



# Annual Review 2022

Combating Homelessness | Creating Opportunities | Promoting Change



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**I have had the honour of being the Chair of BHT Sussex since December 2021. I realised when I joined the Board that I had started on a journey of learning about the extraordinary work that BHT Sussex does and the many ways in which it changes individual lives.**

I find the pure breadth of this work hard to take in – from specialist housing, benefits and immigration advice services to supporting those in their journey out of addiction; from assisting people into decent housing and into employment to helping people deal with the consequences of sleeping rough; from mental health and wellbeing services to being a housing association with 766 properties.

BHT Sussex is driven by a way of working that puts our clients and tenants first and listens to their needs and aspirations before accompanying them on their journey of change. Those with whom we work may have a variety of challenges – 2,788 of our clients identified as disabled, for example. The range of services that we offer, and the pure professionalism of our staff means that we can address complex challenges in a holistic way, notably through taking a psychologically informed approach – a fact about which I am tremendously proud.

When I see from this report that, for example, we have provided services for 9,702 unique clients – a 50%

increase from two years ago, that we have prevented homelessness in 1,777 cases or that our welfare benefit advisers have raised £4.7 million for 581 clients, I think of the lives that we have touched – not only of our clients and tenants, but of their colleagues, friends and families.

These figures are impressive enough in themselves, but it has also been yet another year of overall change for BHT Sussex. Having merged with Sussex Oakleaf in 2020, in 2021 we secured our largest ever contract, valued at £3.8 million per annum, to deliver the East Sussex Floating Support service, supporting 7,000 people in their own homes.

All this work has carried on whilst dealing with the global pandemic and I want to particularly mark the dedication and professionalism of all the staff and volunteers who have worked unsparingly to minimise the effects that this has had on the delivery of our services.

Finally, thank you for your continued support. Without it we could not continue to deliver many of our services.

**Kelvin MacDonald**  
*Chair of the Board of Management*

Every year we support thousands of people to change their lives for the better. Last year:

**9,702**

clients and tenants were supported.

**82**

people were supported to achieve abstinence and recovery from addiction.

**159**

people were accommodated in our specialist mental health supported housing.

**4,382**

visits were made to First Base, our day centre providing support and advice to those rough sleeping.

**£4,696,502**

was secured by our welfare benefits advisers for 581 clients.

**42**

people joined BHT Sussex who have first-hand experience of the issues our support services address.

**1,777**

cases of homelessness were prevented.

**518**

households and individuals were accommodated in our community housing.

**979**

people were supported by our community mental health services in West Sussex.

**2,677**

people received advice or legal representation from our Centres in Brighton, Eastbourne and Hastings.



## East Sussex Floating Support Service

On 23 November 2021, we began our delivery of the East Sussex Housing-Related Floating Support Service and welcomed staff from Southdown Housing Association, Peabody and South East Independent Living to BHT Sussex. We have been awarded a contract to run this service for the next five years, with the possibility of a further five-year extension.

The Service provides housing related preventative support and crisis management to people who are aged 16 and over, vulnerable, and at risk of losing their accommodation. Clients of the service have additional support needs due to, for example, age, disadvantage, disability, substance misuse or ill health. Eight teams of 79 staff are working across the county,

covering Eastbourne, Hastings, Lewes, Rother and Wealden.

In its first seven months, the service has worked with 3,436 individuals or households. 69% of these have remained in their existing accommodation, and 31% have moved to new accommodation. In recent feedback from the 2022 BHT Sussex Client Annual Survey, high levels of satisfaction with the service were reported.

This service is an extremely important addition to the work of BHT Sussex, right at the heart of our mission and our role in challenging the causes of homelessness, poverty and marginalisation and dealing with the consequences.



## Homes for Ukraine Sustainment Service

As the strategic partner with East Sussex County Council (ESCC) for homeless prevention, we have developed this new provision with them, as part of ESCC's county-wide response for people fleeing Ukraine. The Homes for Ukraine scheme enables British citizens to sponsor and host Ukrainians in their homes, and the Sustainment Service we are running provides support to both the hosts and their Ukrainian guests to prevent the breakdown of sponsorship relationships that may be at risk. We deliver workshops to support hosts and guests to plan for when guests move on and provide support to identify suitable accommodation at the end

of the hosting arrangements. The overarching aim is to prevent homelessness.

We are currently developing two Project Adviser roles to work alongside the team's Floating Support Officers, specifically to bring the experience and knowledge of people who have lived in the Ukraine into the service. The team also has input from a psychotherapist to support our work with people from the Ukraine who are experiencing trauma.



## About Phase One

Phase One is a 52-bed high support hostel in Brighton for single homeless people with complex support needs. The project works with vulnerable people who have often experienced trauma, abuse, and exploitation. We work with clients to increase their self-esteem and create a space where they can begin to address the issues at the root cause of their homelessness, make the changes necessary to lead more settled lives, and realise their aspirations. A team of experienced and highly skilled support staff work with clients who may be using alcohol and substances or who are living with physical and mental ill health, to encourage them to take considered steps towards their recovery.

The support offered at Phase One is client-centred and individual, recognising the psychological needs of clients and staff. Psychologically informed and trauma informed ways of working enable us to really get to know the people we are supporting and to work alongside them each step of the way in achieving a life that is hopeful for them.

Attached to the main hostel building are our Recovery Flats, with nine self-catering spaces for people who want to focus on recovery from substance use. Clients moving to the flats may not have stopped using substances completely but will be working with

partner services to address their addiction. They can access specific support including a bespoke Life Skills programme, developed by Phase One, and recovery focused activities delivered in partnership with other BHT Sussex services, especially our Addiction Services and Threshold Plus, which supports women with the impact of trauma. Weekly meetings promote a supportive and respectful environment, encouraging clients to reflect on their own recovery goals and share progress and learning with their peers.

Central to all BHT Sussex services is a commitment to psychologically informed working and this is key to Phase One providing such high-quality and flexible support. It means that we take a personalised approach to support work and manage complex behaviour with compassion and understanding. This also helps us to minimise evictions; if a client breaches hostel rules we provide them with creative and intensive support balanced with clear and agreed expectations, rather than pursuing punitive actions. Our approach is underpinned by the belief that everybody can change.

“

There is a strong recognition from the service that episodes of repeated homelessness through eviction are detrimental to peoples’ emotional and physical health. Over the past few months, Phase One have made proactive efforts to find creative solutions to addressing unwanted behaviour and identifying alternatives to placement breakdown, whilst maintaining a safe and well-managed project.

This renewed focus on preventing housing loss through utilising all available resources for encouraging and achieving change, has resulted in zero evictions from Phase One since February 2022 and consequently improved outcomes for some of the most vulnerable members of our community.”

Paulina Dyrda, Commissioning Officer,  
Brighton and Hove City Council



## Feedback from clients

**Staff are really supportive here.**

**I would really struggle to cope with sorting anything out, I couldn’t do it without the staff here.**

**I’m surprised I have been able to be calm here. I usually find being around people difficult, being bipolar.**

**I’ve felt looked after especially when I lost my brother, I really appreciated that.**

”



## Working in partnership

**A key strength of Phase One is how effectively we work with partners across the city of Brighton and Hove, as well as with other BHT Sussex projects. This means that our clients have access to a huge range of support services and practical help.**

Our partnership work includes weekly drop-in sessions run by doctors and nurses from the Homeless Health Inclusion Team and Arch Healthcare, a GP service dedicated to people who are homeless in Brighton. We access support for clients from local Mental Health Services and Adult Social Care, and advocate for clients at multi agency meetings to secure professional support from other services as appropriate.

We have a strong partnership with Change Grow Live (CGL), who provide drug and alcohol support services across Sussex and elsewhere. A dedicated CGL worker is on site regularly and builds positive relationships with clients. They work collaboratively with the Phase One team and are instrumental in providing advice and support with drug and alcohol issues in the service. Female clients can also access support from the Oasis Project, a specialised substance misuse service for women.

CGL provide a needle exchange service for Phase One clients, helping to prevent the transmission of blood-borne infections, and providing information and discussion about blood-borne virus treatment options.

Specialised clinics that have been

delivered from Phase One include the Hepatitis C Micro Elimination Project, aiming to eradicate hepatitis C in Brighton and Hove. The hepatitis C virus is usually spread through blood-to-blood contact; hepatitis C infection disproportionately affects people who are homeless and can cause serious and potentially life-threatening liver damage. According to Public Health England, people who inject drugs are the group most affected by Hepatitis C in the UK.

In this project a Specialist Community Nurse worked closely with a member of our Supported Housing Worker team to test clients for hepatitis C and deliver support and treatment to clients who tested positive. During the pandemic, 78% of those treated achieved successful clearance of the virus, an amazing result.

**“It really is always a pleasure to deliver this specialised clinic at Phase One and shows partnership working at its best, I am very proud of the work we have done and results we’ve achieved.”**

**Mags O’Sullivan**

*Specialist Community Nurse*

Phase One has links with many more services across the city, and with other BHT Sussex projects such as the Intern Programme and Accommodation for Work. Phase One clients are often referred to our Detox Support Project – for an example of how well this can work, please read Khan’s story later in this report.



**Photo credit:** Jeff Hubbard/PA Wire. These photographs were taken when clients at Phase One took part in a project led by the Centre for Homeless Impact, which sought to portray people who are homeless in a fresh light with greater dignity.



## Challenges and successes through the Covid-19 pandemic



**The Covid-19 pandemic meant that staff, volunteers, clients, and tenants across the organisation had to rapidly adapt to new ways of working.**

In Phase One, at the peak of the pandemic, many of our statutory and third sector partners withdrew their services, meaning the Phase One team were often the sole source of direct support to clients, managing mental health crises and substance use issues, and were relied upon by NHS and CGL colleagues to coordinate their care. They rose to this challenge admirably, filling gaps wherever possible and liaising with increased intensity with external services.

We responded to the practical social distancing challenges, for example,

by reorganising staff rotas and going out for walks with clients for key work sessions; the adaptability and resilience shown by staff and by clients has been highly impressive. When our partners had to withdraw from running the on-site needle exchange at Phase One, our staff stepped in to provide it, ensuring clients did not lose this vital harm reduction service.

We were very conscious that the pandemic put a huge strain on clients' wellbeing. Occupational Therapy students from the University of Brighton periodically undertake

voluntary placements at Phase One; when face to face activities were restricted and these had to be organised remotely, we asked the students to design Covid-19 Activity Packs to help boost clients' wellbeing. The students surveyed all 52 Phase One clients to ensure the contents were tailored to individual needs and created bespoke packs to support a range of physical, writing and art-based activities, promoting mindfulness and self-care.

Since the height of the pandemic, a challenge for Phase One, which has been felt across our Supported Accommodation projects, has been clients' reluctance to pay the usual service charges, after being placed in free accommodation under the government's 'Everyone In' initiative.

This initiative sought to ensure that people sleeping rough were safely accommodated to protect them, and the wider public, from the risks of Covid-19. The majority of people sleeping rough were temporarily accommodated in hotels, student halls and other accommodation. When people were subsequently referred on to us it was difficult

for them to accept the need to pay service charges, and some clients quickly built-up arrears. Over time, this difficulty has reduced, both for clients and for our service provision.

Given the vulnerability of clients at Phase One, encouraging the take-up of Covid-19 vaccinations has been an ongoing focus with staff supporting clients and clarifying any misconceptions that they may have. This has been helped by Arch Healthcare arranging drop-in vaccination sessions at the hostel, and incentivising vaccine take-up with shopping vouchers. Over 80% of Phase One clients have received a vaccination, from first dose through to the booster. This uptake of the vaccination programme, alongside the stringent Covid-19 control measures we have put in place, has been key to keeping infection rates at the hostel low. Our management of Covid-19 in Phase One, and across our services, has been consistently supported by Suzanne Morris, an Infection Prevention Nurse Consultant appointed by Brighton and Hove City Council, specifically to support services working with homeless people.





## Insights from our Frontline Workers

**Supported Housing Worker Ian Wells and Hostel Worker Elliot Barrowcliffe share some of the highs and lows of working at Phase One, and what a typical day can look like for them.**

### Ian Wells Supported Housing Worker

Ian has worked in homeless services for more than 30 years, and for 19 of these at Phase One.

#### What do you like about working at Phase One?

Phase One has got better and better over the time I've worked here. The team is solid – that's why this place works well. We know each other's strengths and weaknesses. Staff have a wealth of experience; most stay long-term here and they're still enthusiastic. We have opportunities for clinical supervision and a team meeting once a week to talk through anything bothering us. New things are being developed in the service all the time.

#### What does a typical day at work look like for you?

First of all there's a handover from the night shift staff. Then sometimes I'll be on the front desk dealing with day-to-day queries, phone-calls, or possible safeguarding issues. I help with breakfast and take deliveries from contractors. I might organise doctors' appointments for clients, clear a room, and do Health and Safety checks.

We have an open-door policy here and make sure we are listening to the residents and hearing what they want; this is their home. Often I'll be the first person to help clients if they're in crisis. Phase One works with some of the most traumatised people in the city, all our clients have high-support needs. There are always challenges. We're working with more trauma every day and have to adapt to that.

I am the key worker for a number of clients and do everything I can to support them. This might involve creating plans, supporting clients to get to appointments, managing transmission risks if they are unwell, and helping with benefits. Sometimes just going to a doctor can be the biggest breakthrough in a client's life for a year. If people don't come to their appointments with me, I try to think of other ways to communicate with them, and keep giving them time to engage.

Recently a client from abroad who had been settled in the UK for thirty years

had no immigration status as they had lost all their documentation when their partner died. I trawled through documents and information from loads of different agencies to try to help them. Another client had lost both parents and then their brother, and I supported them through their grief as it's hard for clients to access grief counselling if they are using drugs.

We work with a lot of agencies and support services - every kind of support that's available in the city is available to our clients at Phase One. Teamwork in the city is key; we get on well with our partners and services talk very openly with us.

### Elliot Barrowcliffe Hostel Worker

Elliot has worked for Phase One for the past two years.



#### What do you like about working at Phase One?

The people, the laughs, the conversations. You can have had such a stressful day but also someone has made you laugh. The team here is incredible. Colleagues are just there for you - you go through certain things and after that you don't doubt them, there's that trust. The residents are just as much of a teacher to me.

#### What does a typical day at work look like for you?

The day starts with a handover from my colleagues on the previous shift. Then there will be wake up calls, early appointments to organise, shift planning. There are three people on my shift, and we'll all take a turn helping with breakfast for the clients.

I leave here knowing what I've done is the best I can do, and I'll be back tomorrow.

My day is always varied; it might involve arranging medications for clients, cleaning, organising appointments, or helping people with their benefits claims. If someone is moving on from the hostel, I'll help with their move out. I might spend time chatting to a resident who is in crisis. Sometimes we have to deal with incidents, or overdoses.

A lot of it is about being there for clients. I might go out with a client for coffee or a walk or a game of pool. We often just sit down and have a chat about nothing much – it can mean a lot because they feel valued and seen. I'm mindful that we work in their house, and don't want it to feel institutional.

You wake up not knowing what will happen that day. I've never worked anywhere like Phase One, in the most positive way.



## Activities Programme

One of the things that makes Phase One stand out is the diverse range of activities that clients can get involved in. These range from the informal to the adventurous; there are also opportunities for clients to access local volunteering and more structured support programmes to help with the transition to independent living. Activities bring many benefits for clients and are also a powerful way of deepening relationships between staff and clients.

Some of the activities run in-house include creative writing, movie nights, and table tennis championships. We run cookery and art classes, for example making pizza or baking Christmas cakes. The picture below shows an art group that was seasonally themed around Autumn leaves.



Activities that encourage clients to get out and about are popular, these include walks in nature, bowling, and beach barbecues in the warmer weather. We have arranged farm trips, mindfulness sessions and group camping trips in the woods. A street photo competition gave clients a chance to get creative, with peers judging the photos submitted.

Another popular activity is dry wall climbing at the Adur Centre in Shoreham. Clients have also gone out in local lifeboats in Shoreham and Newhaven, and have had the opportunity to take the helm. Fishing trips from Brighton Marina are being explored.



Volunteering can be a really positive experience for clients. We are thoughtful about the settings that clients volunteer in and ensure those we work with are sensitive to the needs of our client group. One such setting is a farm run by One Church, located close to Chanctonbury Ring in West Sussex. Phase One clients have supported this farm and its community in different ways, for example by building the pizza oven pictured.

We are currently developing client volunteering roles at the Moulsecomb Forest Garden and Wildlife Project. These include assisting with cooking, weeding, planting, picking produce, building or maintaining structures, ecological work and outdoor skills. We also support clients in securing voluntary work in local charity shops or other organisations such as recycling centres.

We have developed a more structured programme of activities and support to help people with the transition to more independent living. These are known as TAMO (Transition and Move On) sessions; they are delivered one-to-one by our Hostel Trainer, and are tailored to individual client's needs, abilities, and circumstances. Accessible sessions look at topics such as sleep, budgeting, cooking, relapse prevention, developing confidence, developing CVs, anger and anxiety management, and well-being. All sessions facilitate personal insight and individual development; they focus on whatever is most useful and motivating for the individual taking part.

Dave Adamson, who ran the activities programme and worked at the hostel for more than 15 years had this to say about working at Phase One:

**“No two days are in any way, shape or form the same as the other. There are humorous days, sad days, busy days and quiet days. That environment works well for me - a fresh challenge every day and never a dull moment, multiple challenges and you have to think on your feet and be on your feet. Seeing people move forward in terms of improving their quality of life, even if it's very small steps, you see lives change for the better and it gives you the reason to get out of bed in the morning. The work is always varied and not for the faint hearted; you've got to roll with the punches but it's highly rewarding. The team here is superb.”**



## Khan's Story

### Living day to day

**“Last year, I was living a hectic life in Brighton and Eastbourne - to escape that I turned up on my mum's doorstep, and I wasn't looking well because I'd been on drugs for a long time.”**

After 6 months, Khan's relationship with his mum and his recovery broke down. He had to leave his mum's house and he returned to Brighton, where he had nowhere to live. He ended up sleeping rough.

Khan was initially placed in emergency temporary accommodation, through the local Street Outreach Service, but he needed more supportive and longer-term housing, and he was referred to Phase One.

### Finding a safe haven

Khan shared his relief at arriving at Phase One after all the uncertainty about where he would live:

**“I was welcomed, they showed me my room and the room looked brand new, all done up nice and clean, the furniture was nice and tidy... it was very welcoming.**

**They're just providing a safe haven for us, for homeless people, people with bad mental health or addiction to alcohol or addiction to drugs... and it's really appreciated because on the street people look down on us.**

Khan found the freshly prepared meals at the hostel went a long way in supporting his physical and mental health:

**“Phase One gives you freshly cooked meals every day, it's not like microwave food, they have chefs come in every day and cook fresh food... so I used to look forward to the meal, and that went a long way because I'm not just starving myself I'm taking time out to eat, even when I was in the madness of taking drugs, I made sure I was there at dinner time to get my food.”**

### Getting access to services

Phase One acts as a hub for various partners, meaning residents have access to wide ranging on-site support and services, from substance misuse services to Covid-19 vaccinations. A dedicated outreach worker from the charity Change Grow Live (CGL) holds regular sessions with clients in the hostel, which Khan particularly benefited from:

**“When you're on drugs you find it hard to keep appointments... you find it difficult to go down the road let alone the other end of town, so that service was brilliant... I could speak to my drug worker while I was there and if he hadn't come there, I wouldn't have got the help.**

### Making steps to recovery with 24/7 staff support

Something Khan valued highly was the staff support at Phase One while he was making steps towards recovery. He recalls a specific occasion when he had an anxiety and paranoia attack but felt able to reach out to staff for help, something he had always found difficult previously:

**“I found the staff non-judgmental and very supportive... I felt comfortable going to them and saying, 'look I feel like this, and I don't know what to do'. They took time out from their desk and took me into the room and spent time with me and talked to me just to understand what's going on... distracted me with conversation, took my mind off things, but it helped, really helped me relax... that was a big thing for me.”**

When Khan had difficulties with a fellow resident, he described staff going to great lengths to help him work through the issues to support him to stay at the hostel:

**“They could have kicked me out straight away, they had every right to let me go but they didn't do that, they made allowances for me... helped me with my boundaries.**

**There's not one staff member that is not helpful, from the day staff to the night staff... I'm thankful and grateful and surprised that a service like that exists.”**

### Moving away from homelessness

Khan was at Phase One for nearly 6 months and was then supported to move to another of BHT Sussex's services, the Detox Support Project. This provides accommodation and a detoxification programme for people to achieve abstinence.

**“I broke down, I was tired of living like that. There were other people I'd seen going through treatment centres, it gave me inspiration and an idea of what to do ... so then I made an effort to keep up my CGL appointments at Phase One and I spoke to them about it. I mentioned treatment, I mentioned I've got kids and I've got a family that I want to be with, so they filled in an application.”**

Following this, Khan came to the Detox Support Project for an assessment and started the programme three weeks later.

### A different person

Khan is making incredible progress on his recovery journey at the Detox Support Project. His keyworker describes him as being a completely different person to the one who came for his initial assessment, emphasising all the work Khan has put in, as well as the invaluable support he offers his peers at the Project.

Khan has recently celebrated his fortieth birthday and was touched by the affection and support shown by his peers, who made an elaborate cake and decorated the shared house. He has started to make contact with members of his family again and was delighted when his mum and nephews visited during his birthday weekend:



# 4 Spotlight On: Phase One

“

It was lovely to see them. I literally cannot remember the last birthday I celebrated, the last birthday that sticks in my head was when I was 7 years old... living in the madness and whatever I've gone through I can't actually remember celebrating a birthday, and my house, my peers, my family, my recovery family, they made that a really memorable special occasion for me.”

## Looking to the future

Khan is working hard to regain the trust of his family and is optimistic for the future.

“

I've reconnected with my faith and that's a big part of my recovery. I've managed to pull my life back together... doing what a son should be doing, what faith requires of me, and building bridges hopefully with my ex-wife.

90% of the staff that work here [at the Detox Support Project] have gone through the service, and every one of them is inspiring, and I learn from their stories and their examples of what I can do with my life when I leave here.”





## A letter from an ex-client: Steve

**Sometimes people who have been supported in one of our services contact us years later. It is always wonderful to hear from people who have turned their lives around, and a powerful testament to the long-term impact of our services. Steve got in touch nearly ten years after he stayed at Phase One. This was his message to us:**

Hi all at BHT Sussex,

I just wanted to email you all as it's ten years next month since I left Phase One on Oriental Place.

To say my life is different would be a huge understatement!

Ten years ago I had nowhere to go, I was drowning with addiction and was homeless with nowhere to turn. I remember sleeping in a church for a few weeks and was eventually moved into a room in Phase One.

The team back in 2010 were so helpful and caring but with a tough edge which we all needed (I mean that in the most positive way). I was helped into support groups, fed, looked after and given a safe space to work out what had happened and how I was going to work my way out of the position I was in.

I moved into one of the basement flats [recovery flats] and although things were still hard, I always felt supported. Later that year I moved out to live with a friend and left Phase One in a much better place than when I arrived. I was 22.

Since that time, life has had its ups and downs, but 10 years on I have my own flat, a partner, I'm driving, my bills are paid on time

and I'm clean and sober.

These are little things to some people but HUGE to me.

I've had numerous jobs over the years with one at a secondary school which was so rewarding. I'm currently at home on my day off from work, a job I was lucky to keep through lockdown and I'm earning the most I've earned in any job I've had.

I'm so grateful for the support I received in 2010 and will never forget what was done for me back then.

I also want you all to know the impact your actions have for people like me. From a simple smile or a quick nod to check if I was OK, to giving me a safe space to regroup and recover.

Your support has afforded me the opportunity to help others along the way in the past few years. I know for sure that without your support I couldn't have done this as I'd still be stuck in a vicious circle.

Please pass on my thanks to all involved and keep doing what you're doing because it has, and is still, changing lives.

**THANK YOU ALL.**

**Kind Regards,  
Steve**





## Reflections from our outgoing Chief Executive Andy Winter

So much has changed since I joined BHT Sussex in 1985, and yet, so little. Yes, we might have changed our name from Brighton Housing Trust, we might have grown, and the organisation now has more staff. When I joined, we had fewer than ten employees, all working in Brighton and Hove. Today we have over 300 employees working across Sussex, and last year we worked with almost 10,000 tenants and clients.

When I began, there were, in general, five different groups of people who found themselves homeless: those leaving care, people with mental health problems, those with addictions, women escaping violence, and ex-service personnel. That has barely changed. Today, the big difference has been the number of people who find themselves in need of our services for economic reasons alone.

Many of the safety nets that once existed have gone. The social and financial resilience that sustained people has also eroded. We are now working with people who never thought in a hundred years that they would need the services of an organisation like BHT Sussex.

At our fortieth anniversary celebrations in 2008, our Life President, the late Patricia Norman, said that the anniversary was no cause for celebrations. Rather, she said, it was regrettable that our services were needed then more than ever before. We are now in our fifty-fifth year of operation, and our services are needed even more.



In reflecting on my time at BHT Sussex, I could pay tribute to many people, but one person stands out – my predecessor, Jenny Backwell. Under her leadership we expanded to address increasing need. From an organisation with fewer than ten members of staff when she became Director to one with over one hundred when she left, Jenny laid the foundations for those of us who followed. As her immediate successor, I knew that I could never hope to fill her shoes, nor emulate the qualities she had.

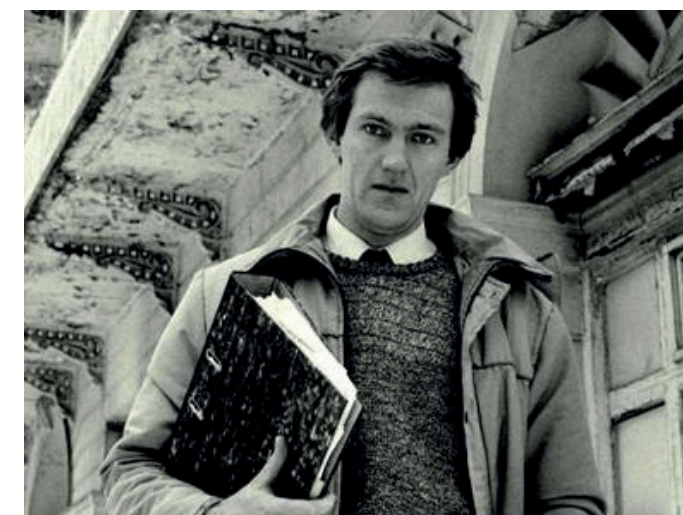
We have continued to build this remarkable organisation so that the ever-growing needs and challenges faced by our clients and tenants could be met.

As the Chief Executive of BHT Sussex for the past 20 years, I have been most fortunate to have worked with some extraordinary people, not least the current members of our management team who have supported, challenged, tolerated, even humoured me. If I leave just one thing of worth to the new Chief Executive, David Chaffey, it is this small team of exceptional leaders.

BHT Sussex is facing, perhaps, its biggest challenges in the years ahead. The cost-of-living crisis, the ongoing impact of the Covid-19 pandemic, the energy crisis, and the volatile economic environment means that little is certain. Fortunately, BHT Sussex has firm foundations and, having made some challenging decisions over the last decade or so, we are well-placed to meet whatever is thrown at us in the years to come. The challenge for us is not whether we will survive, but how best we might thrive.

I will not be part of that future, but I will watch this amazing organisation continue to deliver its Mission of tackling homelessness, creating opportunities for our clients and tenants, and promoting change in the lives of individuals and in those public policies that impact their daily lives.

Thank you for all your support over the years, to me personally and to BHT Sussex as whole.





Community fundraising remains a challenge given the constraints of the ongoing pandemic, and our income from 2021/22 was again down 40% on previous years. However, our amazing supporters are always keen to help in many ways.

We continue to enjoy support from Brighton and Hove Buses, through their regular donation of bus passes to our clients to assist them to get to appointments, and a share of the income from their famous Christmas Santa Bus.



We had a number of people raising funds whilst taking part in long distance runs and other physical challenges, including Rosie who took on the Brighton Half Marathon and Jo and Jack, whose 'Zipwire Challenge' saw them cruising at 700 metres at 60mph from Bluewater's chalk cliffs!



One of our amazing supporters, Kyle Crickmore, braved a 28-day sea swim challenge throughout February, committing to spending a minimum of

10 minutes a day in the sea, whatever the weather (and without a wet suit) to raise money for BHT Sussex.

We receive many donations of toiletries, backpacks, clothes, suncream and underwear from individuals and business throughout the year which we pass on to clients who are homeless and/or sleeping rough.

The wonderful Big Egg Films produced and donated our Christmas film, which supports our Christmas appeal, and helped us to raise over £35,000.

We have a growing number of regular givers supporting BHT Sussex. A regular gift allows us to plan for the future because we know, day in day out, that we will have a steady income stream that we can rely upon. If you can, please consider setting up a monthly gift today at [bht.org.uk](http://bht.org.uk). You can also make a quick one-off donation by scanning this code.



We are so grateful to everyone who makes our work possible – too many to list here, but including individuals, companies, grant-making bodies and local authorities. Our heartfelt thanks go to everyone who has donated, got on their bikes, ran a half marathon, or organised an event to support our work.

One of our amazing supporters, Kyle Crickmore, braved a 28-day sea swim challenge throughout February





# BHT Sussex Services at a Glance

Over more than fifty years, BHT Sussex has developed a diverse range of interlinked projects and services that empower people to overcome homelessness, poverty, addiction and mental ill health.

## Combating homelessness

### First Base Day Centre

☎ 01273 326844

A resource centre for people who are homeless or vulnerably housed in Brighton & Hove.

### Hastings Young People's Service

☎ 01424 435376

Supported accommodation for people aged 16 to 25 from Hastings and St Leonards.

### Phase One

☎ 01273 328285

A 52-bed high support hostel for single homeless people with complex support needs.

## Recovery from addiction

### Addiction Services

☎ 01273 604245

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

### Move On

☎ 01273 645414

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

## Detox Support Project

☎ 01273 684741

Supports six residents to detox safely from drug dependence to achieve abstinence, and is clinically supervised by CGL Brighton and Hove Recovery Service. Our service is rated Outstanding by the Care Quality Commission.

## Recovery Project

☎ 01273 604245

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

## Housing services & housing support

### Brighton Community Housing

☎ 01323 340018

236 community homes in the Brighton area managed by BHT Sussex.

### Hastings Community Housing

☎ 01323 340018

83 community homes in the Hastings and St Leonards area managed by BHT Sussex.

## PRS Leasing

☎ 01323 340018

BHT Sussex leases a large number of properties in Brighton, Eastbourne and Hastings to provide accommodation for people who have had a history of homelessness and who are not able to access social housing.

## Mid Sussex Supported Housing

☎ 07850 643232

We provide a temporary accommodation service in Burgess Hill and Haywards Heath to adults who are homeless or at risk of becoming homeless.

## East Sussex Support Service

☎ 01273 645400

This service offers short-term housing-related support across the whole of East Sussex for people who require support to live independently.

## Homes for Ukraine Sustainment Service

☎ 01273 645400

Service for those taking part in the Homes for Ukraine scheme. The aim is to help to sustain the placements, as well as support Ukrainian guests to access longer term accommodation, community services and employment opportunities.

## Legal & advice

### Brighton Advice Centre

☎ 01273 645455

Provides specialist advice on housing, immigration, asylum and welfare benefits, as well as free representation at the Brighton County Court for those facing possession proceedings.

### Eastbourne Advice Centre

☎ 01323 642615

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

### Hastings Advice Centre

☎ 01424 452610

Provides a range of advice services through an appointment-based service, a drop-in session, and a Court Duty Scheme.

## Macmillan East Sussex Welfare Benefits Service

☎ 01323 635989

Comprehensive welfare benefits advice available across East Sussex for anyone affected by cancer and their families, delivered in partnership with Money Advice Plus and funded by Macmillan Cancer Support.

## Mental health & wellbeing

### Archway Project

☎ 01273 748031

Two residential care homes in Hove, one with five residents, the other with nine, for adults with mental health support needs. Both houses are rated Outstanding by the Care Quality Commission.

## Be OK - Youth Mental Health Support

☎ 07850 642968

Support for people aged 16-25 who are struggling with their mental health and living in Mid Sussex, Crawley or Horsham.

## Leylands Road

☎ 07850 642986

A residential care home for six people in Burgess Hill providing care and support for people with enduring mental health needs.

## Oak House

☎ 07850 642986

Oak House is a 24-hour residential service for adults with mental health support needs. It supports people to move on from residential care or hospital into more independent living situations.

## Pathfinder

☎ 07850 643148

Free and confidential support for adults experiencing mental health difficulties and living in Mid Sussex or Crawley.

## Route One

☎ 01273 929470

Supported accommodation for 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.

## Shore House

☎ 01273 929392

Accommodation and intensive support for 20 people with complex mental health needs, including those with a dual diagnosis.

## Emotional Wellbeing Service

☎ 07867 160259

Service for those struggling with their mental health in Mid Sussex and Crawley - Mental Health Support Coordinators provide 1:1 support and groups within GP Surgeries and the local area.

## Threshold+

☎ 01273 929472

Threshold+ provides specialist mental health support for all women using or living in BHT Sussex services who are struggling with the impact of trauma on their lives.

## Work, learning & employment

### Accommodation for Work

☎ 01273 645440

Housing and support for homeless people who are actively engaged in work and learning. Accommodation is provided at four shared houses, supporting a total of 22 residents.

### Intern Programme

☎ 01273 645435

A six month training programme which increases employability through acquisition of skills and experience. Open to current and ex-clients with a history of homelessness. References are awarded on completion along with career advice.

## Tenant & Client Involvement

☎ 01273 645443

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

## Whitehawk Inn

☎ 07780 766371

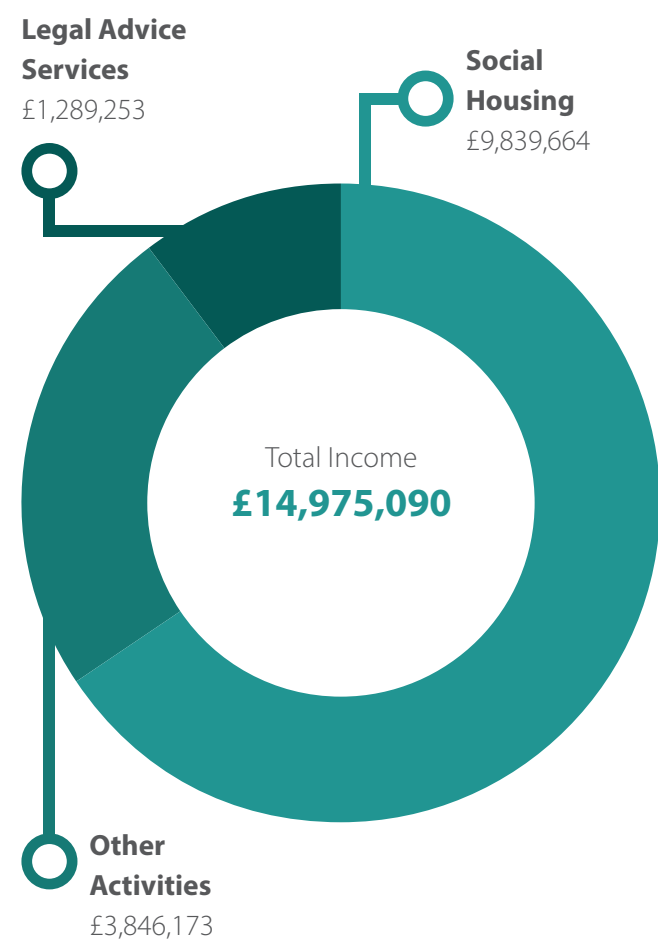
A community learning centre based in East Brighton, providing information and advice about work and learning, a range of support activities for adults and a variety of free drop-in clubs led by volunteers.



The summarised financial information below from the Financial Statements for the year ended 31 March 2022 shows an overview of our income and expenditure.

## Income

Social Housing	£9,839,664
Other Activities	£3,846,173
Legal Advice Services	£1,289,253
<b>Total Income</b>	<b>£14,975,090</b>

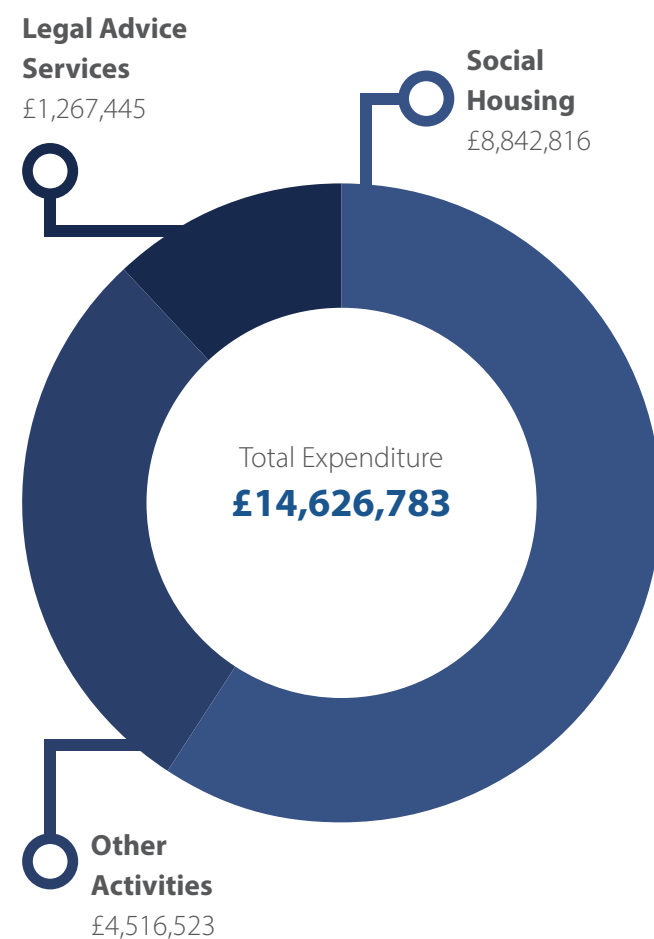


The Financial Statements have been audited by **BDO LLP** and we have received a pleasing unmodified audit opinion. Please visit our website to read the full Financial Statements, which also contain the Director’s Report and the Auditors’ Report.

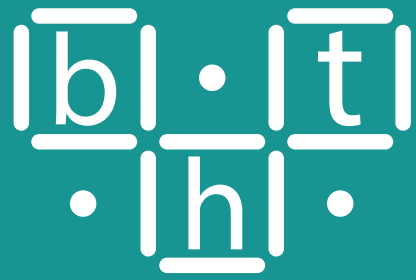
Full financial statements for the current and prior years are submitted to the **Charity Commission, Homes England, the Regulator of Social Housing** and **Companies House** within the relevant statutory deadlines.

## Expenditure

Social Housing	£8,842,816
Other Activities	£4,516,523
Legal Advice Services	£1,267,445
<b>Total Expenditure</b>	<b>£14,626,783</b>







# sussex

## Support us:

If you like what you have read and want to help us to continue our work, you can make a quick one-off donation today by scanning this code:



## Connect with us:



[enquiries@bht.org.uk](mailto:enquiries@bht.org.uk)



01273 645400



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



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