



Housing Services

Support



Recovery from  
Addiction

Work, Learning &  
Employment

# Annual Review March 2019 Changing Lives for 50 Years

Mental Health  
& Wellbeing

Legal & Advice

Housing

Combating  
Homelessness

# BHT in Numbers 2017/18

In the year to 31st March 2018, **7,946** clients and tenants used the services offered by Brighton Housing Trust or were accommodated in the homes we provide.

During the year, in our housing and accommodation support services, we accommodated:



Each night we provided accommodation for **733** individuals and households.



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# Introduction

## Changing Lives for 50 years



**BHT was set up in 1968.** Over the years we have witnessed inequality, where some don't have enough and struggle to get by. We saw the emergence of poverty where some lack the basics to participate fully in society. We are now witnessing destitution where some struggle for the basics for survival – food, shelter, warmth.

In this our 50th year we have reflected that it is no cause for celebration that our services are needed now more than ever before. Last year BHT worked with 7,946 clients and tenants.

We housed 514 tenants and their households. We accommodated 126 people in our specialist mental health services, 115 in our addiction rehabilitation services, 53 people under the age of 25 in our young people's service in Hastings, and 136 people in our homelessness services such as the Phase One Project and the Accommodation for Work Project.

4,430 people received support from our three advice centres in Brighton, Eastbourne and Hastings, and from our Immigration Legal Service.

1,113 people used the rough sleepers service at First Base Day Centre. 432 took part in activities at the Whitehawk Inn, and 431 people received support and help from the Mental Health and Wellbeing service, including 151 women from Threshold Women's Counselling Service.

BHT changes lives, and BHT saves lives, through our amazing range of services, and in partnership with so many other fantastic organisations in Brighton and Hove, Eastbourne, and Hastings.

Through First Base we helped **222 people** move off the streets and into accommodation, and through the advice centres, we prevented **817 households** from becoming homeless.

### Imagine what it would be like without BHT and our services?

I cannot imagine BHT being able to do what we do without our supporters, our funders, our staff, our Board, volunteers, interns and peer mentors. I would particularly like to pay tribute to our clients, who on a daily basis show courage and determination to bring about change in their lives, by taking advantage of the opportunities BHT provides, so that they can combat their own homelessness, mental ill health, addictions, and poverty.

This report looks at some of the work we have done over the last year, reflecting the work we have done over 50 years, preventing homelessness and helping people to move from rough sleeping and homelessness through recovery and advice services, into accommodation, learning and work. Thank you for your support, in the past and into the future.

**Andy Winter, Chief Executive**



Combating Homelessness  
Creating Opportunities  
Promoting Change

# Real Life Stories



## Helping people move off the streets – the work of First Base Day Centre

Around half those sleeping rough in Brighton and Hove have a local connection. Others come to Brighton for many reasons: the image of the city that has attracted many of us, perhaps a happy childhood memory of visiting the seaside, or because of its reputation for tolerance and acceptance. Unfortunately, when people arrive in the city without a plan, without social networks, or without considerable financial resources, they can find themselves on the streets.



**Michael** is a 63-year-old man who came to First Base in November 2017. He was new to Brighton and had become homeless after the break-up of his marriage and losing his job. He had moved to Brighton as he thought it would be a more tolerant place.

**He used the facilities at First Base (showers, breakfast and lunch) and spoke to a case worker.**

He described a sense of shock that his life had changed so quickly and that he had become street homeless. He explained that he had always worked for a living but felt that his age was discouraging employers from giving him work opportunities.

As the weather deteriorated over the winter months, he came to the severe weather shelter run last year at First Base. After being referred by his case worker at First Base, he was able to get a place in the Brighton Centre Night Shelter run by the City Council. He continued to work with this case worker, who helped him to explore opportunities for accommodation and referred him to a housing association in the Midlands. Michael went for an interview, was accepted, and moved into his new home in January 2018.

Since moving into his new home in the Midlands, he has made new friends, and feels very settled and content. He has been applying for jobs and has completed a welding course.

Michael is clear that he would not have been able to make positive changes so quickly if he hadn't engaged with First Base. He describes the support we provided as 'invaluable'.

**Michael is just one of the 222 individuals who were helped off the streets and into accommodation last year through First Base. Can you imagine how many more people would be sleeping rough in Brighton and Hove if it wasn't for First Base?**

# Real Life Stories



## Overcoming addiction and homelessness, and finding housing through the Phase One Project

Helping someone off the streets is not as simple as just providing a roof over their head...

**Becs** was referred to our 52-bed hostel, Phase One, having lost her accommodation. She had previously had her own independent tenancies, but these had broken down due to rent arrears which had led her into a negative cycle, struggling to engage with support services.

**Her physical health was poor due to her long-term alcohol and drug addiction which had also impacted her psychological well-being as she had been struggling to sleep, causing her to feel depressed.**

When she came to Phase One she wanted to work towards getting her own independent accommodation and re-establishing contact with her son. Although she had previously struggled to engage with keyworkers and external services, she decided that this could be a fresh start for her to make positive changes. She was offered a place at the service and moved in later that month.

Becs had experienced difficulties in forming positive relationships with her previous keyworkers. For this reason, the early work focused on building trust and establishing a good working relationship, which she led, and which was focused on outcomes. As the relationship developed with her keyworker, her substance use issues stabilised, and she re-engaged with treatment from Pavilions (a local drug and alcohol service).

With her substance use issues stabilised, Becs was able to begin to focus on her long-term goal of meeting the criteria for accommodation. She began to engage with in-house activities to build structure and routine into her day, which led to an improvement in her mental well-being.

She continued to make steady progress, and to reduce her drug and alcohol use. She applied successfully for a place in the project's pre-tenancy flat (the last step before being supported to apply for a tenancy). This was another achievement for Becs on her journey through the service.

Once she had settled in to living in this more independent setting, the focus of the support

moved towards establishing further daily structure, developing life skills, and helping her get to a point where she was drug free.

Five months into her stay in the pre-tenancy flat, Becs went on the project's camping trip. This acted as a further positive catalyst for her. She found the experience really useful in helping her to think about a life outside of the hostel, and the steps she needed to take to access independent accommodation.

**On her return to the project she applied to work at a local charity shop. She proved to be so successful that she now supports the manager in the running of the shop, which has in turn helped to keep her focused and drug free.**

At this point she was supported in her application for housing. Her application was successful and she now has a home of her own, and is not looking back!

# Real Life Stories

## Helping people into accommodation and into work

Increasingly we are working with people who are in work or who become homeless having lost their job. Our Accommodation for Work Project offers temporary shared accommodation and support with work and learning, and was set up to help people like Enes.



**Enes** worked as a chef and lived in shared accommodation in Brighton. When his job came to an end, he struggled to find another one. His landlord would not accept housing benefit and he quickly became homeless.

**He slept rough in doorways, struggling to find work and accommodation.** He made a homeless application with the council and was referred to our Accommodation for Work Project. This was the first time in his life that Enes had been homeless. When he came for his interview, it was clear that he was in a state of shock. Mindful that he was rough sleeping, project staff made it possible for him to view a room the same day. Fortunately for Enes, a room had become vacant just the day before.

Although Enes had been in the UK for 17 years, he had mainly lived and worked within the Turkish community and his English still needed improving. In his first session we did an employment plan, and his keyworker supported him to enrol on an English course at City College, which enabled him to then pass his food hygiene course. With the help of his keyworker he completed an English assessment for the Step by Step service and is currently working with them to continue to improve his English. The Step by

Step Project, run by our partners at the Friends Centre, aims to help homeless people improve their English and Maths.

**With the security of living in the project and with the support of his keyworker, his confidence improved and Enes was able to look for employment. He started work placements and trial shifts, finally securing employment at a local restaurant.**

Enes moved to a BHT Private Rented Sector leased property in Saltdean. He says he loves his flat and is happy. Enes also joined other clients, tenants and staff on the BHT Pride float this year at Brighton Pride.

# Real Life Stories



## Transforming the lives of people with the most challenging behaviours at Shore House

Shore House provides accommodation and support for people with multiple and complex needs. That means they will have a combination of alcohol and drug addictions, mental health problems, and other chaotic or destructive behaviours. Often they will have experienced repeated trauma throughout their lives.

**Mo** moved to Shore House after being discharged from Mill View Hospital. Before her hospital admission she had been evicted from three services for violence, aggression, and causing extensive damage to her room.

**Mo had a history of violence towards staff, anti-social behaviour, and substance misuse issues. She declined all formal engagement with mental health services and was extremely paranoid when we first met her.**

She had a history of being street homeless and she displayed various anti-social behaviours including urinating and defecating in gardens, damaging cars, shouting verbal abuse, and making allegations of assault and rape when attempts were made to remove her from private property.

Despite all previous patterns, because of the skilled and sensitive approach taken by our staff, Mo responded well to the support offered at Shore House. She has addressed her alcohol use and is attending regular meetings of Alcoholics Anonymous.

She has developed and maintained an open and honest dialogue about her mental health with her Support Worker, and now accepts support and suggestions. These include using the Emotional Freedom Technique (a simple form of self-administered therapy), which she is doing every morning to start her day.

She attends monthly Bi-Polar UK meetings, takes her medication as prescribed, and uses her time meaningfully by volunteering at Shelter and Oxfam charity shops every week. Mo has built her social

networks by participating in in-house groups, house meetings and attending Mind's GROW project.

She has successfully maintained her tenancy and makes regular rent payments.

Given that Mo was street homeless prior to her hospital admission, she has adapted incredibly well to living in and maintaining a self-contained flat within Shore House.

**The level of support and the specialisms of the support staff have offered Mo the opportunity to make very significant, positive changes in her life.**

**She has seized these opportunities with both hands. All staff who knew Mo before she moved into Shore House, and who have seen her since, have been surprised and delighted by her considerable and sustained achievements.**



# Real Life Stories



## Finding happiness after years of addiction and mental ill health with the support of The Archway Project

Mental health problems are a common thread amongst many of BHT's clients and we have a range of specialist mental health services, including the Archway Project in Hove.



**Simon** moved into the Archway Project in January 2018, following a two year stay at Shore House.

Simon was happy to provide a real-life story for this report. He explained it is helpful to talk about his life history, including many years of poly-drug addiction, emotional difficulties, physical health problems and unsettled living conditions, in order to put his current situation into context.

Following detox and rehab several years ago, Simon has managed to stay drug free despite living in challenging environments surrounded by people who were using.

Simon emphasised how staff had helped him move in and organise his room, and how friendly other clients at the house were when he first arrived. He said that he has made and continues to make progress in his life because he feels settled in his new home. He feels that this progress is a reward for his hard work over recent years.

Simon described feeling **"happy and settled"** at the Archway Project and said that throughout his life all he has ever wanted is somewhere where he could be happy. He had previously had negative experiences in care homes and hostels, but has appreciated how staff at Archway have supported and encouraged him, rather than telling him what to do. He said that they respect his need for privacy, and they have helped him move towards goals at his own pace.

Simon said his mum talks to him about all the changes he has made and how happy she is that he has found a settled environment to live in. He has regulated his sleeping pattern over the past few months and has rented a mobility scooter. This means he can go out every day (often several times a day), whereas before he found it difficult to go out due to his physical health difficulties.

Simon's mum described his life as being transformed since he moved into the Archway Project, and says that he continues to make progress every day.

# Real Life Stories

## A successful team effort in the Route One Project

Recovery from mental ill health and moving into independent accommodation can take several years and requires individuals to rebuild many parts of their lives.

This is the account of **Ja**, a client from the Route One Project, which is another of BHT's mental health services.

“ Around five years ago my journey began in the Route One Project and from the bottom of my heart I am so thankful to you all for picking me up and dusting me off, ready for the new chapter I am in now. I am taking the skills and tools as I call it into sustaining independent living in so many aspects. I moved into my council property in March 2018, and what we have achieved in the time in the project has been champion. I say 'we' because that is what it has been – a team effort.

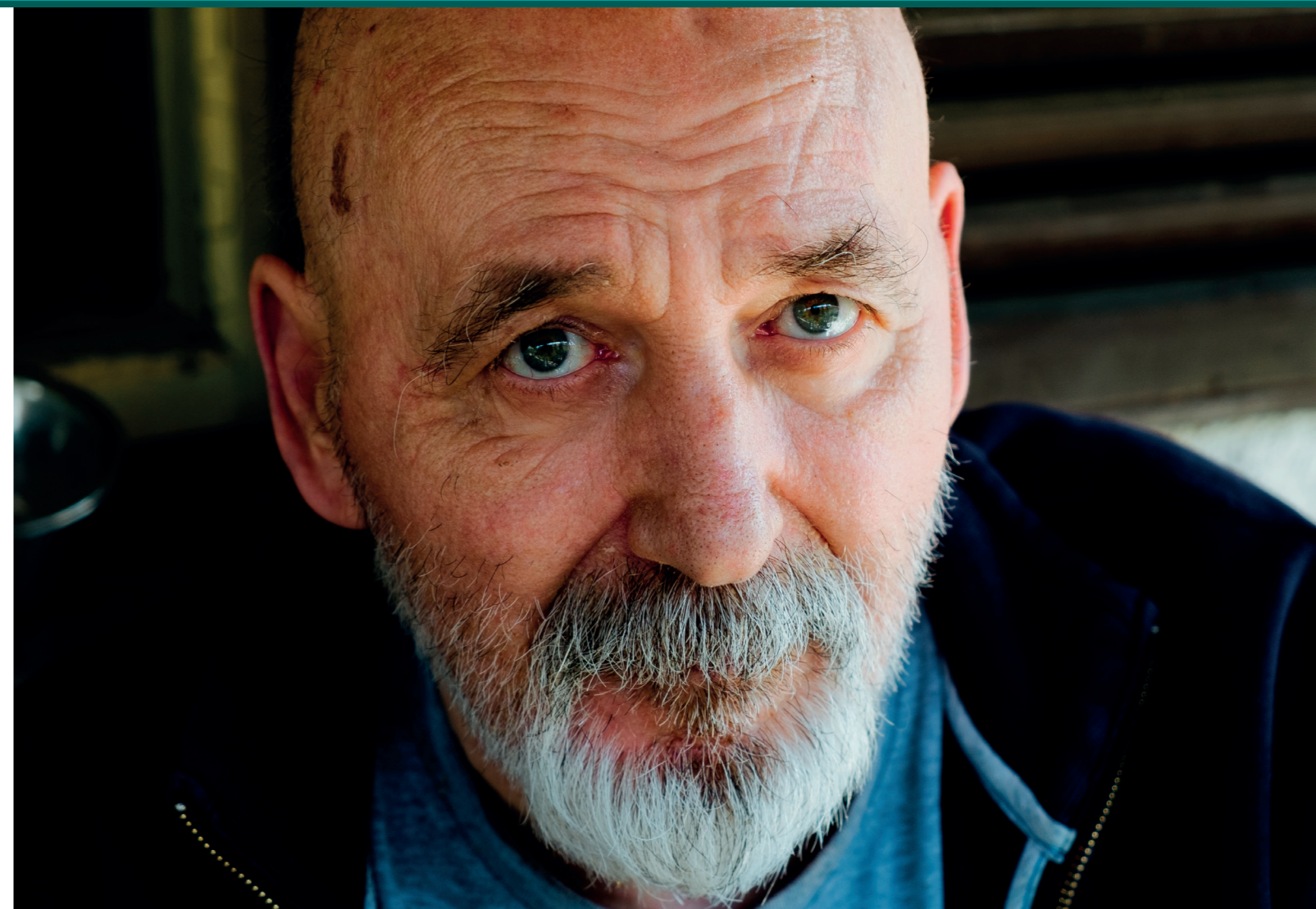
I have Bipolar One and when I came to Route One I was in a state and I had just moved out of a hostel for homeless people. I am not putting down the great work they do but it was making my illness worse, resulting in me being admitted to hospital.

This carried on to the first day in Route One, but with the compassion and respect I received, my journey had begun on the true process of recovery. I learnt to gain transparency both ways. My first key worker and his colleague at the house were pure mustard, and a couple of times I feel they pulled me back from serious harm to myself.

Along this journey I used it to change many aspects in my life for the better. At the beginning one of the main triggers was my ex-partner and lack of seeing my children, but with a two-way empathy we have found middle ground in respect of the children. We have empathy.

The support from weekly key meetings helped. I felt my health was in good hands the more I progressed in the project. A positive move for me was when I got moved into another part of the Route One Project, a property where I had more independence. I jumped milestones whilst at the property. I started to like my old interests like making videos and adding them to my compositions.

I am now a volunteer for BHT's Client Action Network. I am proud of what I do there, and it is an avenue for the future which I would like to look into. I also enjoyed activities at Route One with my best being fishing and barbecues.”



Ja's Route One support worker helped him to increase his priority status for being rehoused through Homemove and in March 2018, he was offered a flat in Portslade on the same road he grew up on. He was ecstatic about this.

Ja attended BHT's 50th birthday event at the i360 and described how well his life is going. He is still working

in the Client Action Network (BHT's client involvement unit). His relationship with his ex-partner is positive and he continues to have a great relationship with his children which is his top priority. His mental health is stable, and he is fully engaged with his recovery with the support of BHT partnerships such as the Community Rehabilitation Team.

“ with the compassion and respect I received, my journey had begun on the true process of recovery...

**I would like to thank each and every one of you.”**

# Real Life Stories

## Threshold Women's Services help women get their confidence back

Not all BHT's mental health services are residential. The Threshold Women's Counselling Service provides a lifeline to many women. This is the account of Anna.



**“** I found out about the service through Survivors' Network. I was in a distressed state due to recent abuse and decided to go to Threshold because I wanted some more help and support. When I initially came to the drop-in session I was very distressed. Staff were concerned about me because of the state that I was in, but I felt very comfortable talking to the Threshold workers.

Before going to the service I was scared to go out, so the first few times I came someone had to support me to get there. I then started using the bus to get there by myself and it was Threshold who gave me the confidence to go outside. I started looking forward to the days that the drop-in session ran.

I started getting better. It took me about a year to gain enough confidence to become a Peer Support Volunteer. The training was really interesting. I learnt about boundaries and what was involved in volunteering and I decided to give it a try. Threshold allows me to offer Peer Support when I feel up to it, and continues to offer me support on 'down days'.

**As a Peer Support Volunteer, I like meeting and chatting to other clients and feel confident in the women-only environment. Before, I was scared to speak to people and had no confidence at all. I used to feel embarrassed when people talked to me and just wanted to hide in a corner. It is through Threshold that I gained my confidence.**

I also received counselling through Threshold and it has helped me hugely. I now understand myself more and have gained back some of the confidence I lost through the abuse. I am due to have some more counselling to continue working on my confidence around others and in myself.

The therapeutic groups that Threshold run have also really helped me to learn about myself, to realise the kinds of relationships I should be looking for, and to help me cope with stress and trauma.

Without finding Threshold I feel that I would still be stuck indoors, at square one."



# Real Life Stories

## Breaking the cycle of addiction – a journey of recovery through Addiction Services

Over the last couple of years, BHT's Addiction Services have noticed an increase in the number of 'second generation' addicts. They are children who grew up with one, or both, parents with a severe alcohol and/or drug problem. They have often suffered extreme neglect and, in most cases, severe trauma. The nature of the work that we do at both the Detox Support Project and the Recovery Project is to help clients to address safely the legacy of their core needs being unmet as children. By doing so, we reduce the chances of those issues becoming triggers for relapse, and they are able to rebuild their lives with the skills and self-belief they were not given as children.



**Brendon** is a 31-year old alcohol and cocaine addict who recently completed treatment within our Addiction Services. This is his story.



Hi, my name is Brendon and I am a recovering addict from Brighton. When I was a kid I realised at a young age that my mum was an addict. When I was born I was put into care for a few years with my two sisters, but then my mum got me back with her when I was about 4 years old.

As I was growing up there was a lot of drug use going on in our home. I remember not having many rules in place by my mum from a very young age. I remember missing a lot of school and waiting for my mum for hours each day to come home.

It was when I was about 10 that I realised what sort of drugs my mum was on. I found out at this age my mum was a heroin user. We would find dirty needles in the house and drugs all over the place. We hardly had anything to eat, we basically had to fend for ourselves.

We got evicted from our family home and put in temporary accommodation in Brighton. There was me and my two sisters, my mum and her boyfriend in a one-bedroom B&B. My mum put my older sister in care at this time, so it was me and my younger sister left. My sister looked after me more than my mum because my mum wasn't capable.

We used to see my mum injecting heroin in front of us and she was always out of it. We witnessed a lot of abuse towards her and to us by her boyfriend at the time. My sister ended up being put into care and I was the only child left with my mum. I was 11 years old. My mum used to get me to beg on the streets for her to fund her habit, and I was staying in squats and B&Bs with her. A few months after this I ended up going into a foster home myself.

After my mum died I used drugs and alcohol near enough every day. I nearly killed myself many

times and put my family through the pain that my mum put me and my sisters through when we were kids. I was an alcoholic and a cocaine addict for many years. In the end I lost everything. I lost my home and all my family relationships. I ended up homeless myself living on a beach in Shoreham. This was when I realised I needed help.

My sister put me in contact with Pavilions (a local alcohol and drug service) who guided me to the Detox Support Project.

**The day I arrived at the Detox Support Project was the day my life changed forever. I had so much support from staff and my peers and for the first time in my life I got clean and began to like being me again.**

I was in the Detox Support Project for 6 weeks. I learned so much in there about me and how to live life normally without drugs inside of me.

I then progressed on to the next stage at the Recovery Project. I really have done a lot of work on myself in there and began to build a new life for myself. When I was a client at the Recovery Project I put a lot of my demons to rest and began to accept some of the things that happened in my childhood. I started doing voluntary work up at the Detox Support Project and ended up getting the privilege to be an intern there.

I now have my family back in my life and have a brand new life which is worth living. I have started work. I am truly grateful to the life given to me by BHT Addiction Services, and for all the support I have received."

# Real Life Stories

## Giving people a second chance to rebuild their lives with the Move On project



**Harry's** journey into BHT's Addiction services began when he found himself homeless following the break-up of his relationship.

**Harry's drinking really escalated during his time on the streets but eventually led to him detoxing in hospital, and from there he was referred to BHT's Addiction Services.**

Harry completed his stay within that service and came to Move On where he focussed on re-building his life around his recovery.

However, after just seven months in Move On, Harry decided the time was right for him to leave and to accept full time work. Unfortunately, this proved to be too much, too soon and Harry relapsed. A few months later he returned to Addiction Services and picked up his recovery once more. He stayed there for five months until he was referred again to the Move On project.

He arrived back at Move On full of gratitude and humility to have this second chance. He came with a good awareness of himself, his journey and what had gone wrong last time. Harry knew that he had previously taken on too much, too quickly and so knew to take things at a slower pace and not overload himself this time. He realised that previously he had been too motivated by chasing money at the detriment of his recovery.

Harry found himself a new sponsor and they spoke daily. He built structure and routine in his life, focussing on getting to fellowship meetings every day and doing a small amount of regular voluntary work. Harry embraces the concept of 'you give it away to keep it' and helps others wherever he can. He volunteers whenever he can at various events and occasions.

Move On staff check in with Harry regularly to ensure that he is maintaining a healthy balance and not taking on too many commitments or responsibilities.

**Harry has now also re-established regular contact with his son, and is grateful that he has this chance to make amends. He now speaks of how much he enjoys the time with his son and how he views it as a privilege.**

Together, Harry and his key worker set realistic goals, one of which was him beginning an apprenticeship. Harry knew of someone who had his own business and who was also in recovery, who was more than happy to take him on as an apprentice. So, for the last 10 months or so, Harry has undertaken his apprenticeship, enjoying learning new skills and studying for his exams. His boss recently agreed to him doing a small amount of part-time paid work, enabling him to start saving money for the future.

Harry continues to prioritise his recovery and to ensure that he strikes a good balance of keeping busy and engaged whilst also not over-doing it, and making sure he takes time out to relax and to have fun.

# Real Life Stories

## Supporting a vulnerable young mother in Hastings Young People's Service

The Hastings Young People's Service does what the name suggests, providing accommodation and support for homeless young people in Hastings and St. Leonards.



**Frankie** came to the service in October 2016. She had held a tenancy elsewhere but due to a relationship breakdown, found it difficult to cope and was ultimately evicted. This left her homeless and socially isolated.

### Frankie responded positively to having stability and a constant source of support from the staff team.

She engaged well with her key worker and was able to explore reasons for her isolation, history of self-harming and depression. She began to visualise what her future would look like. This helped Frankie understand her needs and make a plan to move on.

During her time at the property, Frankie found it difficult to socialise with the other residents but, with encouragement, she would participate in client meetings when facilitated by staff. This enabled Frankie to have her say, to listen and share opinions, and to help shape how the service is delivered. This helped empower her and build her self-esteem and self-worth.

While in the project, Frankie started a new relationship which was viewed as being positive as it further helped her overcome her social anxieties.

As the placement progressed, Frankie discovered she was going to have a baby and a support package was put in place involving social services. As it was recognised that she was still in need of low-level support, suitable accommodation in the service was made available where she lived with her partner.

Initially Frankie showed signs of not coping. The accommodation became untidy very quickly, and they began to withdraw from the support on offer. Concerns were raised around the nature of the relationship but both Frankie and her partner said that there were no problems. The situation was closely monitored, and key workers continued to engage with Frankie and work collaboratively with other supporting services.

After the birth of the baby, there were continuing signs that Frankie was finding it difficult to cope. This presented itself in the state of the accommodation,

struggles with benefits and rent arrears, and her isolation. The service was able to help obtain food through a local food bank and Dom's Food Mission. Staff members also liaised with the Benefits Office to have their benefits reinstated. However, during this period she disclosed that the relationship had become abusive and she and her partner subsequently separated.

This acted as a watershed moment for Frankie who immediately started looking after her home and became more socially active, making new friends and having frequent visitors. Frankie remains in the service and is working positively with key workers and re-establishing contact with family members.

Without the support of the Hastings Young People's Service there is a chance that the baby would have been taken into the care of the local authority, and Frankie could have found herself, once again, homeless.

Frankie has now formed a new, supportive relationship. Her baby is fit and healthy, and developing well.

Social services remain involved alongside health visitors, to ensure Frankie has the maximum support and that the risk is minimised of the environment becoming detrimental to the health of the baby.

**To date, all services feel Frankie is progressing well and learning the required skills in independence and parenting. The plan in 2019 is to find her alternative appropriate accommodation in social housing.**

# Real Life Stories



## Winning complex cases and preventing homelessness through the Courts

Last year our advice services in Brighton, Eastbourne and Hastings prevented 817 households from becoming homeless. The impact of this is huge: fewer people on the streets, less demands on local council homelessness services, and less children moving away from their schools and their friends. It is important to remember that many people become homeless through no fault of their own, as was the case with Mike.

**Mike** moved into a Housing Association flat in 1980. A few months later he was offered a job as a caretaker at a nearby social club - a job he did for 36 years until he was made redundant. In 1996 he had moved to another flat owned by the Housing Association, but unbeknown to him, his employers had taken a sub-lease on the flat. In law, his employer had become his landlord. The social club went into liquidation.

**Not only did he lose his job, but he was not given any redundancy pay and he was told to leave his home of 20 years.**

Mike's wife had recently died but the Council could not help. Eviction proceedings followed. He received advice from a private solicitor who said that he had no case. At the first hearing the judge said she also thought he had no case. However, he sought advice from a BHT Solicitor under the Court Duty Scheme. BHT has solicitors and advisers in various County Courts around East Sussex and in Brighton where we can offer immediate advice and representation.

BHT advised him that he did have a case and persuaded the judge to give him time to get Legal Aid and for BHT to submit a formal defence. Our solicitors spotted that he had rights because of the type of tenancy he had. His landlords argued that, as his home went with the job, he had no rights.

BHT was able to show that Mike's home existed independently of his job. Realising they were not going to win, the landlords agreed to settle. By this time, the Housing Association had also become involved in the case. They offered Mike a new home which was close by but much more suitable for his needs as he approached retirement.

**This one example amongst hundreds, demonstrates the value of advice and representation. Without the modest cost of our services, Mike's life would have been thrown into further chaos through no fault of his own. Who knows what would have happened to him without our Advice Services?**

# Real Life Stories

## A lesson in not giving up from the Immigration Legal Service

For some it comes as a surprise that BHT runs an immigration and asylum legal service. The overwhelming majority of those we work with are 'unaccompanied minors'; young people and children arriving in the UK with no adults to look after their welfare.

**Baddar** came to the UK in 2008 when he was just 15 and fleeing persecution in Afghanistan. His initial asylum claim was refused. We assisted him with a further application to allow him to remain in the UK, but this was also refused. After this, there were numerous appeals with every decision seeming to go against him.



We gathered evidence in support of his claim to show that he is particularly vulnerable, as he has a learning difficulty and suffers from Post-Traumatic Stress Disorder and depression. We also gathered country evidence to demonstrate that he would be at risk if he returned to Afghanistan.

With the new evidence we made a fresh claim for asylum. In the meantime, he had begun a relationship with a British citizen and they were expecting their first child together. The fresh claim was refused and handed to our client on the day he went to report at the Home Office. The Home Office immediately detained him and served removal directions. The stress of this experience may have led to his partner losing their baby.

With a judicial review and an injunction, Baddar was released and the removal stopped. We then made a fresh application with new evidence of the risk he would face if he returned to Afghanistan and of their relationship. The new evidence made all the difference. Finally, after fighting his case for 10 years and not giving up, his appeal was allowed, and we were able to inform him that he would be recognised as a refugee.

## Helping people manage their money at the Whitehawk Inn

The Whitehawk Inn is known locally for being a valuable community support resource and adult education centre, but also provides services beyond this, for example offering specialist debt advice.

**Helen** was referred to us by the Discretionary Payment team at Brighton and Hove City Council. She wanted advice on how to manage her budget, as a significant rent increase meant that she was having a monthly deficit.



In Helen's support session, we completed a monthly budget planner. We then discussed various options available to her to reduce the deficit, including renting out her second bedroom, working part time, and downsizing. We also completed a benefits check and looked into the various grants which she could be eligible for through the Council, Turn2Us and utility trust funds.

We discussed other ways to keep on track with spending, such as 'jam jar budgeting', and Helen took away a new monthly budget planner to complete, with a cash book to log expenditure. She went away with specific strategies to reduce her outgoings, including accessing a social tariff for her water bill, altering her shopping habits and investigating a Utility Trust Fund. She was also considering longer term ways to increase her income.

Helen needed some white goods which she could not buy outright so the adviser offered to investigate local grants which she might be eligible for. The adviser found a local fund, made an application on her behalf and Helen was subsequently awarded over £500.

All this support has made a huge difference to her life, and shows the importance and value of a local community resource such as the Whitehawk Inn.

## Real Life Stories

### Moving from debt to a secure long-term home with the help of BHT's Housing Services

We have over 450 households living in our accommodation across Brighton, Eastbourne and Hastings. Our tenants come from a variety of backgrounds, but many were homeless, in housing inadequate for their needs or facing homelessness when offered a home with us.

**Our tenant Donna was managing an Assured Shorthold Tenancy in our leased accommodation when she was successful in finding employment on a zero hours contract.**

Being employed is a huge step forward, but the zero hours contract began to cause her problems in maintaining her rental payments.

A zero hours contract means you have no guaranteed income from month to month, making it very difficult to manage your general day to day living expenses. However, keeping your rent payments up to date is even harder when your fluctuating income affects the amount of housing benefit you receive, and therefore your rental payment keeps changing.

Things can get so confusing that you can also end up having to deal with Housing Benefits overpayments, as was the case with this tenant.

Donna kept to her regular monthly payment, but inevitably her rent debt increased and her ability to repay anything off the arrears decreased. The tenancy was at serious risk.

**Our Income Recovery Officer built a good relationship with Donna, and with her benefit experience they completed a successful Discretionary Housing Benefit application. In the meantime, negotiations between our Officer, Donna and the Local Authority led to her receiving over £2,000 in benefits, enabling her to pay off the debt and move on to an Assured Tenancy with BHT.**

**Now Donna has no rent debt, and a secure long-term home.**

### Giving something back and having fun – volunteering with the Client Action Network website

The 'Client Action Network' is a website for clients, by clients. It has been running for a year now and provides a space where clients can contribute articles, photos, music videos, podcasts, artwork and poetry. This is an account from one of those clients.

“ My name is Charlie and my recovery started about three and a half years ago. After finding myself homeless back in 2015, I was directed towards First Base Day Centre. Although I felt scared and at a loss, I was immediately touched by the compassion and empathy the staff and volunteers showed.

A year on and now a BHT tenant, I became more comfortable with myself and my surroundings. I felt that maybe I should volunteer myself. I had been attending the creative drop-in sessions run by BHT's Mental Health and Wellbeing Services, so I decided to approach them about this. I became a volunteer peer support mentor for about six months and following that, over the past eighteen months I have been writing articles for the tenants' newsletter Lighthouse and the Client Action Network website.

I have received positive feedback from everyone who I have spoken to about my articles and really like seeing new places and attractions. If you follow the Lighthouse newsletter and Client Action Network website

([www.bht-can.org.uk](http://www.bht-can.org.uk)) you can see what I've been up to. From Brighton Pride this year on the BHT Bus, to visiting Brighton's Toy museum and enjoying BHT's 50th Anniversary on the i360. I have had so much fun meeting new people and chatting with them and intend to carry on doing so.

Sometimes my anxiety gets the better of me and I struggle, but I keep telling myself that the steps you take don't need to be big just take you in the right direction. Thank you BHT."



# Real Life Stories

## From addiction and prison, through recovery into employment – building confidence with the Intern Programme

Many of us get our sense of identity and status from what we do. BHT recognises this, and our Intern Programme was set up to prepare people with a history of homelessness, mental ill health or addictions to make the transition from unemployment into work.



**Paul** is a 32-year-old man who was born with congenital hand deformities, as well as structural defects which caused lifelong incontinence issues. Paul was bullied during his school years and began using alcohol and cannabis aged 14. In his early 20's he found employment as a Telesales Advisor and an Early Years Practitioner. However, no job lasted more than 12 months due to his increasing substance misuse.

**By the age of 25 Paul was drinking on a daily basis. He began selling cannabis and cocaine and was getting into regular trouble with the police for petty crimes.** Aged 29 he was sentenced to 24 months in prison for his part in an aggravated burglary.

Paul began his drug and alcohol rehabilitation with BHT in April 2015. Towards the end of his treatment

he was accepted onto our Intern Programme. The support he received during treatment had made a significant impression on him and he was highly motivated to use his experience of addiction and associated problems to help others in a similar position. Paul was hoping that a work placement would also improve his confidence which he described as "consistently fragile since childhood".

Using our strengths-based approach, we matched Paul to a new role within First Base, our day centre for homeless people, helping rough sleeping clients improve their readiness for work. Paul had used the day centre a few years previously and this experience, along with his strong rapport building skills, ensured he felt comfortable going into the work placement.

Paul received exceptional reports and reviews throughout his six month placement. Although all feedback was positive, Paul felt as though he wasn't good enough and was constantly concerned about what others were thinking about him. We focused our support and employability sessions around stress management, presenting with confidence and interview skills.

Towards the end of his placement we supported Paul in his application for a support worker role within Fulfilling Lives, a programme funded by the National Lottery Community Fund. He was shortlisted for an interview.

**I was so nervous going in I thought I was going to have a panic attack. The breathing and calming techniques I had been taught really helped. The workshops really helped me to focus on my strengths and achievements and to be able to formulate that into an answer. I'm gutted I didn't get it but this whole experience has given me more confidence for the next time".**

Although Paul wasn't offered the paid role, Fulfilling Lives did offer Paul the opportunity to sit on their weekly Service User Panel, offering valuable insights into the project, and this helped with future job opportunities. Two months later an opportunity arose, and this time Paul performed a job winning Interview.

Through participating in the programme Paul strengthened his desire to have more control over his own life and made several positive changes. He moved into his own flat four months into his placement, his first independent accommodation in many years. He raised over £1000 for BHT by running the London Marathon. He began taking Spanish lessons, has re-established positive relationships with his family, and has become a sponsor to others in the 12-step fellowship.

**"The Intern Programme has been such a great experience, I regularly recommend it to my peers. It was much better than I expected, and I got a lot more out of it than I thought I would. I'm now in paid employment! Everyone was so nice and helpful.**

**Thanks so much."**

# BHT Services Guide

[www.bht.org.uk/services](http://www.bht.org.uk/services)

## work, learning & employment

## housing services & housing support

## combating homelessness

- Accommodation for Work**

Manager: **Bernadette Lynch**

Housing and support for homeless people who are actively engaged in work and learning. Accommodation is provided at three shared houses, each for six residents supporting a total of 18 people.

**01273 645440**
- Addiction Services**

Senior Manager: **Blythe Crawford**

Residential housing projects with programmes of support for men and women seeking abstinence and life recovery from drug and/or alcohol addiction.

**01273 604245**
- Detox Support Project**

Senior Manager: **Blythe Crawford**

Supports six residents to detox safely from drug dependence to achieve abstinence, and is clinically supervised by Pavilions Partnership.

**01273 604245**
- Recovery Project**

Manager: **Brian Sudway**

A comprehensive programme of individual and group support in a therapeutic community for 26 residents who have achieved abstinence from drugs and/or alcohol.

**01273 684741**
- Move On**

Manager: **Bernadette Lynch**

Supports residents in their on-going recovery and reintegration into work, education and meaningful activity.

**01273 645414**
- Archway Project**

Manager: **Ian Wilson**

A 24 hour residential service comprising of a five and a nine bed house (both registered care homes), for adults with mental health support needs.

**01273 748031**
- Brighton Advice Centre**

Senior Manager: **Sue Hennell**

Free specialist legal services in housing and asylum to the people of Brighton & Hove, as well as free representation at the Brighton County Court for those facing possession proceedings. Also works in partnership with other providers on the Warmth for Wellbeing and MoneyWorks projects.

**01273 645455**
- Brighton Community Housing**

Manager: **Penny Laycock**

236 community homes in the Brighton area managed by BHT Housing Services.

**01323 340018**
- Eastbourne Advice Centre**

Manager: **Dan Saxby**

Offers housing and welfare benefits advice by telephone and face to face by appointment as well as advising at the Court Duty Desk Scheme at Lewes County Court.

**01323 642615**
- First Base Day Centre**

Manager: **Mike Byrne**

A resource centre for men and women who are homeless or vulnerably housed in Brighton & Hove providing access to a wide range of specialist health care services and work and learning opportunities.

**01273 326844**
- Fulfilling Lives: Multiple and Complex Needs South East Project**

Senior Manager: **Jo Rogers**

BHT is the Lead Agency for the Fulfilling Lives South East Project; one of 12 projects nationally funded by the National Lottery Community Fund working directly with people who have the most complex needs, and changing systems to improve the way services are commissioned.

**01424 452619**
- Hastings Advice Centre**

Manager: **Jo Wilson**

Provides a range of advice services relating to possession action, homelessness, suitability of accommodation, tenancy rights, disrepair, and allocations policies through an appointment-based service, a drop-in session, and a Court Desk Duty Scheme. An asylum outreach service is also provided to those living in and around Hastings.

**01424 452610**

## mental health & wellbeing

## recovery from addiction

## legal & advice

- Hastings Community Housing**

Manager: **Penny Laycock**

83 community homes in the Hastings and St Leonard's area managed by BHT Housing Services.

**01323 340018**
- Hastings Young People's Service**

Manager: **Simon Treen**

Supported accommodation for 31 young men and women aged 16 to 25 from Hastings and St Leonard's. Provides the life skills necessary to sustain independent living, and to signpost and support the young people into education, training and employment.

**01424 435376**
- Intern Programme**

Manager: **Murray Begg**

A six month training programme which increases employability through acquisition of skills and experience. References are awarded on completion along with career advice.

**01273 645444**
- Macmillan Welfare Benefits Advice Service**

Manager: **Dan Saxby**

Comprehensive welfare benefits advice for anyone affected by cancer and their families delivered in partnership with Money Advice Plus.

**01323 635989**
- Mental Health and Wellbeing Services**

Manager: **Melanie Barnard**

Assists men and women to improve and maintain their mental health and wellbeing through high quality services that are accessible to all.

**01273 929471**
- Phase One**

Manager: **Tracey Chandler**

A 52 bed high support hostel for single homeless people with complex support needs. Pre-Tenancy Flats offer a stepping stone in preparing for independent accommodation.

**01273 328285**
- PRS Leasing**

Manager: **Penny Laycock**

BHT leases a portfolio of accommodation from private landlords in Brighton & Hove, Eastbourne and Hastings. This initiative aims to provide well-managed homes for clients while they address issues preventing them from accessing their own independent accommodation.

**01323 340018**
- Route One**

Manager: **San Sehjal**

Supported accommodation to 60 adults with mental health support needs in Brighton and Hove, including a women-only house, a high support house, a mixed shared house and self-contained flats.

**01273 929470**
- Shore House**

Manager: **Brodie Hall**

Accommodation and intensive support for 20 people with complex mental health needs, including those with a dual diagnosis. The service works with people to build their skills and confidence, enabling them to move into more independent accommodation within an 18-month timeframe.

**01273 929392**
- Tenant & Client Involvement**

Coordinator: **Juliet O'Brien**

Works with tenants, clients, staff and management across Brighton & Hove and East Sussex to create opportunities for tenants and clients to get involved in the design, development and delivery of BHT services.

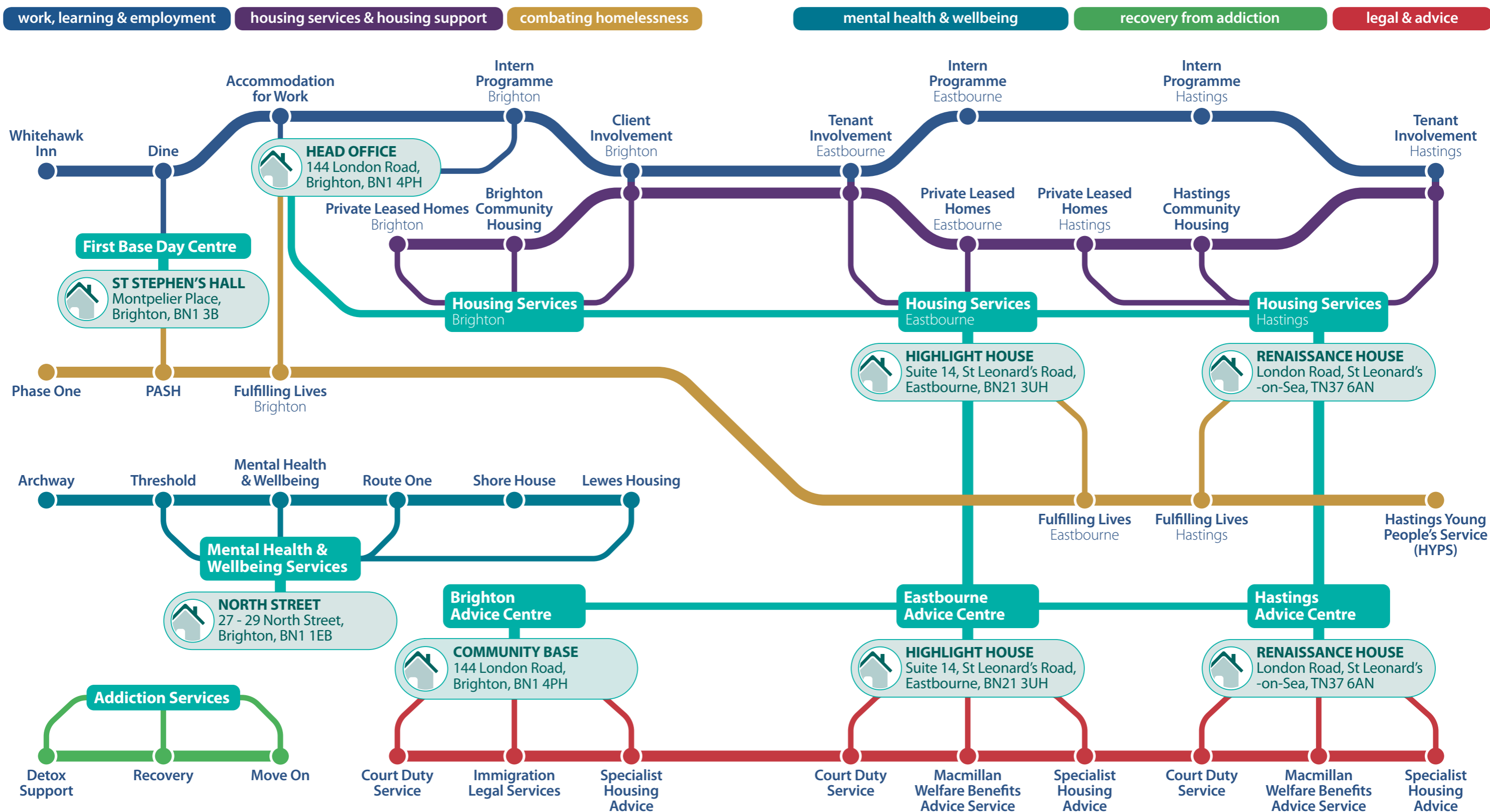
**01273 645443**
- Whitehawk Inn**

Manager: **Simon Hughes**

A community learning centre based in East Brighton, providing information and advice about work and learning, a range of support activities for adults and a variety of free drop-in clubs led by volunteers.

**01273 682222**

# BHT Services Roadmap 2018

[www.bht.org.uk/services](http://www.bht.org.uk/services)


# Fundraising Roundup

We've had another busy year of fundraising events, and we are extremely grateful to our many dedicated supporters for supporting our events, taking on challenges or organising fabulous fundraisers for BHT.

## Here are a few of the highlights from 2018:

In the early part of the year BHT had sponsored runners in both the Brighton Half Marathon and Brighton Marathon, padding the streets of the city for Team BHT and raising hundreds of pounds for First Base Day Centre.

We were thrilled to be chosen as the recipient charity for the East Brighton Women's Golf Club and over the course of the year (pun intended) they have held numerous fundraisers, bringing in over £3000 for First Base. They have also donated truck-loads of toiletries, clothes, sleeping bags and rucksacks for us to pass on to service users at First Base.

In July, on one of the hottest days of the year, 220 people dusted off their bikes to clock up miles for our sponsored bike ride, the Greater Brighton Cycle Challenge, which took place at Preston Park Velodrome. This year we joined forces with The Living Coast to provide a more challenging option to the velodrome, with rides of 30 miles and 58 miles passing through the beautiful Sussex countryside. The day was a great success and although we didn't make it around the World we did clock up enough miles to reach the Sunshine Coast of Australia, topping over 10,000 miles.

We also had two participants, Paul Bonett and Jim Stevenson, who decided to take the cycle challenge to a whole new level and cycled over 250 miles through the Himalayas, from Shimla to Kaza in the Spiti Valley, including several passes over 15,000 feet.

Over £11,000 was raised through cyclists' fundraising, donations and corporate sponsorship.

We were also lucky enough to be chosen again as the charity partner for the local Brighton TSB branches and for the Sussex Women in Business Excellence awards, organised by Carrot Events. Through both partnerships we can highlight the issues our clients face whilst raising money for BHT's services.



We have lots of information on our website [www.bht.org.uk](http://www.bht.org.uk), including a detailed fundraising pack, if you would like to find out more about fundraising on behalf of BHT.

BHT is also a partner in the Make Change Count campaign, which encourages members of the public to give money to charities that help homeless people, rather than directly to people on the street. The initiative is endorsed by Brighton and Hove City Council, Sussex Police and the Crime Commissioner. BHT hosts the campaign and the other recipient charities are BHT, St Mungo's, Nightstop, Equinox, Antifreeze, The Clock Tower Sanctuary, YMCA Downslink Group and YMCA Brighton.

In October we marked the start of BHT's 50th year with a celebration event at the Brighton i360. This was attended by over 300 people, including the Lord Lieutenant of East Sussex, Peter Field, the Mayor of Brighton and Hove, Cllr Dee Simson, tenants and other clients, current and former members of staff, Board members, and supporters of BHT.

Peter Field was a founding member of BHT and is believed to be the only surviving founder.

The 50th anniversary event was the start of a year-long calendar of events focussed on promoting our services, raising the profile of our clients and the issues they face, and raising funds to continue our work. We kicked off our BHT 50@50 major donor campaign asking donors to help us raise £50,000 in unrestricted funds over our 50th year and at the time of print have secured an impressive £12,000.

Our Christmas appeal film this year, which supported our online Christmas campaign, was once again produced by the extremely talented and generous Big Egg Films. The hard-hitting video featured a nine-year-old character called Millie, who spoke of her future as a homeless teenager.

As part of our First Base Christmas Appeal activities our annual street collection took place on Saturday 22 December, where we were joined by over 70 volunteers across eleven sites. Choirs from across Brighton & Hove, including our very own Choir With No Name, joined in the festive fun, bringing a Christmassy feel to the collections. The collection raised a record £6553! A huge thank you to all the volunteers who came out in the cold to help on the day.

Overall, our 2018 Christmas appeal raised over £30,000 for First Base Day Centre, which provides hot food, showers and essential advice and support services to get rough sleepers into a place they can call home.

# BHT 50@50 Appeal

## This year, BHT celebrates its 50th birthday.

From humble beginnings as a hostel in central Brighton, BHT has grown to become one of the largest charities working with homeless people in East Sussex, with services in Brighton & Hove, Eastbourne and Hastings.



**Over the last five decades, we have helped thousands of people with complex needs to secure safe accommodation, overcome barriers to work and learning, and address issues such as addiction, poverty and mental health.**

We rely on the generosity of the local community to help keep many of our services operating and ensure that we can reach everyone who needs our support.

In our 50th year we have launched a campaign to raise £50,000 to help us continue to support thousands of vulnerable people in Sussex.

The campaign also seeks to celebrate our history, promote our services, and raise the profile of our clients and the issues they face.

Donations received through this appeal will go directly towards the running costs of our services, helping those who need it most, people who are experiencing poverty, isolation, exclusion or homelessness.

Our mission is to combat homelessness, create opportunities and promote change.

We want you to be part of that change. Thank you.

**To find out more please visit:**  
**[www.bht.org.uk/bht50-appeal/](http://www.bht.org.uk/bht50-appeal/)**

## Then and Now



BHT staff team in 1992 and BHT staff at Pride 2018



In 1984 BHT opened First Base Day Centre in St Stephen's Hall. The building has a fascinating history; once a ballroom visited by the Prince of Wales and later a private chapel used by Queen Victoria, it is now our day centre for people sleeping on the streets of Brighton and Hove. Last year 1113 people made use of the services we provide there.



Former Mayor of Brighton and Hove, Jacqui Lythell, and former BHT Director Jenny Backwell c 1986



2018/19 Mayor of Brighton and Hove, Dee Simson and current BHT Chief Executive, Andy Winter

# BHT Financial Information

## Trustees' Statement

The summary financial information contained on these pages contains data from the management accounts of Brighton Housing Trust for the year ended 31 March 2018 and provides an overview of the income and expenditure for the year.

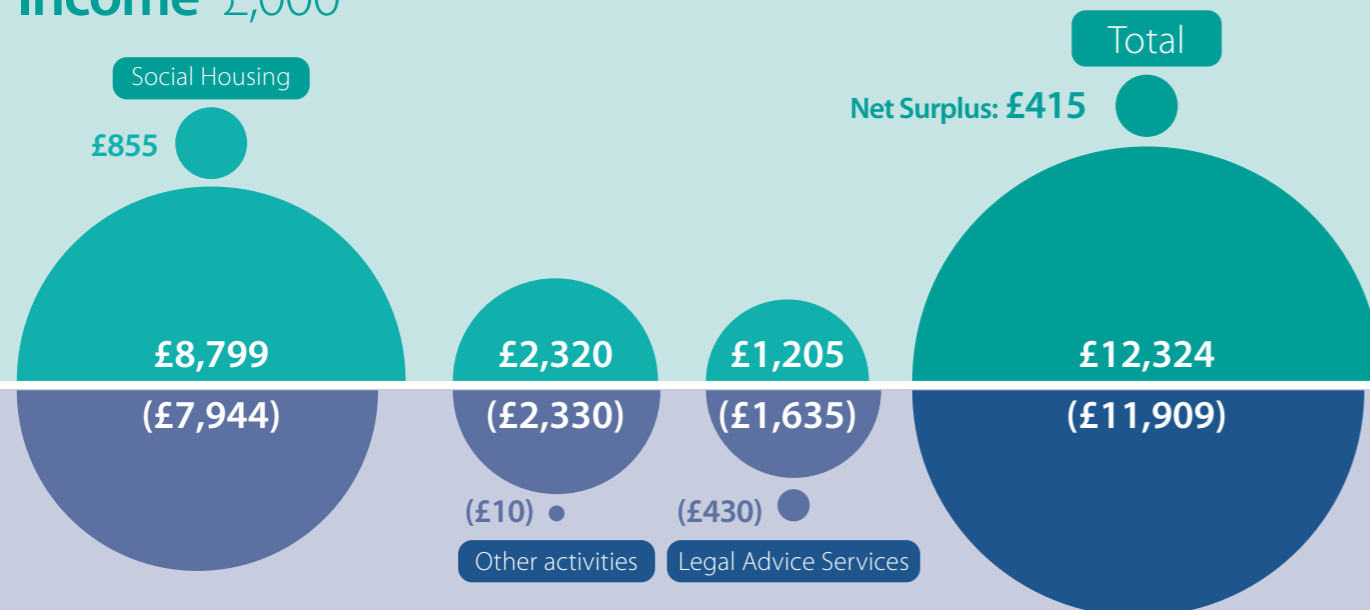
The full financial statements have been audited by **BDO LLP** and received an unqualified opinion. For further information the full audited financial statements, containing the Report of the Directors and the Auditors' reports, should be consulted.

All financial statements for the current and prior years are submitted to the **Charity Commission, Homes England, the Regulator of Social Housing** and **Companies House** within the relevant statutory deadlines.

**SUNIL DESAI** BHT COMPANY SECRETARY

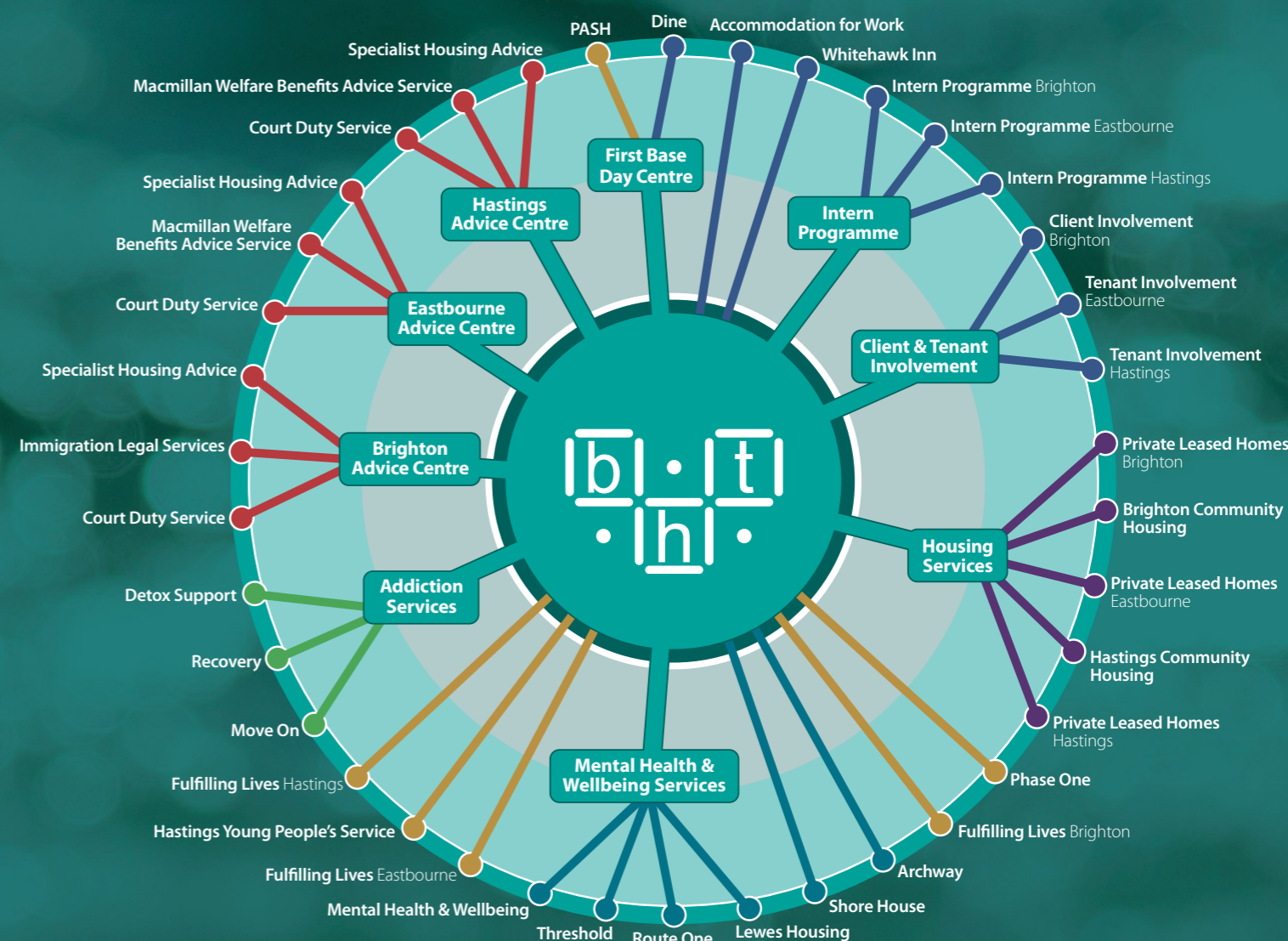
DECEMBER 2018

## Income £,000



## Expenditure (£,000)

## Until Next Time...



You can download the full report and financial statements at [www.bht.org.uk/bhtnews/publications](http://www.bht.org.uk/bhtnews/publications)

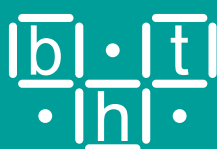
 BHT Sussex  
 BHTSussex  
 enquiries@bht.org.uk  
 www.justgiving.com/brightonhousingtrust

# Thank YOU

for your support



- Everybody who donates to and/or supports BHT
- Everyone who took part in one of our many fundraising events
- Everyone who kindly donated to our Christmas Appeal
- Big Egg Films
- Big Hug Brewery
- Big Lottery Fund
- Brighton District Nursing Association
- Brighton Dome
- Brighton & Hove City Council
- Brighton & Hove Clinical Commissioning Group
- Brighton and Hove Buses
- Brighton Gin
- Brighton Masonic Charity
- Brighton Table Tennis Club
- Brighton Rotary Club
- Brighton Museums and Pavilion
- Calypso Browning
- Cellular Solutions
- Chelsea Building Society
- Choir With No Name
- Court Garden Vineyard & Winery
- Create
- Duke of York's Picturehouse
- Sue Addis and Donatello's
- East Sussex County Council
- Eastbourne Borough Council
- Fludes Commercial
- FUGU
- Frances Valdes and Nigel Thomas
- G. Saunders
- Go Botanical
- Groundscapes
- GRE Assets
- Gemini Print Glyndebourne
- Hastings Borough Council
- Heritage Lottery Fund
- Iain Riddell & Gartner
- Ideal
- Inspire Funding
- i360
- KSD
- La Cave à Fromage
- Lady Jane Lloyd
- Land Aid Trust
- Legal Aid Agency
- London Legal Support Trust
- Lewes District Council
- MacMillan Cancer Support
- Market Bar and Restaurant
- Mid Sussex Scaffolding
- Moshino
- Michael and Maureen Chowen
- Mickey Phillips and East Brighton Golf Club
- Mike Stimpson
- Naked Voices
- New Era Education
- Old Market Theatre
- Paul Bonett
- Pier Pressure Escape Rooms
- Powis Square Community Assoc
- Propellernet
- QED
- Rank Foundation
- ROCC Computers Ltd
- Royal Pavilion & Museums
- St Peter and St John, Wivelsfield Church
- Team BHT runners
- The Grand Hotel
- The Living Coast
- The University of Brighton
- The University of Sussex
- TSB (Brighton Branch)
- Vero Screening
- Wealden, Lewes, Brighton and Hastings Citizens Advice Bureau's



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**www.bht.org.uk** Combating Homelessness, Creating Opportunities, Promoting Change