

Hope into Action Cambridge

We are extremely grateful to The Beer-Harris Memorial Trust for funding our support of individuals suffering from severe mental health difficulties in our homes since 2016 in Cambridge. Year by year we grow across the UK, and we now have over 131 homes, partnering with 110 churches. Hope into Action housed 489 tenants in April 24 to March 25.

At HiA Cambridge, we manage 13 homes, housing around 50 people a year including 16 children. We have a team of 5 (1 Team Lead, 3 Empowerment Workers and 1 Maintenance Coordinator).

- **Brief history of the charity**

Hope into Action UK, founded in 2010, is a charity that partners with churches to house the homeless across the UK. We exist to house and support vulnerable men, women and families who have experienced homelessness. Every house that it is opened is in partnership with a local Church. Every tenant that we house is provided a befriender (a Church volunteer), who provide extra support alongside the Empowerment Worker (support worker) from Hope into Action. Our theory of change is that if we provide safe and secure homes and good positive relationships, then it will provide the best foundation for tenants to bring about holistic change.

- **Details of project supported by BHMT grant.**

We applied for funding to help us cover the cost of our Empowerment Workers supporting our tenants across our homes in Cambridge.

- **Areas of mental health addressed and profile of the recipients.**

We are seeing an increase in our tenants who have diagnosed (or undiagnosed but suspected) personality disorders.

Personality disorders are longstanding dysfunctional ways of thinking, feeling and behaving that cause distress to the person themselves and to others. The symptoms can be very disabling and confusing, can affect many different aspects of life and make it hard for them to cope and feel content.

<https://www.cpft.nhs.uk/service-detail/service/personality-disorders-community-service-44/>

Additionally, personality disorders often mean difficulties associated with strong emotions and interpersonal relationships. Our Empowerment Workers are trained to spot symptoms, sign post for external support and to support tenants through how this may affect behaviour and stability in their tenancy. Here are two tenant journeys: *(real names not used)*

Sarah

Sarah moved into one of our properties in July 2024. She had been living in her grandmas shed after relationship breakdown. She struggled with social anxiety and moving into shared housing was difficult for her. She was keen to get back into employment and quickly returned to work. However, managing this alongside her mental health was difficult. Work would often be a distraction and she would go through patterns of working long hours, experiencing mental health crisis, losing employment and then starting the cycle again. Her Empowerment Worker was able to support her to improve her mental health support and a referral was made to REDS (relational, emotional difficulties service). In October she found a private tenancy closer to her main support network and moved into her own tenancy.

Anna

Anna moved into our mother and baby home with her baby. Anna was working with social services and she needed to find accommodation that was more suitable for her and her child. Anna has a long mental illness history which has included some attempts to take her life. She has a diagnosis of Emotional Dysregulation Personality Disorder. She has lots of professionals involved in care and her Empowerment Worker is helping her navigate this. Recently they created a map of all the professionals working with her and her social support networks; who was supporting in which area and who was most important to her. This really helped Anna visualise her support network. After a recent crisis there was a concern about whether our accommodation continued to be suitable. It was decided that further wrap-around support could be given to Anna to continue her stay.

Outcomes for 24/25.

		Whole Network	Cambridge	
		Number	Number	
		131	14	Houses
		489	50	Tenants housed
		364	34	No. of adults
		125	16	No. of children
1	Maintaining Tenancy	89%	96%	<i>The number of tenants who remain in Hope into Action properties and/or moved on well after deducting negative move ons</i>
2	Abstaining from Crime	100%	100%	<i>The number of tenants who have not reoffended over the last year who indicated that they had served a custodial sentence at</i>
3	Drug and Alcohol Intake	96%	100%	<i>The number of tenants whose drug and/or alcohol intake is stable or has reduced over the year (who indicated that they had a relationship with drugs and/or alcohol at</i>
4	Social Relationships	97%	100%	<i>The number of tenants who have strengthened or improved social relationships, or have maintained positive relationships</i>
5	Volunteering, Education and Training	43%	24%	<i>The number of adult tenants in education, training or volunteering over the last year</i>
6	Employment	34%	41%	<i>The number of tenants in employment more than 16 hours per week for longer than 3 months</i>
7	Financial Management	91%	88%	<i>The number of tenants whose financial situation is stable or improving.</i>
8	Mental health	91%	78%	<i>The number of tenants whose mental health (including their management of it) is stable or improving, who indicated this was an issue for them at the point of referral.</i>
9	Faith and Spirituality	40%	26%	<i>The number of tenants who have engaged in a church service, Christian course or activity.</i>

- **Impact of project**

Above are our 24/25 outcomes. Mental Health continues to be a key risk and support need for our tenants. 78% of our tenants felt their mental health either improved or stabilised in our accommodation. HiA Cambridge are currently housing 9 individuals that have very complex mental health illness.

- **3-4 supporting pictures, photographs, illustrations.**

1. Volunteer social event
2. Tenant at the HiA conference presenting at a seminar