

IMPACT REPORT 2026

April 2025- March 2026



A NOTE FROM OUR CHIEF EXEC



This year has shown what is possible when communities, charities, housing associations and local authorities work together with a shared determination to tackle homelessness.

We have seen first-hand how working with partners - transforming existing housing stock and brownfield land into supported housing - changes lives. Our Skywaves and Evans Court developments in Worthing have turned unused sites into homes, creating opportunities for people experiencing homelessness to rebuild their lives with the support they need. These projects immediately contributed to a reduction in rough sleeping in Worthing, and demonstrate a model that can be replicated across West Sussex.

There are thousands of empty homes and underused brownfield sites across our county representing an extraordinary opportunity. Working alongside councils and local communities we want to identify spaces that can be acquired at low cost and brought back into use. With investment, grants and local fundraising, we can refurbish and repurpose these spaces to create high-quality supported housing, providing a vital pathway out of homelessness for local people.

Many of those we support have experienced significant trauma, poor mental health, addiction, relationship breakdown or other challenges that have contributed to their homelessness. A home alone is often not enough. The right housing, combined with expert support, gives people the stability they need to recover, rebuild confidence and move towards greater independence.

However, to end homelessness for good, we must also address the wider shortage of affordable homes. That is why we support the Government's ambition to increase the supply of social housing. Alongside supported housing, more genuinely affordable homes are needed to ensure people can move on successfully to independent living. Only by creating a complete housing pathway can we deliver lasting change.

This impact report shows what can be achieved when people come together with a shared purpose. With continued partnership, investment and ambition, we can offer the right pathways for individuals, end rough sleeping across West Sussex, and help create a future where everyone has a safe place to call home.

John Holmstrom



APRIL '25 – MARCH '26

978 people accessed our
services & support

376 of these people were
new to us

256 people supported
into accommodation

3 new supported housing
projects to meet demand

**Behind every statistic is a person: someone's son,
daughter, parent or friend. Our services exist to
make sure they are never defined by homelessness.**

HOMELESSNESS CRISIS

Homelessness isn't always what people imagine, and in West Sussex it often remains hidden. Across coastal towns and rural communities, many people are living unnoticed in unstable or unsafe situations. In the last year, we helped 978 local people who were experiencing homelessness in our county. This reality is shaped by a shortage of affordable homes and social housing, plus increasing pressure across the private rented sector. Many people are struggling with poor mental health, trauma, long-term health conditions or addictions, which can make it harder to keep a home when left with no support.

We are here for our local community. Our outreach team connects with people sleeping rough, offering immediate support and advice. Through our community hubs, people experiencing homelessness can access breakfast, showers and guidance. Our supported accommodation helps people move into secure housing with wrap-around expert support so they can rebuild their lives - including through our recovery project for those struggling with addiction and ready to make a change. Across all services, our wellbeing and care team ensure access to social care, counselling, substance misuse support and more. At every stage, we are committed to helping people find their own pathway out of homelessness and towards a brighter, more secure future.

WE ARE HERE FOR OUR COMMUNITY



Outreach



Community Hubs



Supported Housing



Recovery Project



Wellbeing & Care



Community Groups

BREAKING THE CYCLE

Homelessness is rarely caused by a single event - maybe an unexpected rent rise at the same time as a mental health issue arises. Or a job loss at the same time as a bereavement. Many people find themselves in a cycle that can be incredibly difficult to break. Trauma can lead to homelessness, but can also be a result of it. Without the right help at the right time, people can find themselves moving in and out of accommodation, or returning to rough sleeping, despite their best efforts to rebuild.

Breaking this cycle takes more than just giving someone a roof over their head. It requires consistent, personalised support that adapts as the person's needs change, with support provided through strong partnerships between services and a community that stands behind everyone. When these come together, lasting change becomes possible.

We continue to see a reduction in the number of local people returning to rough sleeping after receiving accommodation support from Turning Tides. This is a powerful testament to the dedication and success of services working together across the county.

This progress is not by chance. Across our services we see what works: responding early, working together and walking alongside people as they rebuild their lives. Support may involve a project worker, substance misuse specialist, counsellor, social care professional and reaching out to external services to ensure individuals receive the right support at the right time.

Behind every positive outcome are dedicated frontline teams whose skill, compassion and commitment help people break the cycle of homelessness and build a brighter future.

The support we offer is shaped by our values:

- By being **PERSON CENTRED**, we adapt to each person's needs.
- We work in **COLLABORATION** with partners to find the right solutions.
- We are **AMBITIOUS** in seeking outcomes that will create lasting change.
- We pride ourselves on being **COMPASSIONATE**, by building trust and understanding through respectful, human relationships.
- We hold ourselves **ACCOUNTABLE**, taking responsibility for delivering high-quality support and meaningful outcomes.



TO FIND OUT MORE ABOUT THE SUPPORT TURNING TIDES OFFERS PEOPLE EXPERIENCING HOMELESSNESS VISIT WWW.TURNING-TIDES.ORG.UK/WHAT-WE-DO

REAL LIVES CHANGED

JAMIE'S STORY – UPDATE

We previously shared Jamie's story - an incredibly emotional anecdote in which Jamie talked about how he was made homeless at just 15, following years of abuse at home, and his struggles with homelessness and addiction in the 35 years following. Jamie came to Turning Tides' recovery project three years ago. This is where he thrived, became sober and moved into our move-on supported accommodation - which helps prepare people for independent living with help to 'move-on' and find their own tenancy.



We recently caught up with Jamie after our resettlement manager, Brendan, found him a suitable tenancy. For the first time in his life, Jamie has his own home and he is now living the life he truly deserves. You can watch the video with Jamie in conversation with John Holmstrom about how Turning Tides gave him the building blocks to rebuild his life, and how church and community has given him happiness, purpose and will always keep him on the right path.

If you would like to watch this video to see how Jamie is getting on now, please scan the QR code or visit www.turning-tides.org.uk/jamies-story



ADELE'S STORY

"Up to this point I had almost given up on life. I believed it would be easier for me to be homeless and living on the streets.

Getting to know my Turning Tides Housing First support worker felt I was finally being seen, heard, listened to and no longer invisible. I was not being judged.

When I got my flat through Housing First, I was helped to obtain white goods and furniture, as well as any other items needed to set me up in my home. I am near my family, close to good transport links so I can attend my various hospital appointments.

Having a tenancy has been a massive relief. I feel secure and stable in my life. I can live having control over my life. I can make a drink, shower, cook and watch TV whenever I want, without limitations."

OBERT'S STORY

"My life was normal before. I had a job, I'm in engineering. Then, because of my health, I had to terminate my employment. I was renting a three-bedroom house, where my children grew up. They have all grown up and I had gone through a divorce, it was just me now.



I couldn't pay the rent, my health was really going down, I couldn't manage. I ran out of money. So, I went to a friend, it was someone I knew from a long time ago. Sometimes I was going there, sometimes I was sleeping in the car. I applied for a council house, but I'm not a priority, I'm on my own, and by then my health started really deteriorating.

I pushed and pushed the council and that's when they introduced me to Turning Tides. I came to Turning Tides' and I started the tests for my kidneys. They helped me push my own accommodation forward. I needed a place where I can do dialysis from home. So, Turning Tides helped me, and they worked with the council to get me accommodation.

Then end of last year, they offered me a place, and it was Turning Tides that helped me move. I didn't have a spoon, I didn't have clothes, I didn't have a bed, I didn't have utensils, that's where really I got a lot of help. Turning Tides helped me by giving me a 4-plate stove, a fridge freezer, a washing machine, a bed and other small things. So, on the first day, moving to this new flat, my flat had almost everything to use to start a life. Everything I have is due to Turning Tides. My life at the moment is actually back to normal."



DAVE'S STORY

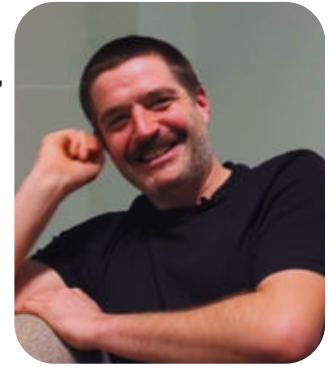
"I was working for an engineering company and lodging with someone in Worthing. I was made redundant and around the same time, the lady I was lodging with had gone into hospital and she wasn't coming out. It was a rental flat, so she was having to give it up, which meant I was out as well.

I had a lot of stuff going on around that time, it just became too much for me. I ended up in hospital due to mental health. After being discharged, I moved in with Turning Tides. My key worker helped me sign up for the housing register so I could start bidding on my own housing.

That's when I really landed on my feet. I was bidding for a flat and a new block of flats had just been built; I bid and got it! I could not believe it. It was just incredible. I can never lose that flat now, unless through fault of my own. When I got the tenancy through, I framed it and put it up on the wall. That is how much it means to me. I couldn't have done it without Turning Tides"

ASHLEY'S STORY

"I grew up in a nice family. I had a traditional childhood, climbing trees, making mud pies, chasing each other with sticks, riding bikes. Very family orientated through my grandmother, my great great grandmother who lived to 108 years old.



Towards the end of it, things toughened up a bit. My mother remarried a man who was a bit heavy-handed towards us. She decided to divorce him. We moved to another town and that's kind of where the good times kind of rolled to an end.

I worked as a chef at some really nice restaurants around the country. At very short notice, my mother was diagnosed with cancer, untreatable and dead within six months. She was very important to me. She was my whole life really, and bit by bit, as the months pass by, I struggled to cope without her more and more, and started drinking and using drugs. Then it escalated to drinking more and harder drugs and drinking more and harder drugs.

I tried to get by in B&Bs for a little bit until money had totally run out through drug abuse and drinking and not being a very good reliable person. Eventually friends and family wore thin of it. You know, there's only so many times they can give you a second chance. I ended up homeless for about a year and just tried to stay warm and dry as much as I could until I was pointed in the direction of Horsham Council office. They mentioned Turning Tides to me and within the space of a week I was moved in.

It was hard to adjust to at first, actually having a space of my own, you know, somewhere where I could retreat to, to sort of lick my wounds. But since I've been here, it's been fantastic. I had some fantastic staff members here who introduced me to drugs counsellors and they've introduced me to a counsellor to talk about my mother's bereavement, which was really helpful. It's been fantastic and piece by piece I've just put it slowly back together.

I'm at a place now where I'm confidently sober. The staff are very pleased to see where I am. I'm very pleased to see where I am. My family is starting to come back to me. My mental health is astonishingly clear now. There's no anger, no remorse. I've taken accountability for my mistakes. Physical health is good, mental health is really good. I am back at work. Without this place could never have got to where I am."



**TO READ THESE AND OTHER CLIENT STORIES, PLEASE
VISIT OUR WEBSITE
WWW.TURNING-TIDES.ORG.UK/CLIENT-STORIES**

BUILDING FOR THE FUTURE

Over the past year, we have demonstrated how to reduce rough sleeping through the development of Skywaves and Evans Court in Worthing. Both developments transformed unused spaces, one brownfield land and one commercial building, into supported housing that reduced local rough sleeping.

These projects created 34 single-occupancy rooms, providing people experiencing homelessness with a secure place to live, and access to the support they need to move forward. Recently, with help of a generous legacy, we took on an empty residential property from Worthing Homes which was in need of repair. This will be transformed into abstinence medium support housing for people who have successfully completed our recovery programme while they look for independent tenancies.

Developing new housing can be costly, time-consuming and, in some cases, unpopular with local communities. It can also place additional pressure on local infrastructure and services. Empty homes and vacant commercial buildings can often be repurposed more quickly and sustainably. These properties, which exist in abundance, offer an opportunity to create housing in places already designed to support local populations. There are over 7,800 empty homes in West Sussex, which could house all local people experiencing homelessness many times over. Every empty building has the potential to become a home and to change a life.

We have a strong track record of transforming gifted properties into lasting community assets. Many of the homes we provide today were made possible through the generosity of supporters who left a legacy in their will, donated a property, or chose to work with us as socially-conscious landlords. These homes become permanent endowments, helping us provide support and safe accommodation for generations to come. If you own a property that may be suitable, are considering leaving a gift in your will, or know of an empty home or building with potential, we would love to hear from you. Together, we can create more homes, more pathways out of homelessness and help end rough sleeping for good.



SUPPORTED HOUSING

Last year, 257 people lived in Turning Tides supported housing, accessing not only accommodation but the tailored support needed to rebuild confidence, develop life skills and move towards greater independence.

Across West Sussex, our housing pathway ranges from high-support accommodation for people facing complex challenges to lower-support move-on homes that help residents prepare for independent living. Whether someone is recovering from addiction, managing poor mental health, rebuilding after trauma or taking their first steps away from homelessness, our teams provide practical support, encouragement and opportunities to grow.

In most of our high-support services we use a harm minimisation approach, recognising that people do not need to be abstinent to deserve safety, dignity and support. By meeting people where they are, without judgement, we help reduce the risks associated with addiction while building trust and creating opportunities for positive change. This compassionate, evidence-based approach ensures nobody is left out in the cold because of trauma and the challenges they face. Our Recovery Project offers a vital pathway out of homelessness and addiction, providing a safe, abstinent environment where people can focus on recovery.

For those ready for the next step towards independent living, move-on housing provides a bridge between supported accommodation and a permanent home. Residents learn to manage tenancies, budgets and household responsibilities, while continuing to receive guidance from our teams.

This is the difference we offer. In a housing market where affordable homes remain in short supply, supported housing provides more than shelter. At a time when the use of temporary accommodation is rising, supported housing offers people the stability, safety and personalised support needed to overcome challenges and rebuild their lives. By combining homes with compassionate and person-centred support, we help people move beyond homelessness and build sustainable, independent futures.



COMPLIANCE AND SAFETY

The safety and wellbeing of our residents is our highest priority. Across our high-, low- and medium-support accommodation, we take a person-centred and accountable approach to maintaining our properties, meeting regulatory requirements and managing risk. By upholding rigorous safety and compliance standards, we provide secure homes where residents can focus on achieving their goals and progressing towards independent living.

99% compliance - health and safety checks

100% compliance - gas safety checks

**99% compliance - risk assessment
compliance**

**100% response time to emergency maintenance
(1 day)**

RESIDENTIAL PROPERTIES

237 total bed spaces

92% occupancy in high support

95% occupancy in low/medium support

33 weeks average stay

COMMUNITY POWER

Turning Tides simply wouldn't exist without the kindness and generosity of our community. Whether you're fundraising, volunteering, donating essential goods, leaving a gift in your will, or supporting us through a one-off or regular donation, you are part of the movement working to end local homelessness.

Volunteers Changing Lives

We see every day how lives are transformed, not just through safe accommodation and support, but through human connection, compassion and community spirit. Volunteers are at the heart of what we do.

From cooking meals to sorting donations, every act of kindness helps someone take another step towards independence.

This year, 163 volunteers and 19 corporate volunteer teams gave their time, energy and skills to support our work. We are incredibly grateful for everything they do.



Donated Goods Making a Difference

Our Donations Hub is powered by the generosity of our local community. Every tin of food, item of clothing, piece of furniture and household essential donated helps us support people experiencing homelessness.

Donated goods do far more than meet immediate needs. They help people settle into accommodation with dignity and ensure that limited charitable funds can be directed towards frontline support services.

This year, the total value of goods distributed reached £121,785, with 682 orders supplied to the people we support. Whether it's a sofa helping someone furnish their first home or food for a community meal, every donation helps someone take another step towards independence.

Fundraising with Heart

From six-year-olds selling unwanted toys to experienced runners and walkers taking on epic challenges, our supporters continue to amaze us.

This year saw hundreds of people raise vital funds through events including the 11 in January Challenge - inspired by the fact that the average person experiencing homelessness walks 11 miles each day - and our Sussex Three Peaks Challenge, where supporters and clients tackled a 24km route across Sussex's highest peaks.

Our award-shortlisted Elephant in the Room campaign sparked important conversations about society becoming desensitised to homelessness, bringing together art, poetry and action to challenge perceptions and inspire change.

We're also proud to recognise local fundraising hero Phil Heckles, better known as Hercule Van Wolfwinkle, who completed a remarkable 500-mile walking challenge which won him Fundraiser of the Year at the Emma Awards and Worthing Community Awards.



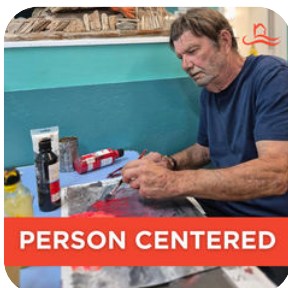
Gifts That Create Lasting Change

Every donation represents someone choosing to stand alongside people experiencing homelessness. Whether it's a monthly gift, a one-off donation or a gift in a will, your generosity helps provide safe accommodation, specialist support and opportunities for people to rebuild their lives.

This year, a generous legacy from Jean Saunders enabled us to purchase a property that had stood empty for two years, transforming it into a 5 bed Move-On house for people who have overcome addiction at our Recovery Project. Over the years ahead, this home will support hundreds of people as they continue their recovery journey and work towards independent living.

Together, our community is creating opportunities, restoring hope and helping people leave homelessness behind for good. We simply couldn't do it without you. Thank you.

LIVING OUR VALUES



PERSON CENTERED

Person Centred: We recognise that every person's journey is unique. Last year, we supported 978 people experiencing homelessness with tailored support designed around their individual strengths, goals and aspirations.



COMPASSIONATE

Compassionate: We build trusting relationships and provide support without judgement. Our teams work alongside people through some of the most challenging periods of their lives, offering stability and hope.



AMBITIOUS

Ambitious: We believe homelessness is not inevitable. From developing new services to expanding supported accommodation, we continually seek innovative ways to improve outcomes and create lasting change.



ACCOUNTABLE

Accountable: We are committed to providing safe, high-quality services. Through robust governance, compliance monitoring and staff training, we ensure our services are safe, effective and responsive to people's needs.



COLLABORATIVE

Collaborative: By working with local authorities, health services, businesses, volunteers and community groups, we create stronger pathways out of homelessness and maximise the impact of our work.

WE RESPECT ALL BELIEFS AND VALUE OUR CHRISTIAN ROOTS

FINANCIAL OVERVIEW

	2025 Total Funds	2026 Total Funds
INCOME AND ENDOWMENTS FROM		
Donations, legacies and events	£624,038	£1,627,312
Charitable activities		
Byron, Manor, Roffey & Skywaves	£2,546,108	£2,986,628
Recovery Services	£1,150,893	£1,229,014
Move-on Housing	£1,717,988	£1,891,619
Homelessness Services	£1,638,895	£1,435,785
Central	£1,455	£0
Donated Goods and Volunteering	£21,872	£49,160
Investment income	£16,673	£57,890
Total	£7,717,922	£9,277,408
EXPENDITURE ON		
Charitable activities		
Byron, Manor, Roffey & Skywaves	£2,521,666	£2,737,478
Recovery Services	£1,112,066	£1,016,071
Move-on Housing	£870,337	£1,404,888
Homelessness Services	£1,675,204	£1,625,875
Central	£809,308	£1,350,658
Fundraising events	£165,891	£187,128
Donated Goods and Volunteering	£203,752	£247,716
Total	£7,358,224	£8,569,814
NET SURPLUS	£359,698	£707,594

Our expenditure has risen this year as we expanded services to meet growing demand across our community. Thanks to the generosity of our supporters, successful grant applications, strong partnerships, and a transformational £1.11 million legacy gift from Jean Saunders, we significantly increased our income and strengthened our financial position. This legacy gift helped offset underlying operational losses arising from our commitment to maintain essential services where funding had ended, and decisions to reduce services to ensure safety and quality for clients. We continue to manage resources carefully to ensure our support remains sustainable and available to those who need it most.

HOUSING FIRST: A SUCCESS STORY AT RISK

Everyone deserves a safe and stable place to call home. Our Housing First service provides people who are highly vulnerable and with complex needs with a permanent home, alongside personalised, trauma-informed support for as long as they need it.

Over the past five and a half years, our Housing First team has supported 30 people into self-contained homes across West Sussex. These are people for whom more traditional accommodation isn't suitable. The results have been remarkable. Only three tenancies have broken down during this time, demonstrating the power of stable housing combined with long-term, person-centred support.

For many residents, Housing First has provided the foundation to rebuild relationships, improve wellbeing and move forward from the trauma and instability of homelessness. It has also delivered significant value to the wider community, with our analysis showing almost £3 million in savings to public services over the 5 years.

Yet despite its proven success, the future of Housing First remains uncertain. Reductions in funding risk disrupting the trusted relationships that help residents sustain their tenancies and rebuild their lives, while also increasing pressure on health, emergency and community services.

Housing First works. It delivers lasting change for people facing the most complex barriers to housing, and we remain committed to advocating for the long-term investment needed to ensure more people can benefit from the stability, dignity and opportunity that a home provides.

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