

IMPACT REPORT 2025

April 2024 - March 2025



A NOTE FROM OUR CHIEF EXEC



John Holmstrom

Rising to meet growing need.

I am pleased to share with you this year's impact report, which reflects not only the challenges we have faced but also the extraordinary work of Turning Tides in supporting some of the most vulnerable members of our community. With rising costs pushing more people into homelessness and affecting our expenditure, all our services from outreach to residential properties are feeling the pressure, but it is felt most keenly at our community hubs in Worthing and Littlehampton.

The hubs are often the first point of contact for those who are homeless or at risk of homelessness. In the past year, 545 people accessed our hubs, with nearly 8,000 visits made to seek help. Behind each of those numbers is a story of hardship, resilience and hope. People come to us in crisis, needing food, clothing, warmth or simply someone to listen. From that first welcome we are able to connect them with the specialist support that can help them begin their journey out of homelessness.

What makes our hubs so powerful is not just the practical help they offer, but the compassion and care that underpins every interaction. Whether it's support with housing, health, employment, money management or building confidence through community groups, the hubs embody our values. They put people at the heart of what we do, offering compassion and accountability to the communities we serve.

Unfortunately, the demand for these services is rising faster than ever. We are seeing more people walk through our doors who never thought they would need a charity's help. With the squeeze on household incomes, the shortage of affordable housing and growing pressure on public services, our role has never been more critical.

Turning Tides is proud to stand alongside our clients through these difficult times, but we cannot do it alone. All our services, from outreach to move-on housing, depend heavily on grants and the generosity of our supporters. It is thanks to you, our volunteers, donors and partners, that we are able to provide this lifeline.

As you read this report, I encourage you to look beyond the statistics and see the lives that have been touched. Every hot meal shared, every workshop attended, every step into secure housing represents someone's story of change and hope. Together, we can continue to make a lasting difference, not only for individuals but for our communities and future generations.

I commend this report to you, and thank you for your continued support.

John Holmstrom



1,065 clients accessed
our services & support

409 of these people
were new clients

7,792 drop-ins across
our community hubs

214 clients supported
into accommodation

COMMUNITY HUBS

Turning Tides' community hubs in Worthing and Littlehampton are a vital first step for anyone experiencing homelessness or at risk of losing their home. Over the past year alone, 545 people have turned to our hubs for support, accessing them a total of 7,792 times. These welcoming spaces provide not just immediate, practical help, but also a pathway to longer-term solutions that can help transform and save lives.

At the hubs, local people who have found themselves homeless can access essentials such as breakfasts, soup kitchens, food parcels, clothing and access to laundry and washing facilities. But the support goes far beyond the practical. Specialist staff and local partner services are on hand to provide advice and guidance on housing, physical and mental health, employment, money management and substance misuse. This joined-up approach ensures that every person can begin to address the challenges they face with the right support in place.

Our hubs ensure each individual is welcomed with dignity and compassion, encouraging people to take the first steps in their own journey out of homelessness. The hubs also nurture wellbeing and inclusion with gardening, art club, workshops and digital inclusion to build resilience, knowledge and community. These activities help rebuild confidence and connection, both of which are crucial in breaking the cycle of homelessness.



Our hubs have achieved so much over the last year, offering a sanctuary, a lifeline and help for people trying to get off the streets. This is only possible thanks to grants and the generosity of our community. With demand higher than ever, ongoing funding is urgently needed to ensure our hubs continue providing the essential support that so many people rely on.

NUMBER OF PEOPLE IN NEED

545 people
accessed hubs

7,792 drop-ins
across hubs

ST CLARE'S, WORTHING

4,066 total drop in sessions

208 new rough sleeping clients
accessed the hub

91 clients found accommodation

LITTLEHAMPTON

3,726 total drop in sessions

74 new rough sleeping clients
accessed the hub

73 clients found accommodation

HOW WE HELP

Homelessness is not just a housing issue. Over 80% of people who are homeless report struggling with mental health issues and more than half live with a long-term physical health problem. Sleeping rough exposes people to constant risk: violence, exploitation, cold and malnutrition. The average age of death for someone who is homeless in England is just 45 for men and 43 for women, decades younger than the national average.*

This is why Turning Tides is bold with the change we seek to achieve. Each of our services is person-centred, supporting each individual person, with individual needs, through different stages on their journey out of homelessness and beyond. Our incredible supporters, colleagues and volunteers help us to reach over 1000 people across West Sussex every year, supporting hundreds of people who have found themselves homeless back into accommodation.

*Office of National Statistics



Outreach



Community Hubs



Supported Housing



Recovery Project



Move-on housing



Social Enrichment



**Together, we
can end local
homelessness**

JAMIE'S STORY

“Hi, I’m Jay. I’m an addict alcoholic in recovery and was in and out of homelessness for a long time until I found Turning Tides.

Growing up, I wasn’t wanted by my mum. My brother and sister were. They were treated right and I was neglected and unloved. I referred to myself as Harry Potter in the cupboard. I didn’t realise for a long time that my mom suffered from alcoholism, addiction and mental health issues.



When I was nine I found solvents. I found that empty space. That nice, quiet space where I felt safe. That carried on for a number of years, and then the drugs started to increase. I was alcohol dependent, I was drug dependent. Before school, during school, after school. I’d do things to get into detention so I didn’t have to go home and get abused by my mum. And then at 16, my mum kicked me out and that was it, I was homeless at 16 years old. I got in with the wrong people. I thought they were good friends, but they weren’t.

I moved around a lot and moved from Brighton to Preston, to Warrington, to Wigan, to Blackpool. Homeless. All this time I’ve been homeless. In 2015, I found recovery for the very first time. I started to go to a 12 step fellowship and was engaging in Narcotics Anonymous.

I got six months clean and thought, *Hallelujah*. I thought the skies lit up and I found recovery. *This is what I need to be doing*.

I met someone. She accepted me as an addict, we moved away and I stopped doing the meetings. I stopped reaching out, stopped calling people, stopped doing the simple things and it just got worse. In 2018, that relationship finished and I moved to Bognor. I was deep in addiction, deep in alcoholism and I was in a tent. But I was getting so wasted I couldn’t even put the tent up, so I was just sleeping with a tent over me.

I had people spitting at me, swearing at me, abusing me, urinating on me. I told myself I can’t do this anymore. I had an assessment for another recovery project with Turning Tides. I had the first assessment and had that little bit of hope. Then a second assessment gave me a bit of hope. But it took me a really long time to get in there because of the vacancies, because of the turnaround and waiting for rooms to come about. I’d lost everything, my family, my job, my kids. It came to a point when I couldn’t lose no more. I didn’t think I was worth anything.”

“The day I moved into the recovery project in Worthing in July 2023, I fell to my knees. People won’t believe me. This is a guy that’s lived a really horrible life and done some damage and blamed everyone for everything. I knew I had to somehow get this chip off of my shoulder that I’d been carrying for a long time. So I started to engage with the staff and with a 12 step fellowship.

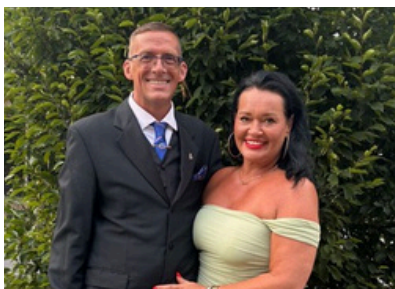


Everything I’ve lost, I gained tenfold since that day. I’ve been cradled by Turning Tides and the staff at the recovery project from the moment I walked in, to the moment I left. I started to engage with a Turning Tides counsellor called Sam. She was brilliant. She really got to the point, but really encouraged me.

For me, the whole thing with Turning Tides is about engaging and encouragement. It’s all done from a kind heart. Compassion. Never had that before. I sobered up my second year. This is the time I now find me and start doing things for me. That includes finding work and finding what I’m good at. I can’t afford to buckle and go off track. Everything I’ve learned in 2 years, I’ll continue to do for the rest of my life.

Turning Tides is still helping me. Two years on. Anytime I want a cup of coffee, a chat, to talk about how things are going. I attend a Monday aftercare group and that helps. There’s a lady here called Debbie. She takes the group and she’s given that time so that we can talk about how life on the outside of the house is. Because some of us, we miss the camaraderie. I’ve got a mobile phone. I can contact people and say I don’t know how to handle a situation. Connection is key. Connection, community.

If I didn’t get into the Turning Tides property, the recovery project, there’s no way I can emphasise enough... I was at jumping point. I wouldn’t be here now.”



Hearing stories such as Jamie’s, helps us understand why our work is so imperative. Continued support is needed to save lives and help our community, working together to reach our vision and end local homelessness.

VOLUNTEERING



We see every day how lives are transformed, not just by shelter or food, but by human connection, compassion and community spirit. Volunteers are at the heart of what we do. From cooking breakfasts at our community hubs to sorting donations, offering counselling, delivering furniture, mowing lawns, building garden shelters or cutting clients' hair. Every single action helps someone take a step forward.

Anita says: 'I have been a long-time supporter and I am humbled by the work they do. I started volunteering at the donations hub over two years ago and I love it! Packing up orders of food and essentials for delivery to individuals and services is rewarding and is all about giving back to the community. I get to meet all sorts of people who generously give us much needed items. I volunteer alongside some great colleagues and it's fun! Unexpectedly I get more from it than I feel I put in.'

In the last year we have had 191 incredible volunteers in our local community and 20 corporate volunteer groups, working together with us to help those experiencing homelessness. Thank you to all of you. Your time is helping to change lives.



FINANCIAL PERFORMANCE

	2024 Total Funds	2025 Total Funds
INCOME AND ENDOWMENTS FROM		
Donations, legacies & fundraising events	£594,981	£624,038
Charitable activities		
Byron, Manor, Lyndhurst and Roffey	£2,276,377	£2,546,108
Recovery Services	£1,021,990	£1,150,893
Move-on Housing	£1,619,729	£1,717,988
Homelessness Services	£1,585,687	£1,638,895
Central	£3,900	£1,455
Donated Goods and Volunteering	£6,970	£21,872
Investment income	£15,553	£16,673
Total	£7,125,187	£7,717,922
EXPENDITURE ON		
Charitable activities		
Byron, Manor, Lyndhurst and Roffey	£2,459,945	£2,521,666
Recovery Services	£981,584	£1,112,066
Move-on Housing	£915,885	£870,337
Homelessness Services	£1,514,748	£1,675,204
Central	£848,432	£809,308
Fundraising events	£185,620	£165,891
Donated Goods and Volunteering	£126,123	£203,752
Total	£7,032,337	£7,358,224
NET SURPLUS	£92,850	£359,698

Our expenditure has risen this year due to growing demand and rising costs, but we were fortunate to have raised significantly more funds thanks to the generosity of our supporters last year. We continue to manage resources carefully to protect against future funding challenges and ensure our vital services, providing homes, food and support, can continue without interruption.

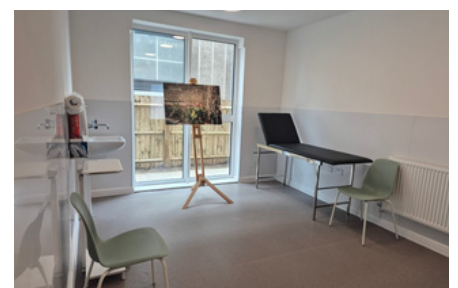
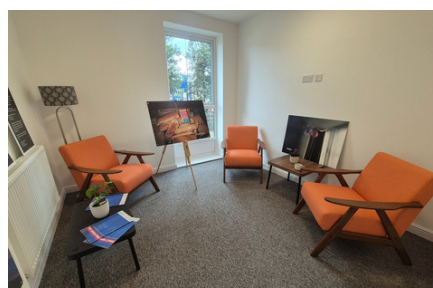
RESIDENTIAL GROWTH

In response to the ongoing housing crisis, Turning Tides has taken bold steps to address one of the biggest barriers to ending homelessness: the shortage of affordable, safe housing. Over the past year, we have strengthened our partnerships with local housing associations and councils to develop new housing projects that provide not just shelter, but a true foundation for recovery and change.

Through these collaborations, we have successfully found unused sites which have been developed into two new residential properties, through which we now deliver supported housing. Evans Court and Skywaves offer a total of 34 self-contained flats for people experiencing homelessness. These properties will help hundreds of people over the coming years. Both developments are designed with dignity, safety and stability in mind, offering individuals the opportunity to move off the streets and into secure, supported accommodation.

Crucially, these housing projects include wrap-around care services that focus on harm minimisation, trauma recovery and long-term wellbeing. Residents receive support to help them heal, rebuild confidence and develop the tools they need to live independently. This approach recognises that providing a home is just the beginning. Recovery from homelessness requires ongoing care, stability and compassion.

By creating homes where people can recover and rebuild their lives, we are laying the groundwork for lasting change. These homes symbolise hope, opportunity and our community's collective commitment to ending local homelessness. With continued collaboration and investment in housing-led solutions, we are building a clear path toward a future where everyone has a place to call home.



COMPLIANCE & SAFETY

Providing residential properties allows us to give a safe home to local people who have fallen into homelessness. Our high support and low/medium support housing enable residents to aspire to their full potential and move towards independent living. We strive to maintain the highest standards to ensure the safety of our residents whilst in our properties.

98% compliance - health and safety checks

100% compliance - gas safety checks

100% compliance - fire risk assessment compliance

100% response time to emergency maintenance (1 day)

94% response time to reactive maintenance tasks

RESIDENTIAL PROPERTIES

228 total units (rooms)

95% occupancy

51 weeks average stay

LONG TERM GOAL

OUR VISION

Ending local homelessness.

OUR PURPOSE

To provide safe and inclusive pathways out of homelessness through outreach, supported housing and engaging communities.

OUR VALUES



COMPASSIONATE

Be respectful and kind to everyone



PERSON CENTERED

Put people at the heart of what we do



AMBITIOUS

Be bold in the change we seek to achieve



COLLABORATIVE

Work together to reach our vision



ACCOUNTABLE

Take ownership of our actions

WE RESPECT ALL BELIEFS AND VALUE OUR CHRISTIAN ROOTS

STRATEGY 2025/27

1

Reduce the number of people sleeping rough

2

Continue growing a resilient and talented organisation

3

Innovate and deliver quality services with our clients

HOW WILL WE ACHIEVE OUR COMMITMENTS?

1

- **Develop and improve safe accommodation and support.**
- **Ensure our services are trauma informed.**
- **Mobilise communities and partners to achieve a shared vision to end local homelessness.**

2

- **Develop a high performance culture across the organisation by embedding and living our values.**
- **Improve our processes and procedures in order to create greater consistency and effectiveness.**
- **Enhance staff experience through better communication, training and development.**

3

- **Achieve registered provider status.**
- **Grow engagement with the community, other charities, and service providers.**
- **Centralise procurement in order to achieve greater value.**

Positive Change Through Harm Minimisation

The principles of harm minimisation sit at the heart of how we support people facing addiction and homelessness. This approach focuses on reducing the negative health, social and legal impacts of drug and alcohol use, rather than insisting on abstinence as a precondition for help. By working without judgement, coercion or discrimination, we create safe and compassionate spaces where people can begin to make positive changes.

Harm minimisation is not new. It first gained prominence in the 1980s during the AIDS crisis, when it became clear that messages like “just stop” weren’t effective. Instead, practical, humane measures saved lives and built trust.

Harm Minimisation is grounded in five key principles:

- **Pragmatism** - recognising that some level of drug use will always exist
- **Focus on harm** - prioritising safety and wellbeing over unrealistic goals
- **Priority of immediate goals** - celebrating small but meaningful progress
- **Humanism** - treating everyone with dignity and respect
- **Evaluation** - ensuring we learn and adapt to improve outcomes for individuals and communities

At Turning Tides, these principles are embedded into our practice. We believe addiction is both a cause and a consequence of homelessness, and that housing is a human right, something no-one should have to earn. We know that when people can use safely, they are less likely to die in secret or unsafe environments and reduce the strain on the local community. With over 1,611 deaths of homeless people in the UK last year*, this approach is more important than ever.

Abstinence and harm minimisation are not opposites. Both are part of the journey of recovery. Through this compassionate, evidence-based approach, we help people to heal, rebuild trust and change their lives.

*Museum of Homelessness

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