

# in action

bringing hope • changing lives

follow us on [facebook.com/HOPEworldwideUK](https://www.facebook.com/HOPEworldwideUK) and [twitter.com/HOPEworldwideUK](https://twitter.com/HOPEworldwideUK)

**Featured in this issue:**

**Knowledge is power**

**My five months volunteering in India**

**ODAAT saved my life**

**Michael Ishmail moves on**

**Our fantastic volunteers**

**From Hope to Hope**



# Contents

- 1 Introduction
- 2 Knowledge is power
- 3 My five months volunteering in India
- 5 ODAAT saved my life
- 5 Michael Ishmail moves on
- 6 Our fantastic volunteers
- 6 From Hope to Hope



ODAAT Challenge participants climbing Scafell



## Introduction

We have faced some significant challenges in the last year. Rob contracted Leukaemia and we faced a financial and staffing crisis. We thank God that Rob has had a full recovery and we have welcomed Bruce Miller as our new Director of Recovery Services, Iain Lea as our new Support Manager and Michael Foy as our new Therapy Manager. Finances continue to be a challenge. Funding from Local Authorities has reduced by over £100,000 since the beginning of 2015 due to the general government austerity measures, while costs continue to increase.

However, our issues pale into insignificance compared to the challenges faced by people in real need. We remain committed to helping homeless people get a home, substance abusers find recovery, and the impoverished overseas to get help by supporting international HOPE *worldwide* programmes.

Volunteers constantly make a difference to our work. We are grateful for your service, whether in Nepal (top left), at Two Million Steps (middle), on the ODAAT Challenge (bottom), or in all the other ways you support us.

I hope you enjoy reading this issue. Please read the back page about Standing Orders and Gift Aid, in-case there is a way your support can be increased or made more effective.

With best wishes,  
Wil Horwood, CEO, HOPE *worldwide* UK

# Tenancy Training: Knowledge is power – guard it well

By Rob Payne

Homeless people can often feel disempowered and vulnerable. We want our clients to be confident in dealing with the common issues that can arise in a tenancy so that they can move on with their lives. Over the last few months we have introduced new tenancy training to equip our clients with the knowledge they need to manage a tenancy well.

It has been very encouraging to get people together in one room and clearly explain their rights and responsibilities in a relaxed setting. We start off with a team quiz to break the ice. Here are three of the questions - how would you do (answers at the end of the article)?

1. What is the most expensive borough to live in the UK? (Westminster, Kensington and Chelsea or Kensington Palace Gardens?)
2. What is the deepest underground station in London? (Holborn, Westminster, or Hampstead?)
3. Who is responsible for damp and mould in a flat? (Just the tenant, just the landlord or both?)

## Palaces for our clients?

We begin with a short introduction to HOPE worldwide and what we can offer from the service director Rob Payne. Next our Housing Support Worker Anton Scheving explains how to check a property is up to standard. It is really disheartening if tenants move in then find out that something is not working so we are giving them a comprehensive checklist and encouraging them to check everything at the viewing and 'think like an inspector'.

This has born fruit and the landlords are improving the standard of the properties so that things are usually sorted out before offering them for viewing. As one of the agents has been quoted as saying, 'HOPE worldwide want palaces for their clients'. If issues arise after they move in the tenants are encouraged to report these to their landlord and to tell us if they are not resolved.

## Better safe than mouldy

When tenants move in everything should be clean but a potential issue that can arise after a few months is 'damp and mould'. As Anton puts it, 'Mould will find a way'. Anton (pictured below) has produced a five page booklet on how to combat it.



## Knowledge is power – guard it well

It is important that they know their rights and responsibilities before moving into a property. Many are not aware that they have to be given at least two months notice to move out for example. Others are not aware that they could be taken to court if they don't pay their council tax. Margrethe Cameron has taken on the tenancy support role and helps clients to sustain their tenancy rather than become homeless again. For the final part of the training she explains what clients need to know in order to settle in to their new area, get on well with their neighbours and landlord and move on with their lives.

It has been very encouraging to read the feedback after the training. Here is a selection:

*"The staff were very friendly and helpful and very informative"*

*"It answered everything"*

*"I feel confident about being able to manage"* 2



# My five months volunteering in India

By Emma Whitworth



Emma Whitworth (left)  
and Isabelle Agerbak

On 1<sup>st</sup> January 2016 I landed in India with my friend Isabelle Agerbak and we began our five-month stint working for HOPE *foundation* as part of our gap year before university. We were based with the Hope School in Bangalore and were primarily teaching Maths and English.

The story behind how the school began has shown us that with perseverance and love it is possible to change a community. The school began with a doctor voluntarily treating patients underneath a tree in the Id-Gha Mohella slum. People would line up from three o'clock in the morning to be treated, due to the lack of healthcare in the neighbourhood. Many parents would bring their children with them as they waited in the early hours of the morning.

As a way of preventing the children from roaming aimlessly around the area, a small group from HOPE *foundation* volunteered to teach these children – who had no prior access to education – the alphabet, numbers and rhymes. They began to realise that this small act of service could change these children's futures. HOPE *foundation*

3 went out into the community to visit the children

in their homes and bring them to school. The Hope School began as a pre-school in a tiny rented room in a church for only 50 rupees a day and now, in 2016, the school teaches classes from Lower Kindergarten to Tenth Standard (English equivalent of year 11).

We have seen the same love and compassion being practiced over twenty years later. The teachers have genuine concern for the future of their pupils. We have seen them fasting during their exams, offering extra tuition in their homes and for many of the children, with broken unstable backgrounds, they have described the teachers as being like family members to them.

Many of the children don't get the attention that they need in their homes and so the care they receive from the teachers is their only source of support. Visiting some of the children, the parents expressed their gratitude for the school and it is evident that due to the skills taught by the Hope School, the children have a chance to change their future and not have history repeat itself.

We conducted various interviews with the



children and I remember one girl expressing how, if she could, she would spend every day at school.

I was also able to visit some of the other projects around India. I took a three week trip to Delhi whilst Isabelle went to Chennai for a week. I went to the orphanage for a couple of days and also the Village of Hope for leprosy sufferers. There I joined another friend, Sarah Farrell, and we were able to sit down with the leprosy patients whilst they were being bandaged. The village provides a community and a home for leprosy sufferers who would otherwise be ostracised by society. Many of those that we spoke to have managed to build a family within the Village of Hope. Their marriage and families have given them something to hope for.

HOPE *foundation*, India has a vast range of programmes so I just want to end by encouraging people to go and see for themselves the incredible work that they do. We all know this other side of the world exists, but to visit the programmes and meet the people is a faith building experience that I will never forget.



## “ODAAT saved my life”

Pat Brennan (front row fifth from left above) originally from Ireland, and now living in North London, has been married for 30+ years and has three grown up daughters. He is a successful builder, but his life had been ruined by alcohol. He came to ODAAT in November 2015, funded by his local council and successfully progressed through the programme, graduating on 28th April. Pat says “ODAAT saved my life.” He is now happily reunited with all his family and has come back to us a few times already to express his gratitude and will continue to give back to ODAAT in the future.



Michael Ishmail (left) at his leaving party

## Michael Ishmail moves on to new challenges

After over ten years of service in ODAAT, Michael Ishmail has founded addcounsel to provide treatment & support for those suffering from substance, process addictions and associated psychological disorders.

Michael initially worked within our pre-admissions team before training as a psychotherapist and eventually becoming ODAAT’s therapy manager and clinical lead. He has contributed to saving many lives and improved elements of the ODAAT programme.

We wish Michael well in his new career and have no doubt that he will succeed in his new venture. We also want to welcome his replacement, Michael Foy, a psychotherapist who has previously worked at Blenheim CDP, Access Southwark and the Freedom Recovery Centre.

## Outcomes in 2015

23 admissions, of which:

- 14 were provided with bursary beds funded by the donations that we receive
- 13 of the 23 admissions successfully graduated by completing the six month programme in recovery
- 11 of these (85%) are still in abstinent recovery



## Our fantastic volunteers

HOPE worldwide would not be able to achieve half of its outcomes without the dedication of the many people who give their time for free.

Regular volunteers carry out so many roles and tasks at HOPE worldwide. They help in the following ways: pre-admission team, houses volunteer team, support workers, reception, needs assessors, data entry; office cleaning, and cooking meals.

Then there are the volunteers who travel overseas like gap year students Emma and Isabella (see pages 3-4), or the team of volunteers who visited Nepal in December 2015 to help at a school and in the aftermath of a natural disaster.

And finally there are the volunteers who give up a day to take part in opportunities to make a difference like the Two Million Steps walk and the Hope Day of Service.

No matter how you help as a volunteer, we are very grateful for your support and are greatly encouraged that you choose to volunteer with us as we try to change lives for the better.



## From Hope to Hope

Jamal Hope is a student who recently volunteered with Two Step. He worked with homeless people, starting on our reception desk and then also conducting needs assessments of homeless people who sought help from Two Step. He wrote the following words in a thank you card after he finished volunteering and gave us permission to include them in this newsletter.

*"I have learned so much from all of you and pray you continue to help finding homeless people shelter, peace of mind, and the blessing that is meeting all of you genuine and wonderful people. This is hard to come by in such a driven and fast paced society. I will never forget the support you gave me and the love I felt from you the last 6 months and I hope I can come back and help at some point in the future."*



Jamal Hope with some of the Two Step team

Thank you Jamal for your kind words. We enjoyed having you working with us and appreciate all your hard work. We hope to see you again soon.

# I want to support HOPE worldwide

## Standing Order Mandate

### 1. Donor Bank Details *(Please use block capitals)*

To the manager of ..... Bank Plc

Branch Name .....

Address .....

..... Postcode .....

Account Number

Sort Code

I want to donate per month *(tick box)*

£10  £25  £50  other *(please specify)* £.....

To HOPE worldwide (Lloyds Bank Plc, Sort Code 30 97 81, Account No. 00035904).

Start date ...../...../20.... *(Donations will be made on or around this day of month thereafter).*

### 2. Signature for standing order

Donor signature .....

Date ...../...../20....

### 3. Donor details

Title (tick a box) Mr  Miss  Mrs  Ms

Forename .....

Surname .....

Address .....

..... Postcode .....

Tel/mobile\* .....

Email\* .....

\* Optional: We will need to contact you periodically to verify that we still have your correct address for the Gift Aid declaration. We would also like to keep you digitally updated about our work.

### 4. Gift Aid Declaration

HOPE worldwide can reclaim 25p of Gift Aid for every £1 you donate. Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. To Gift Aid your donations to HOPE worldwide please **tick the box below and complete the donor details** above.

*I want to Gift Aid all donations I make in the future and have made in the past 4 years.*

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Please notify HOPE worldwide if you:

1. Want to cancel this declaration
2. Change your name or home address
3. No longer pay sufficient tax on your income and/or capital gains

### 5. Return Postal Address

Post to: HOPE worldwide, Freepost RLXS-GHRE-SBZJ, 360 City Road, London, EC1V 2PY

# Supporting us

We are very grateful for your support. Last year we helped to **house over 450 homeless people** and **85% are still clean**, of those who graduated from ODAAT last year. This wouldn't be possible without your help. We wanted to give you a general idea of the costs of helping homeless people and substance abusers.

- **£5** - daily food cost for ODAAT Stage 1 clients
- **£110** - average weekly cost for drug testing
- **£500-1,000** - average cost of housing each homeless person including tenancy training and post-tenancy support

As you can see, providing services to vulnerable people is not cheap, even though we regularly consider how we can make savings. Many costs continue to rise, while funding from certain sources, local government in particular is shrinking. In the last year we have lost local authority funding due to the austerity measures and are finding it increasingly difficult to fund our work.

We would like to appeal to you to consider doing one of the following:

1. **If you are not a regular donor** – please consider completing a Standing Order Mandate left so that you can support our work on a monthly basis.
2. **If you are a regular donor** – please consider increasing your regular donation by filling in a new Standing Order Mandate overleaf, which will replace your existing one.
3. **If you currently pay tax** – if you pay income tax or capital gains tax the government will give us 25 pence for every £1 you donate to us, as long as you complete the Gift Aid declaration (left) and pay more income or capital gains tax than the Gift Aid value during the year.

If you are able to do any of these, please post your Standing Order Mandate or Gift Aid declaration to our FREEPOST address at the bottom of the form. Many thanks.



HOPE worldwide, 360 City Road, London EC1V 2PY  
020 7713 7655      www.hopeworldwide.org.uk

Registered charity in England and Wales (No. 1045930)  
All information correct at time of going to press 05/07/2016