



from **Joan Mortimer**, Chair of the BHT Board of Management, and **Andy Winter**, BHT Chief Executive

BHT gets things done. We change lives and improve the communities we work in.

Our Mission is to **combat homelessness, create opportunities** and to **promote change**. Many people express surprise at the range of our activities. We provide **emergency shelter** and **life-sustaining services** for homeless men and women, as well as **permanent homes**. BHT provides **temporary housing**, including our popular **shipping container homes** project at Richardson's Yard, Brighton, while people get back on their feet.

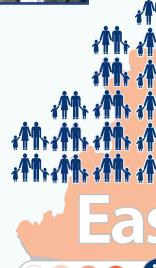
BHT's **Advice and Legal Representation** services prevent many hundreds of households becoming homeless, with all the disruption that entails for work, schooling, and relationships. Our specialist **Alcohol**, **Drug** and **Mental Health** services enable people to overcome the causes of their homelessness and also prevent further homelessness. We also provide **education and training programmes** that help people get back into work. Last year **9,748** different men and women made use of BHT's services, and we either prevented homelessness or helped into accommodation **6,989** households.

Imagine what would happen if BHT and its services were not here?

This annual review is our chance to share with you what we do and, more importantly, the difference we make to the lives of the people who turn to us for support, housing, education and training. This work is only possible because of the support we receive, year in, year out, by people like you, and the **Annual Review** is our way of saying thank you and to report to you the **difference we are making** because of your support for the work of BHT.







Impact Combating Homelessness Creating Opportunities Promoting Change People made use of BHT's services. **BHT** either prevented homelessness or helped into accommodation households.

=100 households (M)

Our Five Year Strategic Plan

Our priorities for the next five years include:

Housing and homelessness

To increase the housing options available to our clients, and to reduce homelessness.

Supporting vulnerable people

To expand the range and breadth of support services we provide to clients.

Advice

To continue to provide advice services so that we can continue to prevent homelessness and provide practical solutions to problems of housing and debt.

Work and Learning

To build on existing activities, such as our Intern Programme, peer support activities and volunteering.

Striving for Excellence

To continue our programme that seeks continuous improvement of services and to maximise value for money.

Partnerships and Mergers

To continue to work closely with partner organisations with similar values as BHT, for the benefit of our clients.



Combating homelessness is at the heart of our mission and what we do.

Whilst the majority of our services work with people who may have **experienced homelessness**, or been **at risk of becoming homeless**, we have a number of services that work directly with people who are currently sleeping rough or who are **sofa surfing** — staying with relatives or friends or sleeping in cars.



Our day centre, **First Base**, provides a lifeline to men and women sleeping rough in Brighton with a dedicated early morning service providing **food**, **clean and dry clothes, toilets, showers** and other life-sustaining facilities. It also runs a range of **client-centred** services and activities including **specialist health care practitioners, support to find accommodation**, and **training**.

We also operate a **52 bed high support hostel** for single homeless men and women with **complex needs**. The hostel is staffed 24 hours a day, and has **training flats** for people who are preparing to move into independent accommodation.

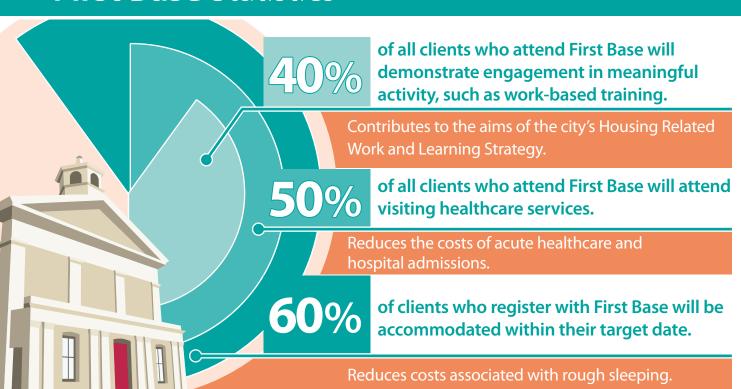




You have no idea what a profound and long lasting effect you have had. To have somebody believe in me was phenomenal.

First Base client

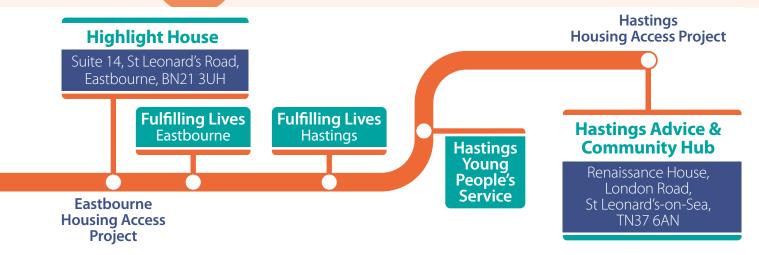
First Base Statistics • • • •



PRS Solutions • • • •

Landlords in Brighton & Hove work with our
Private Rented Sector Solutions Project.
We work with other landlords in Eastbourne and Hastings.

PRS Solutions clients secured private rented tenancies in Brighton & Hove.





BHT's advice services provide free specialist advice and legal representation.

Reflecting the **quality and diversity of BHT services**, we have three advice centres, in **Brighton and Hove, Eastbourne** and **Hastings**.

These cover housing, possession action, homelessness, suitability of accommodation, tenancy rights, disrepair, landlord disputes, and allocations decisions by local housing authorities. We also have a specialist team providing advice and representation for asylum seekers.

BHT provides four choices of service to clients in need: **appointment-based, telephone advice**, **drop-in sessions** and **webcam advice**.

Our solicitors and advisers are available most days through our **Court Duty Service** offering free representation at the **County Courts** in Brighton, Lewes, Eastbourne and Hastings for **people facing possession proceedings.**





Case Study



We had **worked all of our lives** but my husband had suffered a **catastrophic brain injury** at work which resulted in me having to give up my business to provide him with **24 hour care**. We used up our savings to just get by and we couldn't afford to pay the mortgage; I just felt like I couldn't cope so I stufffed the demands letters in a drawer and tried to forget about them.

I feared that we would **lose our home** and that my **husband would be placed in a care home**. My husband and I have never been apart since we got married. My friends encouraged me to phone the mortgage lender. They offered to **hold off the possession** if I agreed to pay **£350 per month**. I simply couldn't afford that much and so believed that was the end of the line for us. There was nothing to do but to **attend the court hearing** and **lose our home**.

That day at the court I was introduced to a BHT Housing Adviser who said that she could advise me on our situation for free. I explained everything to her and she realised quite quickly that we were entitled to benefits that we had not been claiming. She also told me that under case law, the 'reasonable' repayment that the court would ask for would be £50 a month not the £350 that the lender had insisted on.

When we went into the court room I was shaking. My adviser put her hand on mine

and smiled a reassuringly. After just **five minutes** the Judge **accepted our proposal** to suspend the possession on the terms we agreed. We left the Court room and the adviser explained what has just happened, what it meant and what I needed to do next. I was shell shocked but so relieved. I remember just asking over and over again 'does this mean my husband won't have to go into care, that we can stay together'?

'Yes' she said. I cried with relief.

012

ople accessed our advice services.

LAST YEAR

People received positive outcomes at court from our **Court Duty Advisers**.

Cases of homelessness were prevented due to BHT's **Housing Advice**.

200

People who are no longer eligible for Legal Aid were given substantial, detailed telephone advice through BHT's **Immigration Legal Service** telephone advice line.

Highlight House

Suite 14, St Leonard's Road, Eastbourne, BN21 3UH

Eastbourne Advice Centre

Hastings Advice & Community Hub

Renaissance House, London Road, St Leonard's-on-Sea, TN37 6AN

Hastings Advice Centre

Specialist Housing Advice

Court Duty Service Macmillan Welfare Benefits Advice Service Specialist Housing Advice Court Duty Service Macmillan Welfare Benefits Advice Service



Housing is at the heart of what we do. Seeing our clients into good quality, affordable, secure, well-maintained and sustainable homes is our ultimate objective.

We provide some housing ourselves: **78** homes in **Brighton** and **83** in **Hastings**. We own a further **158** homes which we lease to the **Affinity Sutton Group** who manage them on our behalf.

We wish we could provide more, especially at this time when housing is in great demand and rents are becoming more unaffordable. To increase the housing options to our tenants, we have leased a large number of homes from **private landlords**, around **200** at any one time.

In total, **519 households** are accommodated through BHT's **Housing Services**.

(Construction of Richardson's Yard) has all been done in about four months, from planning to people moving in. The instant provision of this is terrific and very clever.

Councillor Bill Randall, Housing Committee Chair, Brighton & Hove City Council



Best

Richardson's Yard

Practice BHT's shipping container homes development.

Our most recent housing development was Richardson's Yard, our shipping container homes project, undertaken with our development partner, **QED Property Ltd.**

This has been a very high profile development and has proven to be very popular with our tenants, with 96% saying it is better or much better than where they came from.

It's a great idea; the containers are a good size too. It's useful for those who need a place but can't afford deposits or rent in advance.

People say hello to each other as they pass here... Virtually every neighbour I know is polite, and I chat with several.

Richardson's Yard Tenants







Supporting people to overcome barriers to housing, and to keep them in their homes, accounts for around a third of BHT's work.

548 men and women lived in our **specialist supported housing schemes** for those who were **street homeless**, had **mental health** problems, or were addicted to **alcohol and drugs**.

We also supported **1,982 households** who were at risk of homelessness, including people who **own their own homes** or are tenants of **social and private landlords**. We helped to prevent **1,818** of these households from becoming homeless.

Had homelessness not been prevented, they would have made **huge demands** on adult social care services, council homelessness services, the NHS, mental health services, the police and criminal justice system.

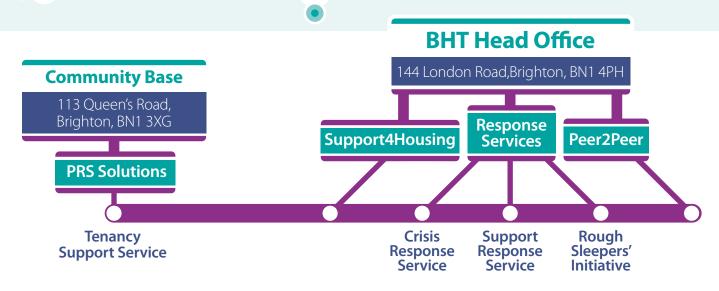
Thank you so very much for being there and helping me and my girls. The work you do changes lives and you should be proud. Please never give up, we may not say thank you but we are so very grateful. Thank you!

BHT Housing Support Clients

My self-confidence, which had melted, is slowly finding its feet again... there has been a vast improvement in every aspect of my existence. I've composed some amazing stories; and every fibre of my body trembles with thankfulness to you all.

Support4Housing

- **85% of clients** in the last six months of the year have being given the support and skills they need to manage their accommodation and have **now moved on** from the service.
- 89 groups have taken place, attended by 453 clients.





BHT provides residential housing projects with programmes of treatment and rehabilitation for men and women seeking abstinence and life-long recovery from drug and/or alcohol addiction.

We provide support for people to **detox safely**, a **rehabilitation programme** of individual and group support in a therapeutic community for **26 residents**, and **move-on accommodation** for a further **33 residents** to support on-going recovery and reintegration into work, education and meaningful activity.

66% (31 clients) successfully completed the detox stage, and **62%** (40 clients) the rehabilitation programme. This is compared to national outcomes of **15%**. The foundation of this success is our **abstinence-based approach.**

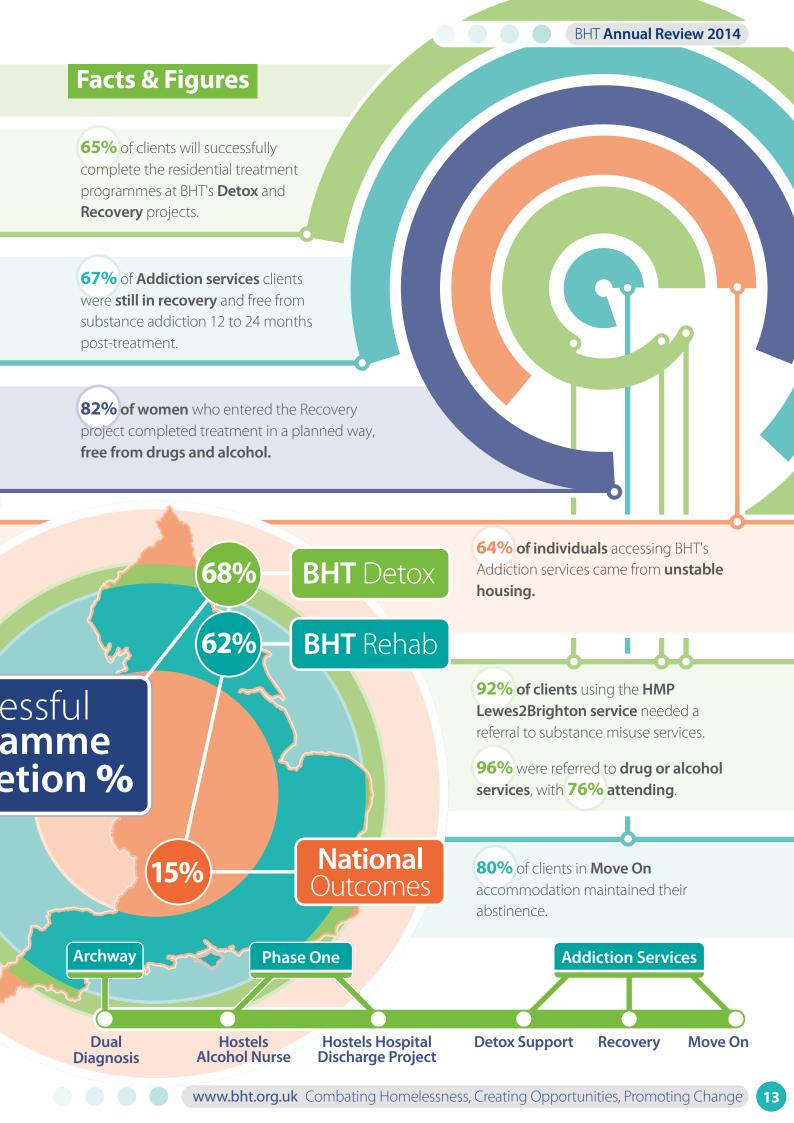


Community projects like BHT's Addiction Services not only help those struggling with addiction to recover – they also ease the pressure on the NHS by reducing demand on hospitals from a very vulnerable group of patients.

Succ **Progr Compl**

I was pleased to see their excellent work here in Brighton, and to hear that the long-term rates of recovery from drug and alcohol addiction resulting from an abstinence-based approach remain impressive.

Dr Daniel Poulter MP, Government Health Minister





BHT provides a number of services and initiatives, supporting people with mental health problems to address their issues, and to live safe and healthy lives.

We have two registered care homes – both provide care and recovery focussed support to men and women with long term and enduring mental health problems. BHT's Mental Health services also

provide a diverse range of accommodation, including a women-only house, shared houses, and self-contained flats.

Our residential mental health projects provide a service for 84 residents in Brighton and Hove.

Shore House, our most recent addition, offers intensive and **high levels of support** to a further 20 residents with complex needs, with staff available on-site 24 hours a day.

BHT's Mental Health & Wellbeing service offers activities such as groups run by trained counsellors, life-skills workshops, and womenonly counselling sessions through the Threshold Women's Counselling Service.





The Drop In is a totally safe environment. Staff and other clients are so friendly and supportive – we understand each other.

Mental Health & Wellbeing client

Facts & Figures

Mental Health & Wellbeing

322 women took part in support activities.



Shore House

Have **move on** as a core part of their support plan, with **clear and focused goals** to support their independence.

100% of clients:

Have remained **out of hospital** since moving in.

Registered with a GP, attending mental and physical health appointments.

Had a support plan drawn up within one week of moving in.



Archway

The **Dual Diagnosis** project had a period of **six months** without any client

relapses. This is the **longest relapse free** time since the project started up in 2002.

78% of outreach clients are engaged in meaningful activities such as work and learning.





Since moving into Route One I felt less lonely. I liked talking to my support worker, it stopped me being so impulsive.

I think having stable accommodation made such a difference for me.

Route One client

North Street

27 - 29 North Street, Brighton, BN1 1EB

Archway

Shore House

Route One

Mental Health & Wellbeing

Supported Housing & Outreach

Threshold

Lewes Housing



BHT is committed to providing men and women with opportunities to gain skills and experience which will help them to live healthy, independent lives, and move into employment.

BHT's work and learning provision includes intern opportunities for our clients throughout BHT services, a personal development and motivational training programme for unemployed adults in Hastings, a residential life skills service for young people in Hastings, and a project providing housing and support for homeless people engaged in work and learning.

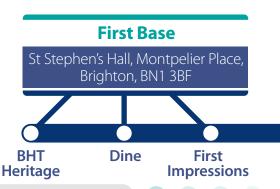
Many of our services also offer **life skills sessions**, **specific training programmes** and **digital inclusion training** for their clients. We also have a comprehensive client involvement programme which provides training in **peer research**, **copy writing**, **group facilitation** and training to become a **client representative**.

The experience, support and training opportunities I received from the Intern Programme was a major factor in being able to find my first ever job. I'm really happy to have had this experience and would recommend the programme to anyone looking to get into work.

BHT Intern







Best Practice BHT's **Intern Programme**

BHT provides a specialist employability training programme for former homeless men and women who have either been away from the job market for a long time, or who have never been employed.

Interns undertake a six month **structured work-placement**, spending up to three days per week learning on-the-job, guided and supported on-site by a **trained mentor** who understands their needs and can support them to **achieve their goals**.

A **wide range** of intern roles are available across BHT services, with applicants matched to roles based on self-assessment of their **strengths and interests**. Upon successful completion, Interns receive references from BHT, training certificates and an **end of placement report**, as well as **ongoing support** in securing employment, volunteering or training.

Achievements

The programme worked with 42 men and women.

people have taking up further **volunteering** or **learning opportunities.**

Over 90% of applicants had the programme recommended to them by previous beneficiaries.

Ten people have secured employment.



Women's Involvement Network

Support, Training, Education & Development in Hastings



We would like to thank all of our volunteers and supporters who helped us to deliver another successful year of fundraising.

Team BHT saw its second year of active fundraising, including **20 runners** for the Brighton Half Marathon 2014, two runners for the Brighton Marathon 2013 and even a young runner in the Brighton Mini Mile 2013.

We were also pleased to introduce our new 'fun' fundraiser, **Bake for BHT**, which saw seven cake sales take place across Sussex in September.

The 2013 Christmas appeal was also successful in bringing in much needed funds for First Base Day **Centre** to support its work with homeless people over the Christmas period.

Thanks to the hard work and commitment of our fundraising team, supported by local organisations and volunteers, BHT saw its income from **community fundraising** grow by **70%** from the previous year to nearly £30,000 for First Base.

We also had a successful year gaining funding from trusts and grant-giving bodies, including securing funding through the Big Lottery's **Fulfilling Lives initiative**



for an **eight year partnership project** covering Brighton and Hove, Hastings and Eastbourne.



Facts & Figures

•£9.2 million

Secured for the local area under the Big Lottery Fund's national Fulfilling Lives initiative.

This funding will be spread across a number of organisations and projects in Brighton & Hove, Eastbourne, Hastings over the next **eight years** and is focused on improving services for people with complex needs.



Team BHT

Community fundraising 2013 + 70%

2012

First Base Christmas Appeal

£14k

Team BHT £10k

Volunteer fundraisers

£2.6 million

Secured by BHT's Fundraising Team

Businesses gave



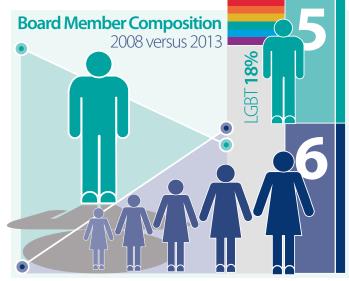




Over the last twelve months, BHT has reviewed our approach to Equality and Diversity throughout the organisation.

BHT exists to reduce the disadvantages that some people experience by **making services more responsive** to individual needs. In **valuing the diversity** of all communities, BHT ensures that its housing, services, facilities and resources are accessible to all. We seek to recruit the best possible employees and Board by reaching out to **all communities**.

Five years ago the Board was almost exclusively male. Through positive action, this year we had **six women** and **five men** on the Board. **18%** of the Board is known to be from the LGBT community.



The Board elected a new Chair, **Joan Mortimer**, just the **third woman** in **46 years** to hold this position. The Executive Management Team during the year had **four women** and **one man**.

The number of women using BHT's services increased by **over 800** from the previous year and now make up **47.1%** of BHT's clients (up from **42.6%**).

But we know we have further to go. Our **Equality and Diversity Working Group**, with representation from across the organisation, is looking at all aspects of our work.

And we are seeking funding to employ an **LGBT Engagement Officer** to increase engagement with, and to promote additional services for, LGBT communities. This reflects our recognition that LGBT people are under-represented amongst our clients.

BHT Services Guide • • • •

Accommodation for Work

Provides temporary, shared accommodation and support with work and learning.

Telephone: 01273 645440

Email: afw@bht.org.uk

Addiction Services

Working across Brighton and Hove to help people achieve abstinence and prevent homelessness by supporting them towards healthy, independent living.

Detox Support Project Drop in weekly session, open invitation. Every **Tuesday, 2pm – 3pm** at **5 Egremont Place, Brighton, BN2 0GA**.

All referrals are from the Brighton & Hove Gateway Service based at 11 St George's Place, Brighton.

Archway

Enabling people with mental ill health who have a history of being devalued, disempowered or denied opportunities, to live as normal a life as possible.

Contact Brighton & Hove City Council's **Housing Options Team**, telephone: **01273 293127**

Brighton Advice Centre

Working in Brighton and Hove to provide legal advice on housing issues and a court duty scheme.

Appointments, telephone: 01273 234737

Drop in: **9.30am – 12.30pm** and **1.30pm – 4.30pm**, **Monday to Friday**.

Legal housing advice drop in sessions: 9.15am – 12.30pm every day except Thursday.

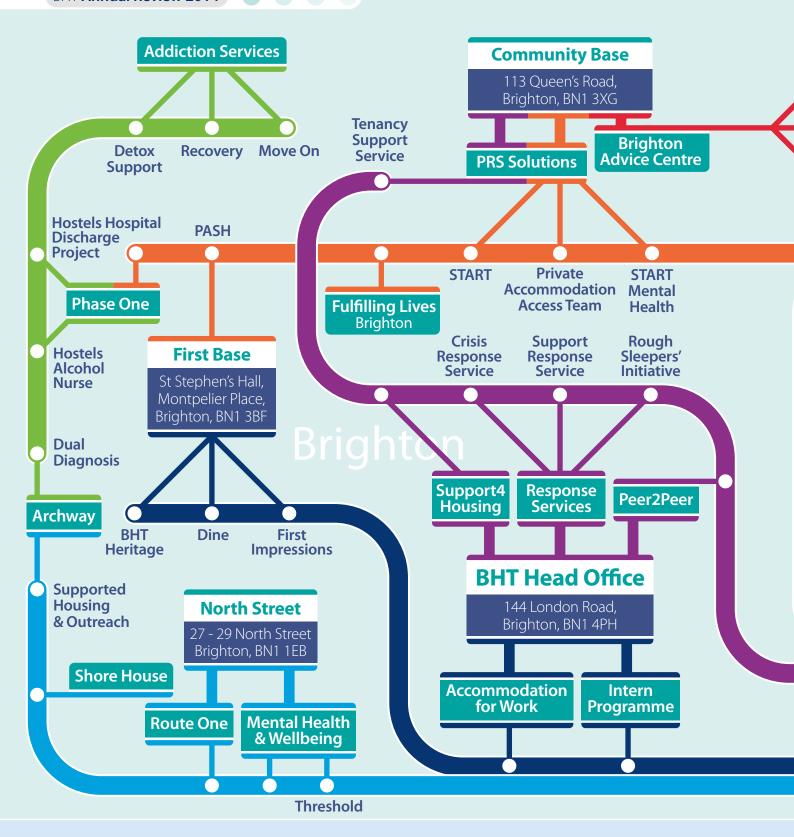
Eastbourne Advice Centre

Working throughout Eastbourne, Wealden and Lewes providing housing advice, a court duty scheme, the Macmillan Welfare Benefits Advice Service and the Eastbourne Housing Access Project.

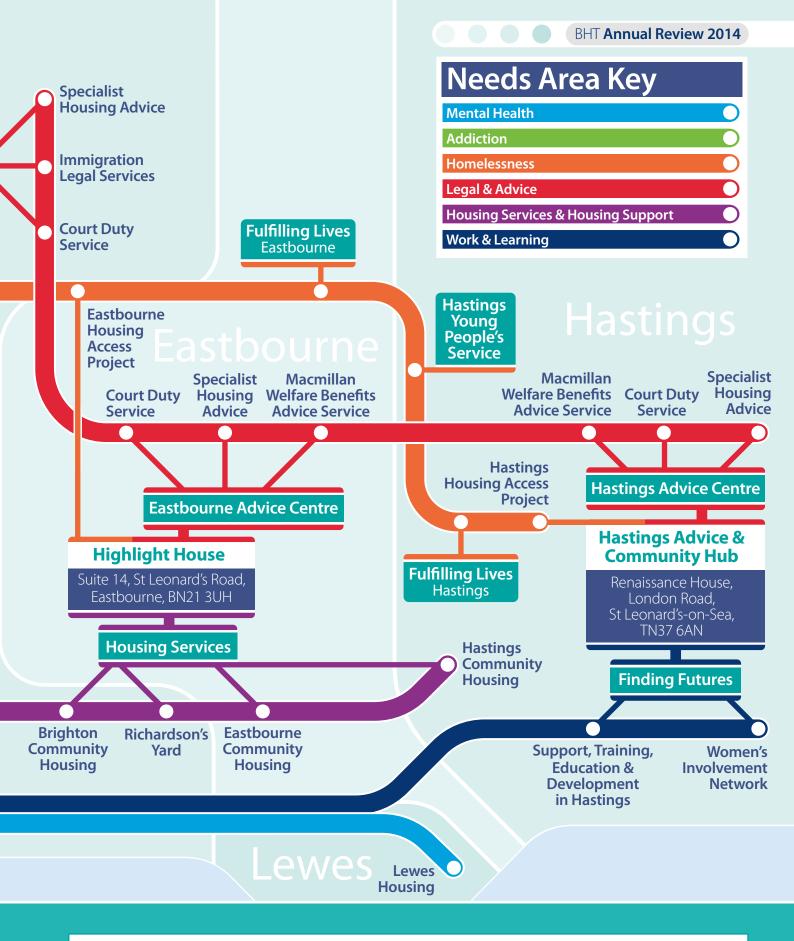
Telephone: 01323 642615, Monday to Thursday, 9am - 5pm. Friday 9am - 4.30pm

Drop in: Monday and Thursday, 1pm - 4pm.

Please contact us before attending.



| b| ·| t| BHT Services ·| h| · Roadmap 2014



At BHT we pride ourselves in the quality and diversity of our services.

The Roadmap aims to provide a clear and accessible method of discovering which BHT services are most suitable for **referrers** and **potential clients**, as well as promoting **partnership work** and **skills sharing** between our members of staff. Referral and contact details can be found in our **Services Guide**.

BHT Services Guide • • • •

Finding Futures

A personal, self development and motivational programme where people can improve their life skills and gain qualifications in English, Maths, ICT, employability skills.

Telephone: 01424 718984

Email: finding.futures@bht.org.uk

First Base Day Centre

First Base offers a range of services to support people who are sleeping rough or insecurely housed in Brighton & Hove.

Rough Sleepers session: 8am, Monday to Friday.

Activity sessions: 11am, Monday to Friday.

Telephone: **01273 326844**Email: first.base@bht.org.uk

Fulfilling Lives

Working with people who have complex needs who are experiencing at least two of the following: homelessness, re-offending, problematic substance abuse, mental ill health.

Client beneficiaries for the project are identified through multi-agency case forums, rather than a direct referral process.

For details contact **Jo Rogers** on telephone: **07584 206153**

Hastings Advice Centre

Working in Hastings and Rother to provide housing advice, a court duty scheme, and the Hastings Housing Access Project.

Telephone: 01424 721458, Tuesday's and Thursday's from 1.30pm – 4.30pm

Hastings Young People's Service

A supported housing project for homeless and vulnerable young people aged between 16 and 25 years old.

Referrals are made through Hastings Borough Council.

Housing Services

BHT's Housing Services tenants live in our community housing in Brighton and Hastings or in our leased accommodation in Brighton, Eastbourne and Hastings.

Access to our **community housing in Brighton and Hastings** is through referrals from the local councils' housing departments.

Access to our **private sector accommodation** is through the **Housing Access Projects** in Eastbourne and Hastings, and through our **Private Rented Sector Solutions** team in Brighton.

Intern Programme

The BHT Intern Programme boosts the employment chances for people wishing to get back into work after long term unemployment.

Intern Placements are available predominately to anyone who has used BHT or similar services, has a history of homelessness and / or has been long term unemployed.

Referrals can be made directly to the Intern Coordinator. Telephone: 01273 645444

Mental Health & Wellbeing

BHT's Mental Health & Wellbeing Service supports men and women to improve and maintain their mental health and wellbeing.

Please download the referral form at http://www.bht.org.uk/services/mental-health-and-wellbeing/ and send it to 27 – 29 North Street, Brighton, BN1 1EB

Email: wellbeing@bht.org.uk

Telephone: 01273 929471

Peer 2 Peer

Peer2Peer offers support to vulnerable clients from a team of trained peer support volunteers.

Telephone: 01273 645435

Text: 07834 979016 and someone will call you back.

Complete an **online self-referral form** at <u>www.bht.org.uk/services/peer2peer/self-referral-form</u>

Phase One

Phase One is a 52 bed, high support hostel for single homeless men and women.

Referrals are taken from **Brighton and Hove City Council (HOT EAST Team)**, the **Probation Service**, BHT's **Mental Health & Wellbeing service** and the **Rough Sleepers Street Services Team.**

Telephone: 01273 328285

Email: phase.one@bht.org.uk

PRS Solutions

A range of services across Brighton, Eastbourne and Hastings to help people access accommodation in the private rented sector.

Visit www.bht.org.uk/services/prs-solutions to find the service that is right for you.

BHT Services Guide • • • •

Response Services

Three services developed to respond to housing and homelessness issues and support people to maintain their tenancies and prevent homelessness.

Referrals are usually made by Brighton & Hove City Council Housing Officers, but any agency can refer.

Telephone: 01273 645451

Route One

Support and accommodation for 53 adults with mental health support needs within Brighton and Hove.

Contact Brighton and Hove City Council's Housing Options Team, telephone: 01273 294400

Route One office telephone: **01273 929470** for any general enquiries and advice on referral routes

Shore House

20 units of accommodation offering intensive and high levels of support with staff on site 24 hours a day.

All new referrals need to be referred via the **Mental Health Placement Officer** who can be contacted by telephone: **01273 293198**

Support 4 Housing

A drop in service to support vulnerable individuals and their families to maintain their housing and prevent homelessness.

Telephone: 01273 645430

Threshold

A women's counselling and group work service in Brighton.

Telephone: 01273 929471



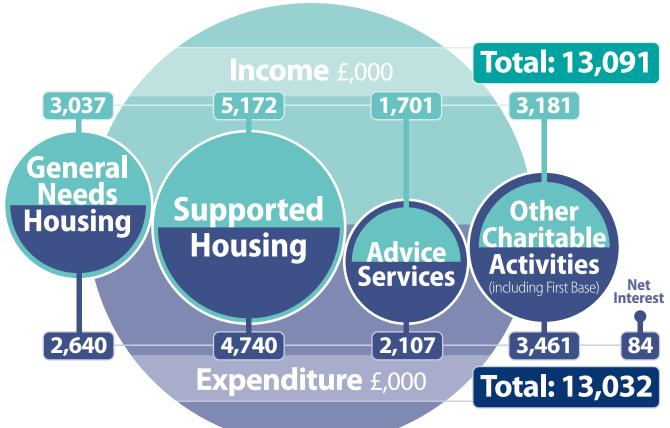
The summary financial information contained on these pages contains data from the management accounts of Brighton Housing Trust for the year ended 31 March 2014 and provides an overview of the income and expenditure for the year.

The full financial statements have been audited by **KPMG LLP** and received an unqualified opinion. For further information the full audited financial statements, containing the Report of the Directors and the Auditors' reports, should be consulted.

All financial statements for the current and prior years are submitted to the **Charity Commission**, the **Homes and Communities Agency** and **Companies House** within the relevant statutory deadlines.

Catherine Bridger, BHT Company Secretary, September 2014





You can download the full report and financial statements at www.bht.org.uk/bhtnews/publications

Fundraising thanks

We would like to thank:

- Big Lottery Fund UK
- **Brighton & Hove City Council**
- London Legal Support Trust
- Eastbourne Borough Council
- Calypso Browning
- Hastings Borough Council
- Creative Auto Enrolment

Agent Association

- East Sussex County Council
- Frances Valdes and Nigel Thomas
- **Brighton & Hove Clinical** Commissioning Group
- The Brighton and Hove Estate

Legal Aid Agency

- Stick It On
- MacMillan Cancer Support
- Mr Mike Stimpson
- Wealden Citizens Advice Bureau
- Mr Arthur Oppenheimer
- Lewes Advice Service
- Mr Michael Chowen

Transition Fund

- Lady Jane Lloyd
- University of Sussex
- Everybody who **donates to** or supports BHT

Heritage Lottery

- Revolving Doors Agency

Homeless Transition Fund

- Everyone who joined a Team BHT event, or supported us through fundraising activities
- The University of Brighton
- Everyone who took part in **Bake for BHT**
- Henry Smith Charity
- Everyone who kindly donated to
- Kent, Surrey and Sussex Probation
 - our Christmas Appeal

Keep in **touch**

- Follow us on Twitter: @BHT Sussex
- Like us on Facebook: www.facebook.com/BHTSussex

Donate via **JustGiving:** www.justgiving.com/brightonhousingtrust

Annual Review

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2014

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