

A Year in Review 2023



Message from our Chief Executive David Chaffey



The cost-of-living crisis has had a huge impact on our clients and tenants, as well as on BHT Sussex as an organisation, making this last year one of our most challenging yet.

Despite this we have supported more people than ever before, developing new services whilst continuing to deliver on the projects we are renowned for providing throughout Sussex.

Newer initiatives, such as our East Sussex Floating Support Service, have grown our homelessness prevention work; last year we prevented 2,701 cases of homelessness across all of our services, a 52% increase on the previous year. Our projects supporting Ukrainian refugees and expanding mental health support in Mid Sussex are also making their mark, delivering essential services across the County.

This year we have refreshed our Strategic Plan to focus on three pillars; sustainability, quality and growth, to ensure we can continue to thrive in the future.

Thank you for your continued generous support – we could not deliver our vital services without it.



OUR IMPACT LAST YEAR IN NUMBERS

181

PEOPLE ACCOMMODATED IN OUR SPECIALIST MENTAL HEALTH SUPPORTED HOUSING



10,059

CLIENTS AND TENANTS SUPPORTED

1,195

HOURS OF FREE MEETING SPACE PROVIDED TO PARTNER AGENCIES



65

PEOPLE SUPPORTED TO ACHIEVE ABSTINENCE AND RECOVERY FROM ADDICTION



2,214

PEOPLE HELPED BY OUR ADVICE CENTRES IN BRIGHTON, EASTBOURNE AND HASTINGS



20

PEOPLE JOINED US WHO HAVE FIRST-HAND EXPERIENCE OF THE ISSUES OUR SUPPORT SERVICES ADDRESS

1,215

PEOPLE SUPPORTED BY OUR COMMUNITY MENTAL HEALTH SERVICES IN WEST SUSSEX



491

INDIVIDUALS AND HOUSEHOLDS ACCOMMODATED IN OUR COMMUNITY HOUSING



2,701

CASES OF HOMELESSNESS PREVENTED.

6,856

VISITS MADE TO FIRST BASE, OUR RESOURCE CENTRE FOR ROUGH SLEEPERS PROVIDING SHOWERS, HOT MEALS, LAUNDRY, IT FACILITIES, AND SUPPORT TO GET PEOPLE OFF THE STREETS.



£2,702,566

RAISED BY OUR WELFARE BENEFITS ADVISERS FOR 427 CLIENTS



New Developments

Preventing homelessness in East Sussex

As East Sussex County Council's strategic partner for Homelessness Prevention, we now deliver the East Sussex Floating Support Service (ESFSS) and the Homes for Ukraine Sustainment Service (HFUSS), both of which have grown over the last year.

The ESFSS supports people who are homeless or having housing issues, and helped more than six thousand individuals and families to find or maintain accommodation last year. We help people in all sorts of situations; they may be facing eviction because of landlord problems, living in unsuitable temporary accommodation or unsafe situations, or trying to manage rent or mortgage arrears. Our team of experienced staff provide flexible and personalised support. It is known as 'floating support' as it is not linked to any specific accommodation, and people can be supported in their own homes, via phone or video call, or in community venues, depending on what works best for them.

Our Homes for Ukraine Sustainment Service provides accommodation-related practical and emotional support to Ukrainian refugees

and their British hosts. Our team now includes a Psychotherapist and three Ukrainian Project Advisers who currently live in hosted accommodation themselves. This means they are well placed to advise not only on matters of language and culture, but also on the experience of fleeing their home country and living with a family in the UK.

As well as helping to sustain host placements, the service also helps Ukrainian guests to access health and community services, employment and educational opportunities, and new accommodation once hosting arrangements end. We have a dedicated Workshop Coordinator who, alongside partners, delivers workshops to Ukrainian people throughout East Sussex, providing information and guidance in relation to independent and sustainable living in the UK.



"I'm enjoying being part of a strong, hardworking team who are committed to supporting guests and hosts and ensuring that the trauma of what has happened is not forgotten or ignored."

HFUSS Team Member

Feedback from our Partners

"BHT Sussex provide a valuable service which supports and compliments the work of Eastbourne & Lewes Housing Needs Team. Over the last year we have been able to work in partnership with BHT Sussex to develop a more holistic and joined up approach to homelessness prevention."

Jaime Wainwright- Jones
Lewes District Council and Eastbourne Borough Council

"The [HFUSS] team are very knowledgeable, creative, responsive, adaptable and engaged partners."

Kate Davis and Mark Hendriks
East Sussex County Council



Anna's Story

Anna was supported by the HFUSS in her efforts to navigate a placement with a host family and a stay in temporary accommodation, alongside managing her own and her son's trauma after having fled their home in Ukraine.

With our support she was eventually able to secure independent accommodation, and is now happy in her home, with a job translating for a local refugee charity and her sons settled in school. She said:

"I am grateful for all the help I got from you. We were supported psychologically by [HFUSS team member] who made us feel that it wasn't our fault and gave us confidence to cope. [They] sent us some information about housing in the local area and when we moved into our flat assisted us to sort the payment of bills."

In Ukraine it is common to pay one amount for everything, so the English system is very different. It was with this support and that of individual friends that we made on our journey that we were able to overcome obstacles (of which there are many) and find independent accommodation and start a new stable life in this country."

Anna, ex HFUSS client

Expanding mental health support in Mid Sussex

Our Emotional Wellbeing Service (EWS) began operating in April 2022. It comprises a team of Mental Health Support Coordinators who are embedded within GP surgeries in Mid-Sussex and Crawley. They provide one-to-one mental health support to clients, for example using Cognitive Behavioural Therapy tools and grounding techniques.

At a time when GPs and NHS Mental Health services are severely stretched, the EWS provides people with much needed support, without the long wait – currently clients are typically assessed within two weeks and have their first session within six. We work together with the Sussex Partnership NHS Foundation Trust and refer people with higher support needs to their Mental Health practitioners. We can also signpost people to services specialising in areas such as bereavement support or substance misuse.

Campaigning for fair treatment for hostel residents

This year we launched a campaign called ‘Make Work Pay for Everyone’ which seeks to fix an anomaly in the benefits system which results in financial disadvantage to homeless hostel residents who are working. Clients of our Accommodation for Work project, which offers temporary shared accommodation and support for people who are homeless to enter employment



and training, are particularly affected by this. They frequently find themselves worse off when they increase their working hours, simply because they live in a homeless hostel.

We are pressing the Government to end this unfairness in the system and have written to all Sussex MPs outlining our campaign and asking for cross party support on the issue. As a result, MPs from across the political spectrum have raised our concerns at various levels of government, and conversations between BHT Sussex, various MPs and the government’s Department for Work and Pensions are ongoing. We will keep you posted on progress made!

Helping more people move on from rough sleeping

We were delighted to secure funding in partnership with Mid Sussex District Council from the UK government’s Rough Sleepers Accommodation Programme to help us buy four new flats to provide accommodation and support to people with a history of rough sleeping. The flats are managed by our Mid Sussex Supported Housing service, which provides temporary accommodation and support in Burgess Hill and Haywards Heath for vulnerable adults who are homeless or at risk of becoming homeless. Residents of the new flats have complex needs and receive more intensive support over a period of two years, which aims to enable them to live independently in stable accommodation in the future. As part of this service, similar support is provided on an outreach basis to residents of a further two properties within the community, in partnership with Mid Sussex District Council and Clarion Housing Group.

Planning for the future

We have refreshed our strategic plan for 2024-2026, to ensure we are clear on our priorities and ready to meet the challenges of the future. Three pillars are at the heart of what we want to achieve



"I love my job and I feel so lucky and proud to work for BHT Sussex. The role of Mental Health Support Coordinator is so unique and the Emotional Wellbeing Service is such an incredible support service for individuals. It is truly person-centred and allows patients to find coping strategies that actually work for them and their needs."

EWS Team member



over the next three years: sustainability, quality and growth. Our plan sets out ambitious goals for the organisation and outlines how we will measure our performance against them.

We also plan to continue to invest in our staff and their development and wellbeing over the coming years. We were proud to be awarded Gold accreditation from Investors in People in 2022, something only given to organisations which can demonstrate excellence in the way they develop and support people.



The strategic plan can be downloaded from the Publications section of our website



Feedback from Emotional Wellbeing Service clients

The service supported 302 people last year

"The guided self-help and coping strategies have given me a much better understanding of anxiety and how to stop it at base level before things deteriorate. Talking to somebody helps to make sense of my thoughts".

"I feel that my sessions have enabled me to help myself in times when I would normally struggle."

"I can finally see things moving forward and improving, thank you"

Community Fundraising Update

The Challenge We Face

BHT Sussex is currently facing a perfect storm: the ever-rising cost of living has led to a decline in donations whilst our running costs have significantly increased. This, combined with the squeezing of statutory contracts and greater competition for funding, has put immense pressure on our resources, risking the future of some of the essential services we deliver.

How You Can Help



REGULAR GIVING: Your commitment, no matter how small, can have a lasting impact. By becoming a regular donor, you provide us with the stability needed to plan ahead, ensuring that our support services continue to be there for those who are most in need.

Scan QR Code for more information



ONE-OFF DONATIONS: Every single penny counts. Your one-time donation can provide a warm meal or hot shower for someone facing homelessness, or pay towards a support group or caseworker session. Together, small gestures create big change.

Scan QR Code for more information



TAKE PART IN A SPONSORED EVENT: You can organise your own event, which we can support you with in a number of ways, including by providing branded running vests. You can also sign up to one of the many Ultra Challenges we currently offer. These are brilliant mass-participation endurance events which can be walked or ran, and many are in the Southeast.

Scan QR Code for more information



LEAVE A GIFT IN YOUR WILL: Consider leaving a legacy of kindness. By remembering BHT Sussex in your will, you ensure that your compassion lives on and has a lasting impact. We have recently partnered up with Make A Will Online, a member of the Society of Will Writers, and are offering a free will to the first 10 people who sign up. After this there will be a cost of just £60 per will.

Scan QR Code for more information



BUY YOUR CHRISTMAS CARDS FROM BHT SUSSEX: For the first time ever, we are selling Christmas cards to raise more money for First Base. We have 5 different cards, designed by brilliant supportive local artists as well as our own talented staff! Cards can be ordered directly from our website or bought from our office in Brighton.

Scan QR Code for more information



DONATIONS OF CLOTHES AND TOILETRIES: Clean out your wardrobes with purpose! Your clothing (especially coats and trainers), towels and sleeping bags can bring comfort to those who have very little. A warm coat, a fresh set of clothes, or a basic toiletry kit can help restore self-worth and confidence to someone facing homelessness.

Scan QR Code for more information



Why Your Support Matters

Your generosity does more than just provide support and sustenance; it restores faith, rebuilds lives, and empowers individuals to realise their aspirations.

To donate money or goods, leave a legacy, sign up to an Ultra, or learn more about our work, please scan the relevant QR code, visit our website or get in touch with our dedicated team at fundraising@bht.org.uk.

Thank you to all of our wonderful supporters. We could not deliver our vital services without the support we receive from the community. Every pound, hour, coat or bar of soap donated really does make a big difference to the lives of the people we support.

Inspiration from our supporters

VICKIE'S CHALLENGE

Incredible supporter Vickie Norris has taken part in THREE Ultra challenges, raising £255 for BHT Sussex! Vickie has been raising funds for our Addiction Services, having



a close familial connection to the Recovery Project, where clients are supported to achieve healthy independent living, free from alcohol and drugs. She has found that training for the walks has aided her own recovery from alcohol addiction as well as boosting her mental health.

ART EXHIBITION

Alison Boyce and other fantastic volunteers organised a successful pop-up art exhibition and sale, raising over £3,800



for First Base. The artwork was donated by more than thirty supportive artists from Brighton and beyond,

while 35 North Gallery kindly donated their gallery space, and Clive Emson Auctioneers generously sponsored the event.

EASY DONATING

Corporate supporter Q Square Aparthotel has installed a contactless donation device on its reception desk, encouraging its patrons to donate to BHT Sussex. The 'tap to donate' device makes giving easy, with no forms to fill in or bank details required. We are hoping that more local hotels will follow suit and install donation devices at their premises as a simple way of supporting us - anyone interested should contact fundraising@bht.org.uk.

COMMUNITY EVENTS

During our last Christmas appeal our community helped us out in all sorts of ways beyond donating;



from supporters organising fundraising gigs, raffles and gameathons, to local children putting together backpacks of essential items for our clients. We are grateful to every single one of you!

COMBATING HOMELESSNESS

First Base Day Centre

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

Call: 01273 326844

Hastings Young People's Service

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

Call: 01424 435376

Phase One A 52-bed high support hostel for single people experiencing homelessness with complex support needs.

Call: 01273 328285

East Sussex Floating Support Service

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

Call: 01273 645400

Homes for Ukraine Sustainment Service

Service for those taking part in the Homes for Ukraine scheme. Provides accommodation-related support to Ukrainian refugees and their British hosts.

Call: 01273 645400



RECOVERY FROM ADDICTION

Addiction Services

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

Call: 01273 604245

Detox Support Project

This project 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.

Call: 01273 684741

Recovery Project

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

Call: 01273 604245

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

Call: 01273 645414

WORK, LEARNING & EMPLOYMENT

Accommodation for Work

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.

Call: 01273 645440



Work Placement Programme

Helps people who are in homeless supported accommodation to gain work experience through one to four week work placements with follow up support.

Call: 01273 645493

ESP Programme 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.

Call: 01273 645435

Tenant & Client Involvement

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.

Call: 01273 645443

BHT Sussex Training A leading provider of voluntary sector training in Brighton & Hove, supporting local services to improve outcomes for vulnerable people across the South East.

Call: 01273 645420

HOUSING SERVICES

Brighton Community Housing

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

Call: 01323 340018

Mid Sussex Supported Housing

A temporary accommodation service in Burgess Hill and Haywards Heath for adults who are homeless or at risk of becoming homeless. Clients stay for up to six months.

Call: 07850 643232

Hastings Community Housing

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

Call: 01323 340018

PRs Leasing We lease properties in Brighton, Eastbourne and Hastings, providing accommodation for people who have a history of homelessness and who are unable to access social housing.

Call: 01323 340018

MENTAL HEALTH & WELLBEING

Archway Project 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.

Call: 01273 748031

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

Call: 01273 929392

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

Call: 07850 642986

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

Call: 01273 929470

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

Call: 07850 642986

Emotional Wellbeing Service

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.

Call: 07867 160259

Be OK - Youth Mental Health Support

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

Call: 07850 642968

Pathfinder Free and confidential support for adults experiencing mental health difficulties and living in Mid Sussex or Crawley. Support includes advice, community groups and one-to-one sessions.

Call: 07850 643148

LEGAL & ADVICE

Brighton Advice Centre

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.

Call: 01273 645455

Eastbourne Advice Centre

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.

Call: 01323 642615

Hastings Advice Centre

Provides specialist housing advice through an appointment-based service, an outreach service, and a Court Duty Scheme.

Call: 01424 452610

Macmillan East Sussex Welfare Benefits Service

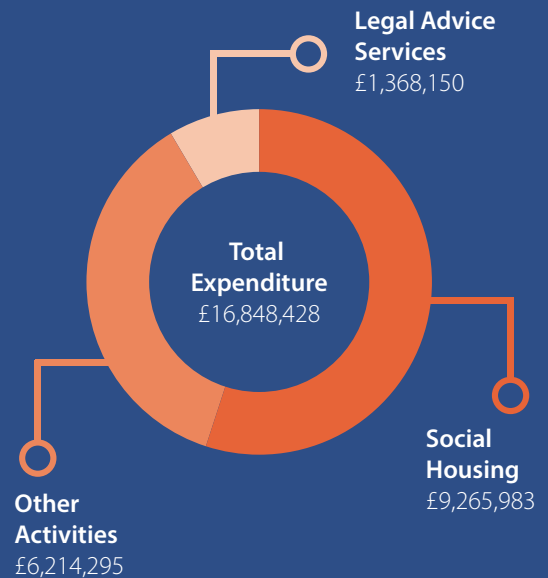
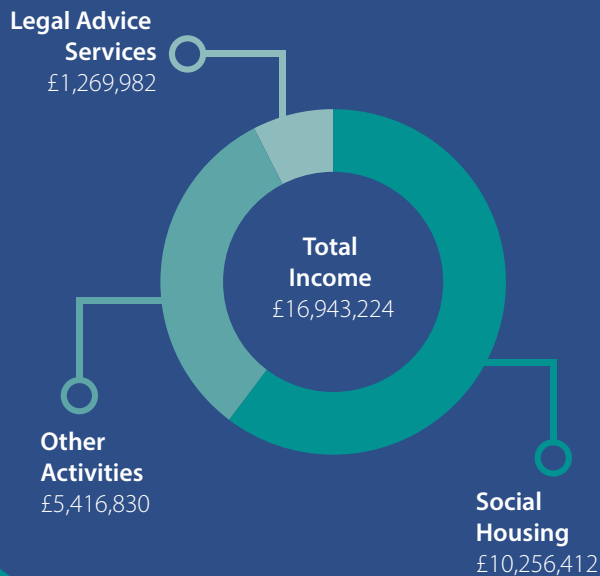
Comprehensive welfare benefits advice available across East Sussex for anyone affected by cancer and their families, delivered in partnership with Money Advice Plus and funded by Macmillan Cancer Support.

Call: 01323 635989



Our Finances

The charts below show income and expenditure summary data from the management accounts of BHT Sussex for the year ended 31 March 2023. The full audited financial statements for this period can be found at www.bht.org.uk.



Find out more

You can phone, email or check our website using the contacts below, or search for BHT Sussex on our social media channels, and follow us for regular updates on our work.

📞 01273 645400

✉️ enquiries@bht.org.uk

🌐 www.bht.org.uk



INVESTORS IN PEOPLE
We invest in people Gold

FR Registered with
**FUNDRAISING
REGULATOR**

**LIVING
WAGE**
BRIGHTON & HOVE

**MENTAL
HEALTH
AT WORK
COMMITMENT**

**disability
confident**
EMPLOYER

British
Assessment
Bureau
UKAS
MANAGEMENT
SYSTEMS
8289
ISO 9001
QUALITY MANAGEMENT