

IMPACT REPORT 2024

Turning Tides' impact from March 2023 to April 2024

Providing homelessness services for adults in West Sussex.

A NOTE FROM OUR CHIEF EXEC



John Holmstrom

A successful but challenging year.

I'm excited to share with you this overview of the many successes, and some of the challenges, that Turning Tides has met this year. When times are difficult, and need goes up for our services, we and other charities rise to the challenge. Sometimes it's difficult to focus on the positive. But this impact report, I hope, reflects the charity's life-changing work.

Newcomers to the charity often show surprise at how much bigger and broader it is than they thought. From the outside it might seem we impact only a handful of local people experiencing homelessness. But in fact we have a huge range of 30 services and projects across West Sussex, which were accessed by over 1,000 people in 2023/24.

It is often difficult to convey the impact we make on individual lives as each is so personal and different. When I recently spoke at a Worthing Mental Health Awareness event, I was struck how many former clients came up to say how Turning Tides had touched their lives and were now established in their own accommodation, with jobs and confidence for the future. One person talked about his successful business, and another had set up a charity. So the impact is not just pathways out of rough sleeping and improved wellbeing, but from dependence to giving back to our communities. We pride ourselves on how we stick with our clients through thick and thin; the path to full independence is rarely linear and predictable, but we're seeing some real lasting impacts.

This is very clearly shown in the success of Housing First placements, highlighted in this report. I write about the positives, but I'm also mindful that the route into rough sleeping often leaves lifelong scars due to trauma, poor physical and mental health, and sometimes substance misuse. These take their toll, and unfortunately we have seen a large increase in the numbers of our clients dying young over the last three years.

This means the call to action in our mission to end local homelessness is more urgent than ever. We have seen a rapid growth in council temporary accommodation figures since COVID. All our schemes are constantly full. Consistently over the last 10 years, about 75% of clients have a local connection. They are our own. Which is why Turning Tides is committed to mobilising local supporters and 200 volunteers.

This report tries to convey the scale and range of our impacts, but please remember that each statistic is a person. When their life is improved, so also is that of their friends, families and communities. I recently met a client who has overcome their addiction and has custody of their children. It is also about building the future for the next generation. I commend the report to you.

John Holmstrom



**1,057 PEOPLE ACCESSED
OUR SERVICES**

UP 13% FROM 2022/23

**433 OF THESE PEOPLE
WERE NEW CLIENTS**

UP 16% FROM 2022/23

**NEW CLIENTS SPENT 3.7 WEEKS
ROUGH SLEEPING, ON AVERAGE**

DOWN 18% FROM 2022/23

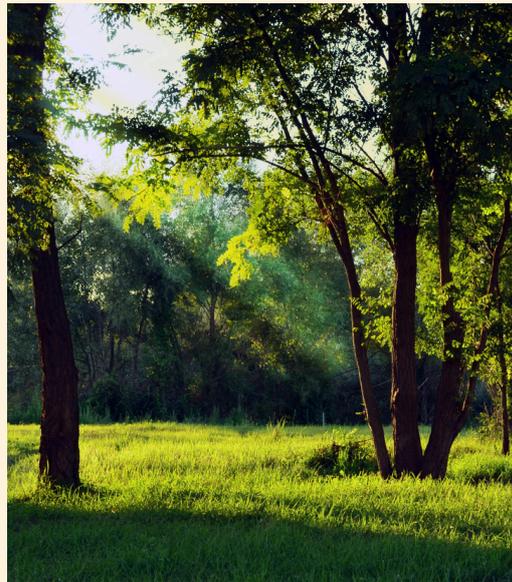
**36 PEOPLE WERE ROUGH
SLEEPING AT END OF MARCH**

UP 6% FROM 2022/23

ADRIAN'S STORY

"I was in a depressive state. I don't know if you've ever been too embarrassed to dance and your feet just feel heavy. Well, I felt like my whole body was too heavy to move. To do anything. My mind was too heavy to think. My tongue was too heavy to talk. My eyes were too heavy to open. I just crashed.

It took me four months of being loved, really, by all that is Turning Tides. It was like my soul was malnourished. My mind, my body, malnourished. Four months of being just nurtured. Everything taken care of. Supported by key workers. Food in my belly. Country walks beside me. Four months of that was enough to heal me."



When Adrian came to Turning Tides' accommodation in Horsham, Roffey Place, it marked the end of a bad period in his life. Having never previously touched drink or drugs, the loss of his mum after a long illness turned him to a party life to cope with his grief. On a night out, he was attacked and went beyond the means of self-defence, leading him to prison for GBH. While serving his sentence, he demonstrated good behaviour, studied for an IT degree, and got a job.

But two weeks after his release, his grandma died. Adrian, a young man in his early thirties, was struggling with grief while insecurely housed - sleeping in his car and washing in work bathrooms. Working a safety-critical job, his lack of sleep led to mistakes, and despite his employer's support, he was eventually fired. Seeking a fresh start, Adrian moved in with a friend and worked two jobs to save money. He was tragically struck by grief again when his oldest brother died suddenly, and all his savings went towards the funeral. Unable to stay where he was, Adrian reached out to Turning Tides.

“Roffey was a real safety net for me. I didn't have to worry about where my food was going to come from. I didn't have to worry about the heating, the water bill, or electricity. I was safe - the most secure accommodation I'd experienced.

I spent a lot of time just trying to process everything. Wanting to give up but still carrying on. There was no fight anymore. I remember my key worker at the time, Ruby - she was good at listening, Ruby - would ask where I saw myself. And for a long time, I wasn't able to give her an answer. But I did assure her when I'm ready, I'm going to get up, get moving and things will start moving fast from that point.”



OUR CLIENT JOURNEYS

Our support focuses on providing tailored pathways out of homelessness, meeting people wherever they are in their journey. From initial point of contact our committed team provides essential services that connect people to immediate assistance, safe spaces and long-term support. Every client has a different journey; here are some of our services they might encounter.

Community Hubs

Based in Worthing and Littlehampton, our hubs are often the first point of contact for people facing homelessness. People can receive a hot meal, clean clothes and guidance to start their journey out of homelessness. People often attend drop-in sessions over a long period.

Our hubs are supported by lived experience and trauma informed navigators, who understand the challenges our clients face.



Outreach



Our outreach teams identify those sleeping rough, often in less visible locations, and actively seek to engage with them. For many, outreach is their first introduction to support.

For example, outreach could be alerted to someone sleeping in a tent in a woodland. The team attempts to reach out and finds the best way to offer advice and/or practical help.

We estimate that for each person you see sleeping in an urban doorway there are another 20 sofa-surfing, sleeping in their cars and vans, or living in tents in parks and rural areas.

Recovery Project

Delaney House recovery project in Worthing hosts around 30 people and supports them in their journey out of addiction. It's a unique service where residents spend an average of 37 weeks before moving on to other accommodation. There's an emphasis on individual growth and self development, with cooperative chores and communal evening meals planned and catered for by residents.



High support accommodation

We have a number of residences in Worthing and Horsham which offer accommodation for over 80 people, many of whom come from a background of multiple disadvantages. Staff cover these homes 24/7, and clients are able to access a range of additional support from specialist teams such as counselling.

Move-on housing

Access to suitable accommodation, outside of homelessness services, is challenging; Move-on housing could be considered a stepping stone.

We have specialists who assess and match clients' aspirations and needs with available opportunities. 17 houses across West Sussex provide homes and support for people before they move into social housing or private rented accommodation.



HOUSING FIRST

Housing First is an evidence-based and successful approach to homelessness. It supports people experiencing multiple needs, who could have long histories of homelessness, to live in their own homes.

Setting it apart is the approach of providing people with housing 'first' - a stable home from which they can start rebuilding their lives. The only requirement is a commitment to a tenancy; no other conditions are imposed.

Turning Tides launched the Housing First model back in 2020, and it continues to show itself as a successful approach.

24 INDIVIDUALS SUPPORTED

IN 2023-2024

**9 IN
WORTHING**

**6 IN
HORSHAM**

**9 IN MID-
SUSSEX**

“Hi, I’m Neil and I’m the Housing First Manager for the Worthing and Horsham areas. I’ve worked for Turning Tides since 2018 and firmly believe it is everyone’s right to have their own home.”



SIGNIFICANT RISE IN COMMUNITY HUB ATTENDANCE

**THE NUMBER OF ROUGH
SLEEPERS NEEDING
SUPPORT IS AT AN
ALL-TIME HIGH**

**DROP-IN SESSIONS
WERE ACCESSED
7,444 TIMES**
UP 18% FROM 2022/23

ST CLARE'S, WORTHING

298 INDIVIDUALS ACCESSED HUB

**221 NEW ROUGH SLEEPING CLIENTS
ACCESSED HUB**

172 CLIENTS FOUND ACCOMMODATION

LITTLEHAMPTON

240 INDIVIDUALS ACCESSED HUB

105 ATTENDED GROUP ACTIVITIES



VOLUNTEERING

Our clients benefit significantly from the dedication of amazing volunteers who give their time, skills and experience to enhance our services. It is thanks to their commitment that we were given the Queen's Voluntary Service award in 2020. As well as cooking breakfasts at community hubs, our volunteers help out at the Donations Hub, drive vans, mow lawns, deliver furniture, provide counselling, build garden shelters, cut clients' hair, mentor their peers and much more.



197 VOLUNTEERS

53 NEW VOLUNTEERS

**50+ CORPORATE
VOLUNTEER GROUPS**

**11,030 HOURS OF SUPPORT
PROVIDED BY VOLUNTEERS**

FINANCIAL PERFORMANCE

	2024 Total funds	2023 Total funds
INCOME AND ENDOWMENTS FROM		
Donations & legacies	£487,721	£556,365
Charitable activities		
Byron, Manor, Lyndhurst and Roffey	£2,276,377	£1,394,864
Recovery Services	£1,021,990	£915,481
Move-on Housing	£1,619,729	£1,447,245
Homelessness Services	£1,585,687	£1,521,854
Central	£3,900	£6,723
Fundraising events	£107,260	£122,512
Donated Goods and Volunteering	£6,970	
Investment income	£15,553	£3,495
Total	£7,125,187	£5,968,539
EXPENDITURE ON		
Charitable activities		
Byron, Manor, Lyndhurst and Roffey	£2,459,945	£1,463,684
Recovery Services	£981,584	£744,945
Move-on Housing	£915,885	£1,036,464
Homelessness Services	£1,514,748	£1,350,105
Central	£848,432	£1,036,243
Fundraising events	£185,620	£262,369
Donated Goods and Volunteering	£126,123	£189,096
Total	£7,032,337	£6,082,906
NET INCOME	£92,850	(£114,367)



Richard's artwork and poetry have been exhibited alongside work of other members of the St Clare's art group at the Worthing Artists Open Houses. The art group is one of four weekly group sessions at St Clare's Community Hub with different focuses - the others being digital inclusion, cooking and music. Each group aims to tackle social isolation and build skills.

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