



thehopecentre.  
ST HELENS

BRINGING LIFE & HOPE TO OUR COMMUNITY

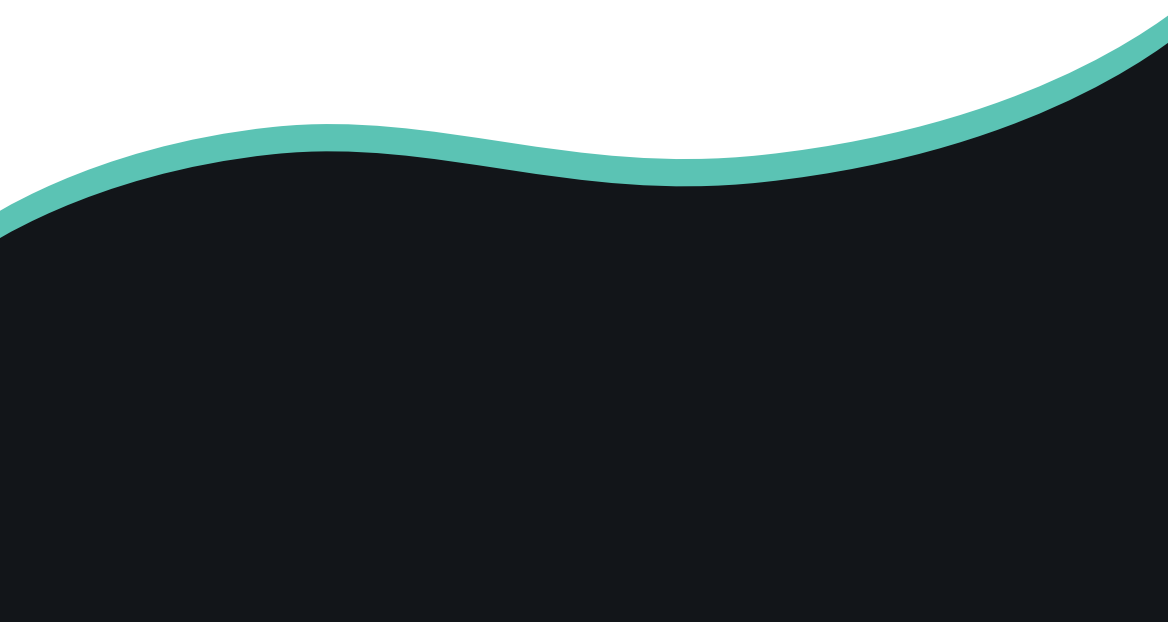
## Impact Statement 2024 - 2025

Discovering & celebrating the good news stories of the work of the Hope Centre.



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# Introduction

As we reflect on 2024, The Hope Centre proudly commemorates two decades of unwavering service to the St Helens community. Established in 2004, our mission has consistently been to support and uplift those most in need, and this year has been particularly significant in our journey.

Celebrating our 20th anniversary has been a profound reminder of the impact we've made over the years. From our humble beginnings, we've expanded our reach and services, adapting to the evolving needs of our community. This milestone is not just a testament to our longevity but also to the resilience and dedication of everyone involved with The Hope Centre.

A pivotal development this year was the relocation of Hope House, our homelessness drop-in centre, to 110 Crab Street. This move has allowed us to enhance our services, providing a more spacious and accommodating environment for those we serve. The new premises have enabled us to better address the needs of individuals experiencing homelessness or those at risk, offering them a safe space and comprehensive support.

Our commitment to addressing homelessness was further highlighted through initiatives like the St Helens Sleep Out 2024. Held in April, this event not only raised awareness about the challenges faced by the homeless but also garnered over £17,000 in donations for our Hope House project. Such community-driven efforts are vital in sustaining our services and making a tangible difference in the lives of many.

The achievements of 2024 would not have been possible, without the relentless dedication of our staff and volunteers. Their compassion, hard work and unwavering commitment have been the backbone of our success. Whether it's through direct service delivery, administrative support or fundraising efforts, each team member and volunteer has played an integral role in our mission. We extend our deepest gratitude to all who have contributed their time, skills, and hearts to The Hope Centre.

As we embark on the next chapter of our journey, we remain steadfast in our commitment to serve and uplift the St Helens community. The challenges ahead are many, but with the continued support of our team, volunteers and community partners, we are confident in our ability to make a lasting impact.

Thank you for being an essential part of The Hope Centre's story.

**Angela Metcalfe, Project Director**



Hope House exists to support those who are homeless or at risk of homelessness in St Helens by providing advice, advocacy and support. Hope House is a drop in service running Monday – Friday every week and also providing Christmas holiday provision, it provides a basic needs and personal care service for local homeless and those at risk of homelessness.

### **P's Hope House story...**

Just a few months ago, P was trapped in a cycle of serious drug and alcohol addiction, battling his mental health and feeling like there was no way out. But with courage and determination, he took the first step - seeking help.

Engaging with Hope House and CGL, P committed to a detox program, working through the toughest days with the support of dedicated professionals. When he completed detox, he moved into a recovery house, where he found stability, purpose, and hope for the future.

Now, P isn't just rebuilding his own life - he's giving back. As a volunteer at Hope House, he supports others who are facing the same struggles he once did, offering them the encouragement and understanding that made a difference for him. With a positive outlook and a growing sense of independence, P is now looking to secure his own property, marking the next step in his incredible journey.

P's story is a testament to the power of support, resilience, and the belief that recover is always possible. His future is bright, and we couldn't be prouder of how far he's come.

# A gentleman's Hope House story...

This gentleman first presented to our service after several weeks of rough sleeping. Initially reserved and reluctant to seek help, he accessed support for personal care (showers, laundry, meals) while continuing to sleep rough. After speaking with a Homeless Prevention Officer, he agreed to receive assistance with housing, benefits and local services like Housing Options, St Helens Way to Work and Homeless Health.

One of our homeless prevention officers (HPOs) supported him through his Housing Options induction and worked with various agencies to secure emergency accommodation. Although he found rough sleeping challenging, he was hesitant to accept emergency housing due to concerns about hostel living. He often expressed a desire for a stable home to reconnect with his children. Despite declining emergency accommodation, he continued using our services for personal care.

He visited Hope House regularly to update us on his situation, including his physical and mental health. Cameron (HPO) assisted with applications to local housing providers and explored the possibility of a Green Pastures tenancy, which seemed the best option for stability.

He was offered a renovated flat and support from Green Pastures, our Housing Partner, which he reluctantly accepted. He received furniture from the ReStore project to make the flat his home and received continued support with this tenancy. He has now been living in his new home for a few months and maintains regular contact with the Hope House team. He is transformed from the reserved person he was when he walked through the doors and regularly expresses his gratitude for the support he's received.

He has also recently started a training course focused on working in the rail industry, with the goal of pursuing a career in this field. This new opportunity marks a significant step towards his long-term aspirations and further demonstrates his commitment to building a stable and fulfilling future.

# Hope House Christmas Report 2024



## Volunteers

An additional 100 volunteer hours were given over the festive period.

## Breakfasts on Christmas Day

We served 28 breakfasts served on Christmas day.



## Hot Meals

We served between 50 and 55 meals per day during Christmas week, including Christmas Day

## Clothing Donations

Winter essentials of coats, scarves, gloves and socks were given to over 60 people.



## Gifts

We were able to bless every service user with a gift on Christmas Day that included toiletries and selection boxes.

We don't think anyone in our community should have to face going hungry. That's why we provide three days' nutritionally balanced emergency food and support to local people who are referred to us in crisis. We are part of a nationwide network of foodbanks, supported by Trussell (Formally Trussell Trust), working together to combat poverty and hunger across the UK.

St Helens Foodbank is run in partnership with local churches, facilitated by The Hope Centre, St Helens and supported by our faithful volunteers and generosity from local supermarkets and the public.

The partnerships of; referral agencies, dedicated support from Citizens Advice St Helens and more are part of the support our clients receive to help them into better times.


## Helping those in need

A lady rang upset and embarrassed as she had run out of food. She had 3 children and she herself had been living off pasta allowing her children to eat.

We had a talk and I issued her with a foodbank voucher and toys for the children so that she didn't have to worry about Christmas presents.

I also explained about the Food Pantry and that she could go there each week to help her money to stretch. She thanked me for my understanding and help, she also said she felt much better and that we are amazing.



The background of the image shows several shelves of a food bank, filled with numerous clear glass jars containing various dry goods like rice, lentils, and pasta. The jars are arranged in neat rows, and the lighting is soft, highlighting the textures of the food inside. The text is overlaid on this background in a white, bold, sans-serif font.

**Marc completed our Breathe Course then came to Foodbank as a volunteer. He went from someone who didn't leave the house and was quiet to helping me whenever he was needed and chatted to other volunteers. He managed to get a Christmas position at Tesco and has since been made permanent. We text him regularly and he always replies to let us know how he is doing.**

**Marc's Volunteer Story**



I didn't know what to expect but I was very pleased!

- Pantry Customer



## Hope Pantry

Hope Pantry is a collaboration between Hope Centre, Your Local Pantry and Wesley Methodist Church, providing low cost food for a nominal shopping fee. Pantries soften the blow of high living costs and create the conditions for communities to grow and thrive, by bringing people together around food. Pantries are strengthening communities, fostering friendships, loosening the grip of poverty and contributing to healthier, happier lives.

I was invited to be part of the Hope Pantry when it was first being set up. I enjoy every aspect of the the Pantry stands for. From meeting people in need, trying to ensure that they have a good selection of food to choose from to offering refreshments with 'dish of the day' and a tea or coffee.

The project has encouraged other providers to come to the Pantry, i.e. Citizens Advice, Households into Work and United Utilities so that people can get help from a range of services.

It is a welcoming hub and we can see that some of our clients like to sit and chat and they themselves are making new friends.

I have met new friends and some will be life long friends - we have a laugh, socialise and support each other.

Volunteering is good, it has a feel good factor and my motto is "I am not sure how but I will" when someone asks me for advice or help.

- Hope Pantry Volunteer

# Baby Basics



Baby Basics is a volunteer-led project aiming to support new mothers and families who are struggling to meet the financial and practical burden of looking after a new baby. Baby Basics started in Sheffield in the spring of 2009, working with a number of frontline health & social care professionals. Baby Basics St Helens has supported hundreds of local families allowing them to welcome baby home. We, and our team, are proud to be part of this countrywide network all striving to welcome new additions to our communities.

A lady came into Hope Centre asking about items for her first baby. She was very timid and explained that she was an asylum seeker and had nothing. I gave her a pram, moses basket, bath and bouncer.

The lady could not thank us enough and when she saw the items her face lit up.

- Baby Basics Beneficiary





Thank you Baby Basics Team - I can honestly say that Baby Basics has been instantly life changing for the little family today. In an emergency situation they responded immediately to provide urgent essentials for the mother and child (pram, cot, clothes, high chair etc). There were no questions or forms or waiting for decisions - just love and incredible kindness. Amazing! Bless you all!

- A truly grateful and emotional little family & Baby Basics Referral Partner



# The Breathe Course

Our bespoke “BREATHE” mental health course has been developed to enhance the health and well-being of the local people in St Helens struggling with mild to moderate mental health issues such as depression, stress and anxiety.

The BREATHE Programme is a free, 8 week course for adults aged over 18. Classes are weekly, delivered in small groups in a safe and comfortable environment at The Hope Centre. Each session lasts up to 3 hours.

# Grace's Story...

My Name is Grace, I am 26 and I attended the course due to mental health, anxiety and depression. When I first started the course I was hesitant on going due to my anxiety being so high. At the time I also started talking therapies. When I arrived on the course, all of the staff and volunteers there were very welcoming and, made me feel comfortable. when I met other peers in the group it was nerve racking but eventually in that session it was easier to be more open and ourselves.

Eventually I felt comfortable within the group and also outside the group which helped with communication outside of the course. I also felt that I could share anything with the group and feel safe. I was quite overwhelmed when I first saw the workbook and went into overdrive. However, after the first session I felt more confident that I could complete the work and still ask for help and not feel embarrassed for needing it. My favourite part of the course was when we had to exchange our books with other peers and write things about them that we liked or thought were their strengths. I feel this shows that not everyone who you walk past or meet will automatically think that you are these negative words that you are thinking. 99.9% of the strengths written about us were positive and if we didn't think they were the group would help encourage you to believe they are.

I think that the course is run in an environment which is warm, welcoming, supportive and non-judgmental. There wouldn't be anything in the course that I believe and think could be improved or changed, I think it's amazingly ran as it is. When I left the course I asked to volunteer as a mentor within the course. Having done 1 course as a mentor it has made me see how much of a change it can make in someone else's life but also yours. You can see the improvement of people when they leave the course and they are so grateful to be able to be themselves again and go back to living their life and, not just existing for some. I am going to continue to be a mentor within the course and I'm excited to see the next group and their future progress. I couldn't thank the breathe course enough for the opportunity they have given me to volunteer and help change life's but mostly, the help and support that I have received from everyone.

# ReStore St Helens

Born out of a desire to harness the business ideas of the community to benefit the community, Changing Communities is a social enterprise. We aim to do what our vision says – to positively help change communities and improve people's lives.

Working in partnership with local organisations, we positively support people and communities to help them develop their sense of belonging, increase local involvement and help them have the confidence to make new life choices.

## ReStore Customer Thanks

Thank you for the sofa, chair and heat package. Without your help I would have nothing to sit on. A BIG thank you from Alanna.

To Julie and team at ReStore, just a little thank you for all the help you have done for us. You have made a big difference in a struggling situation. I am ever so grateful. Thanks again - Mandy.





# Our Statistics

## The Hope Centre & ReStore

Together, The Hope Centre & ReStore project had a Social & Economic In Kind Value Equal to £276,312 in 24-25.

### Volunteer Hours

Hope House: 3000  
Foodbank: 9000  
Baby Basics: 800  
Hope Pantry: 3300  
ReStore: 5123

**Hope House** fed and supported 433 people, with 34481 interventions.

**St Helens Foodbank** fed 10,814 across all hubs in St Helens.

**The Breathe Project** supported the mental health of 30 people.

**Baby Basics** gave out 94 Moses baskets to families.

**Hope Pantry** supported 562 families this year.

**The ReStore Project** supported 90 families, fulfilled 33 commission projects, had 15 tonnes of furniture donated and helped 20 families with full house free furniture donations.

Can you help make a difference to the  
communities in St Helens?

You can learn more about volunteering or  
donating to the Hope Centre on our website -  
**[hopecentre.org.uk](https://hopecentre.org.uk)**

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