partnership with the national Trussell Trust charity and the Rugby churches, launched the **Rugby Foodbank**. During their first three years of operating over 7000 local people have been helped in those times when there is “more month than food”. **Diana Mansell, the Director responsible for the Rugby Foodbank**
comments: “It is not exaggerating to say that often we help to deliver people from desperation and sometimes despair. We are also able to provide an early alert system to and for professional agencies when and where appropriate.”



Michael Bochenski concludes:

The range of needs we minister to continues to grow each month we operate. Those who benefit from our services most, in terms of working and volunteer hours, are people who are homeless and badly housed in the Borough - through Hope4U, the Hope Centre, and the Winter Shelter. More recently, the launch of the Rugby Foodbank has seen our ministry expand significantly to bring relief and practical help to many experiencing food poverty in the Borough.

What would happen if Hope4 didn't exist?

Director Brian Coleman, who has been a Director with the charity since its launch, reflects here on the impact Hope4 has already had on the Borough of Rugby. We have, he writes:

- Raised the profile and understanding of the needs of homeless and badly housed people in Rugby significantly.
- Acted as a catalyst for local homeless agencies to ‘get to grips’ with some of the underlying issues and to work with greater numbers of vulnerable, homeless or badly housed people.
- Provided a safe haven and ‘neutral territory’ for homeless people to meet with each other and with representatives of the council and other support agencies.
- Created new opportunities for members of the public and organisations to offer their volunteering services through a well-structured and varied system.
- Motivated groups of people to do something about people on the margins of our community.
- Provided pathways to housing, employment, medical treatment, and rehabilitation following e.g. substance abuse or a prison sentence.
- Encouraged the local authority to provide important financial support: e.g. Severe Weather Emergency Protocol bed/breakfast provision and the Rugby Foodbank van.

Lilian Francis, our former Company Secretary, and another pioneer Director, comments:

In 2004 Rugby was able to offer very little in terms of help to those who fell through the net of the Council's housing department. By opening Hope4U, the Hope Centre, the Winter Shelter and the Rugby Food Bank we have been able to bring hope and support to hundreds in our town. In addition we have facilitated all kinds of opportunities for volunteering and caring for people of goodwill across Rugby. Some 300 volunteers and several companies, businesses and schools, who are now active supporters, are the evidence of this. Many people want to help and care but do not know how best to do so. We have provided a range of ways in which they can and do.

As does Cathy Hemsley:

Homeless people would be driven to sleep on park benches and in abandoned buildings. Frankly, some rough-sleepers would die in the cold during the winter. Others would have no refuge of their own in our town. There would be more begging on the street and more people wandering around with nothing to do and no purpose or hope. It is possible too that the crime rate locally might also rise including racist attacks. The rich-poor divide in Rugby would increase and the general safety and well-being of the town decrease.

Testimonials and case studies supplied by our Support Workers

“One former guest came to us as a drug addict and alcoholic. Over a period of time we saw him grow in self-esteem, get off drugs and alcohol. He now acts as an advisor in full time employment with a dependency unit in the East Midlands. AB often comes back to tell us of his work and how Hope4 saved his life”.



“One lady came to us and the winter shelter having fled from a violent relationship. She came to us frightened, alone and in despair. With our help CD is now living independently and is in contact with her family.”

Sleep out to help out - fund-raising in the town centre

“An ex-prisoner turned to Hope4 for help following his release from prison with nowhere to live or means to survive. He was given guidance on claiming benefits, provided with daily hot meals, and helped to update his C.V. This allowed him to focus on securing a place to live and finding ways to fund it. Within a month of attending the Hope Centre, he was able to secure somewhere to live and find a few days seasonal work. He continues to use Hope 4U on occasion and is now trying to secure full time work”.

“One guest with poor English language skills - helped by another guest who acted as interpreter - received help to resolve banking issues, apply for benefits and housing, and to arrange appointments with his embassy to renew a passport. He continues to use the various services provided by Hope4.”

How will the money be used?

1. **For Capital Funding.** We need around **£150,000** to complete our purchase and refurbishment of the new Hope Centre.
2. **For Revenue Funding.** We are seeking a further **£200,000** to help consolidate our charity's finances for the future. Our projected expenditure costs for 2015/2016 are approximately

£70,000. By seeking to raise the sum of £200,000 for ongoing regular expenditure, we plan to consolidate our charity's finances in order to be ready for the challenges and opportunities of the next decade.

- 3. For New Services and Initiatives - £500,000.** Over the course of this charity year we are planning conversations with – among others – the following. (i) With Executives at the local St Cross hospital - about the provision of a Practice Nurse to work in the Hope Centre on a part-time basis. (ii) With a local chiropractor and dentist and podiatrist about extending their services to H4 guests in our Centre. (iii) With those in our town able to offer English as a second language courses to H4 guests for whom this would be a significant step towards securing employment. (iv) With the Borough Council housing team about pre-tenancy courses for our guests.

Among our plans for the new Hope Centre, then, are these:

- Structured workshops e.g. literacy and numeracy, Basic English, I.T skills.
- Greater capacity for hot meals, showers, laundry, networking and support services.
- Space to develop interests, skills and motivational activities for our guests
- Appropriate access for disabled people
- Private rooms for support agencies to meet with their guests
- Private rooms for health specialists to provide services on site
- Recreational activities e.g. pool, table tennis, art and crafts, music and drama.
- Additional storage space for food, sleeping bags, tents, toiletries and clothing

A copy of the charity's 2015-6 Budget is available on request.

Hope4's Leadership Team and Employees

DIRECTORS:

- a) Chairperson: The **Revd Dr Michael Bochenski**. Minister: Rugby Baptist Church. Chairperson of Hope4 since 2009. A former President of the Baptist Union of Great Britain. Formerly Chairperson of the Management Committee of the St Albans' Open Door Homeless Project. He has also served as the founding Moderator of the Central Baptist Association, and as the Chair of Friends of Radosc, a charity supporting the Baptist Seminary in Warsaw, Poland.
- b) Deputy Chairman and Director: **Richard Phillips**. AIPM FRSA. Executive Chairman or MD in two large companies between 1984 and 1995. Subsequently initiated several successful smaller businesses and continues to be managerially involved.
- c) Company Secretary: **Joyce Woodings**, a retired Senior Social Worker / Service Manager and a Trustee at the Benn Partnership Centre. Considerable experience in Safeguarding and as a School Governor.
- d) Treasurer: **Barbara Coleman**. Secretarial and PA support to Director level. Most recently administrative support, with an emphasis on team management and finance, within the Education Department of Warwickshire County Council.
- e) Assistant Treasurer: **Peter Davies**. Treasurer for Hope4 until 2013. Retired Chartered Mechanical Engineer.
- f) **Lilian Francis**. Retired Secretary/PA at MD level for several companies. Co-founder of Hope4 in 2004.
- g) Director: **Brian Coleman**. Electrical Engineer in heavy electrical engineering and aerospace engineering. On the Executive Team of Rolls-Royce until retirement. Actively involved during

the past decade of “retirement” in a training company and in various voluntary activities including helping to found Hope4 and being part of the leadership team at Rugby Baptist Church.

h) Director: **Cathy Hemsley**. Communications. Senior Software Engineer at GE.Energy.

i) Director: **Diana Mansell**. Administrator Rugby Foodbank. On the board of “Opportunity 2 Hope” connected with Global Horizons.

Support Workers:



The Hope4 Support Workers moving into the new office – February 2015

j) **Peter Wayman**: Senior Support Worker. Served with the Royal Military Police in a management capacity. Cross-service agency liaison officer in U.K and New Zealand.

k) **Sarah Malone**: Support Worker. Formerly employed with the CAB with experience in communicating with external agencies both locally (RBC housing department, Rugby Jobcentre) and nationally (DWP).

Hope Centre Cleaning:

l) **Julie Miller** – part-time cleaner.

Fundraisers:

m) **Farai Mutsambiwa**: Self-Employed Freelance Fundraising Consultant who has worked with, among others, Sightsavers International, Volunteer Services Overseas International(VSO), and Practical Action.

n) **Karon Phillips MInst (DIP) PGDM**: Fundraiser with Beth Upton Freelance Fund-raising.

Supporting Networks and Agencies and other Organisations

These are some of the various local agencies, businesses and organisations that work with / support Hope4.

- Benn Partnership
- Brethertons
- British Red Cross
- Bromford Support
- Business in the Community
- CAP (Christians Against Poverty)
- Citizen’s Advice Bureau
- Daventry Police (Safer community Team)
- Emmaus Coventry
- ESH Works Ltd (drug and alcohol support)
- Futures Unlocked
- Greggs
- Hill Street Youth and Community Centre
- Jobcentre Plus
- Mayday trust
- Midland Heart (Rough sleeper Personalisation Project)
- Newman’s Estate Agents
- Oasis Resource and Counselling Centre
- Open Hands Coventry
- Orbit Housing

- PALS (Patient Advice & Liaison service)
- Rainsbrook Secure training Centre
- RoSA (Rape or Sexual Abuse Support)
- Rugby Bareboards Trust
- Community Safety Wardens
- East European Link Worker
- Rugby Estates Management Team
- Rugby CAVA (Community and voluntary action)
- Rugby Community Mental Health Team
- Rugby First (BID)
- Rugby School
- Rugby Street Pastors
- Salvation Army
- Swanswell
- The Recovery Partnership (Cranstoun)
- The WalkWell Clinic
- Top Hill
- Warwickshire Domestic Violence Service
- Warwickshire Police
- Police Community Support Officers
- Town Centre Safer Neighbourhoods team
- Warwickshire Probation Trust
- YMCA.

Liaison with Rugby Borough Council

Hope4 has worked closely with Rugby Borough Council over the past decade, particularly through their **Rugby Homelessness Forum**. This is an active group that seeks to inform its members, to help formulate a viable local Homelessness Strategy for the local authority, to regularly assess the volume (and plight) of rough sleepers, and to ensure that severe weather provision is in place in good time. The Forum also seeks to highlight the needs of some of Rugby's most vulnerable citizens and to initiate new ideas and action to help prevent growing numbers of homeless people in our midst. The members – in addition to Council officers - are: YMCA, Orbit Housing, Mayday Trust, Top Hill Hostel , WCC Helping People, Domestic Violence Team, Rugby Police and the Citizens Advice Bureau.

Financial Stewardship and Good Practice in Hope4

Policy Documents The Directors regularly review and update the following **policy documents**: Health and Safety and Data Protection; Referral Procedure and Network Contacts; Vulnerable Adults Protection Policy; Equal Opportunities Policy; Grievance and Complaints Policy and our Referral Policy. With the help of the Churches Agency on Safeguarding they also seek to keep up with the complexities of good practice in safeguarding policies and checks following the introduction of new government guidelines here in December 2012. Copies of each of these documents are available on request.

Finance Copies of the **Trustees' annual reports** over recent years are available on request or can be viewed via the Charities Commission web-site.

Volunteer Recruitment Volunteers hear about Hope4 through various channels – friends, local media, churches. They apply to join by filling in a volunteer application form with one or more referees. After initial contact is made, they are given the Hope4 Volunteer Handbook, asked to sign the appropriate Code of Conduct document and are given a trial session before joining a regular team, either in the Hope Centre, at Hope4U, or at the Rugby Food Bank. Local church Team Leaders oversee the 250 or so volunteers who make up the Winter Shelter teams.

Concluding Comments



Rugby Advertiser -
February 2015

Hope4 has a demonstrated track record of bringing life-changing turnaround to homeless and badly-housed people in Rugby. This has been achieved through a strong management team, experienced employees, a large volunteer community, sound working practices and the careful stewardship of resources.

Hope4 is now embarked on a new phase of service, radiating from the new Hope Centre, and is seeking funds to pay off the remaining loan for the charity-owned property, to introduce new services for clients and to help ensure financial security for the coming years.

A donation or grant to Hope4 will enable the dedicated team at Hope4 to continue to serve vulnerable and marginalised people in the Borough of Rugby still more effectively. **Thank you.**

Further Information

For more information or to discuss this Case for Support document in person please contact us at:

Hope 4 (Rugby) Ltd, 8 Newbold Road, Rugby. CV21 2LJ. Tel: 01788 572456

www.hope4.org.uk

Appendix: General Information on Rugby

The Borough of Rugby in the County of Warwickshire borders on the City of Coventry on one side and the East Midlands on the other. The Borough has a population of almost 91,500 (+) with some 46,000 people being economically active. Of these approximately 13,000 work outside the Borough, but approximately 15,000 come into the Borough for work, making it a net importer of employment. Some notable companies and national headquarters are based in Rugby including: Alstom, Cemex (Rugby Cement), GE Energy, Alba plc, Gap Clothing, Morgan Technical Ceramics, Galliford Try, Institution of Chemical Engineers and the Auto Cycle Union.

Age Profile and Employment Profile. Rugby Borough has an age profile largely in line with regional and national averages. The proportion of the population of working age is slightly less than the regional and national average while the proportion of under-16s and those over 60/65 is very slightly higher. Men make up a greater proportion of the working age population than women. The reverse is the case for those of pensionable age with a higher proportion of women making up this age group. Rugby's population pyramid indicates that the relatively younger working age population (20-34) is under represented for both males and females both as a proportion of Rugby's working age population and when compared to the England average. **Ethnicity.** After the white British community (87%), the largest ethnic groups in Rugby Borough include Indian (2.7%), Irish (1.4%) and 'other white' communities (3.1%) – mainly Polish in origin. **Religion.** After

Christianity (74.8%), Hindu was recorded (in the 2001 census) as the next most widely stated religion in Rugby at 2%. It should be noted that 21.5% of the population either did not state their religion or indicated they had 'no religion'. **Disability and Health.** Approximately 4% of the population in Rugby are in receipt of Disability Living Allowance. This is in line with the county average. Among the most deprived areas in the County are Brownsover South and the Rugby Town Centre. Source Rugby 2011 Census Profile. Source: <http://apps.warwickshire.gov.uk/api/documents/WCCC-575-779> accessed 7 March 2015.

(+) 2013 estimate: 101,000. Source Warwickshire Observatory: <http://www.warwickshireobservatory.org/warwickshires-population-now-at-548729-people/> accessed 7 March 2015.

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