

THE Seaview NEWS LETTER

Practical services for complex lives



Seaview serves with a smile

It is with great pride that I am writing this introduction for the Seaview Newsletter as the 'not so new' Chief Officer. I stepped up to the role of Chief Officer at the end of September last year on the weekend of the Big Sleep which was a really positive start to my new job! It was a real treat to meet and to start to get to know all those amazing, talented and generous people that make Seaview such a beacon of hope for its service users. All those people that support Seaview behind the scenes are the lifeblood of the charity.

So much has happened since that first memorable weekend at the Stade, all of which would be overshadowed by the pandemic, were it not for those stalwart friends and supporters and, of course, the trustees and the team at Seaview. I found myself needing to stay at home and care for my wife at the beginning of the outbreak as she had symptoms. While I was at home and, on my return to work, leading Seaview was like trying to steer a course in heavy seas, steering a course through the various risk factors changing rapidly as the pandemic took hold. Working with uncertainty and fear quickly became the norm. Arrangements were made for those at risk to stay at home as some members of our team needed to care for loved ones or shield themselves. As I made my way back to work I was impressed to find the chef cooking singlehandedly, while others were busy delivering these hot meals to our service users and referring

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This year we have provided support to **1,754** individuals across all of our programmes of service



people to the Community Hub for additional support. Our outreach service was busy helping to support rough sleepers into accommodation while a grant from Hastings Borough Council helped us to co-ordinate providing food, toiletries, phones and other items to those who had just been accommodated. Amidst the chaos with the sudden need to lock down we were delighted to be able to verify the lowest number of rough sleepers on the street as the numbers dipped into single figures for the first time in recent years.

I am inspired by so many acts of kindness which I have had an opportunity to reflect on as Seaview has strived to engage as fully as possible with those living on the margins of our local community. Our front line workers on outreach, in housing support teams along with our Wellbeing Centre and RADAR teams have provided a lifeline for service users, working closely with statutory and voluntary services to meet this unprecedented need.

I am optimistic that the service will continue to adapt and respond to the immediate needs of our community as we try to support our service users to return to some semblance of normality, however that may look. The prospect of helping to weave an even tighter safety net for our service users is a challenge that we relish.

Dave Perry
Chief Officer

This year Seaview outreached **429** individual rough sleepers across Hastings and St. Leonards, Eastbourne and Rother including **243** rough sleepers in Hastings and St. Leonards verifying their identity, checking on their welfare and inviting them to engage with support

Gym news!

Rory has been working 1: 1 in the gym since lockdown eased and these pre-booked sessions are proving very popular!

The gym has had a deep clean, fresh paint and a new training punch bag installed.

Previously, the gym was open 3 days a week for a couple of hours with a group but now he can only work with one person at a time which has meant that the gym is open for longer to accommodate everyone who may want a session.

The gym opening again has been very welcome with a lot of our clients!

“Being allowed back in the gym has helped my mental health due to boredom and has given me a chance to socialise and to stay strong and healthy. I feel better already, after 1 session”

This client has lost over 6 stone during lockdown. Now that he is allowed to access the gym, by appointment, he can further support and attain his health and well-being goals.

You can book a session with Rory by phoning Seaview on 01424 717 981



Seaview and COVID-19

It feels like a very long time since the beginning of March when we all began to be aware of what was about to hit us. Looking back on my diary, we undertook a visit to another open access day centre on March 5th and we were all using hand sanitiser and being cautious then. However, I had no foresight that by March 23rd the entire operation would have shut down overnight and we would have to completely reinvent our service. We are an open access health and well-being centre normally used by up to 100 people per day; initially I had no idea about what we would have to do when the pandemic became real.

Like everyone I guess my memory of this time is vivid and unrelenting: I had my day job in NHS construction, as well as home and family worries.....but my main concern was “what about people on the streets”???

I could not initially conceive how we were going to keep people safe, or fed, and when the public toilets were all shut it began to feel like a pretty nasty horror film with our service users as the victims.

Luckily we have a fantastic, staff team who very quickly reinvented the service as a remote offer. The Council, with government funding, also ensured we had sufficient resources to house our street homeless clients who were willing to leave the streets, using central funds to pay landlords direct. For those people who initially found it hard to socially isolate, we provided mobile phones, and then introduced daily food deliveries to all clients who needed support. We now ensure that they have occupational support; daily activities as well as phone support check-ins.

We also spent a lot of time making sure our staff were OK: all meetings went remote, and our Seaview staff quickly adapted to Zoom meetings. Those staff who needed shielding were immediately accommodated, Dave, Chief Officer miraculously found enough PPE so that the centre could prepare food and emergency supplies without endangering staff. Our Board of Trustees instigated remote weekly check-ins so that staff could feel that they were supported as new dilemmas surfaced (and they did).

The main tension which arose was how to look after service users without putting staff at risk....after all staff are not paid to risk their lives, and have never expected to do so in the past. Yet, our clients suffer more disadvantages than most already within our town. They already have numerous issues to contend with such as poor physical health, mental health problems, drug and alcohol problems, extremely poor housing and virtually no family support networks.

We continue to wrestle with this dilemma; when can we re-open safely? How are people doing, not seeing people regularly at the centre? Also, how secure is the Transitional Accommodation which has been provided? How can we keep our staff safe when we begin to lift our own lockdown? How can we ensure that we continue to meet our charitable aims and objectives as well as the terms of our contract(s).



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This year we have served over **6,616** affordable hot, nutritious meals and countless teas, coffees, juices, soups & rolls and desserts

I do count my blessings that, despite all the trustees being volunteers, they bring an enormous range of experience and empathy to their roles: We have people with social work, teaching, policy, nursing, finance and legal skills on the Board and their flexibility and commitment to our organisation makes it considerably easier to find a way forward. There is also strong public service ethos within the Board, something that both reflects & reinforces the principles that have guided the charity throughout its 35 year history. Staff too, have very quickly adapted to working differently, with good humour and flexibility.

As a Board of trustees, we have been unambiguous that the charity's response to C-19 must, at all times, prioritise the well-being & safety of our staff & service users. We have been clear that a 'conventional' business as usual approach has limited use at present, as we support & help guide the Seaview team navigate the charity during the crisis. We have adjusted our expectations in terms of reporting etc accordingly and focussed our energies on the assistance the team has indicated it needs.

Whilst we may have paused business planning activity, we continue to think about our future, particularly as we have to match fund our core grants every year in order to pay what it actually costs to provide a service in line with our ethos (which is very different from what we are paid, sadly). COVID-19 will make this even harder, we know as a lot of our public-facing awareness and fundraising events cannot take place in 2020.

I am, by nature, an optimist so generally I feel positive about the future for our service and look forward to coming out the other side to a society which is changed, hopefully, in some ways, for the better. The pandemic has proven that housing street homeless people can be done-we did it once resources were made available. Yet is also highlighting the essential role, in an increasingly uncertain world, of the voluntary & community social care sector, in engaging with & helping people who are homeless, insecurely housed & who may be mentally ill, have poor mental health &/or drug & alcohol issues.

I feel exactly like I did when Seaview was part of the deinstitutionalisation programme in the 1980's. We supported people discharged from the long-stay hospitals, who had very poor support networks after being in hospital so long. I helped play my part in documenting their stories at this time. I would be very interested in hearing the experiences of staff and service users during this time. What worked well for you? What was good about it, and what did you find difficult. Is there anything which should change for good, moving forwards? We know people in the future will be fascinated.

Anna Barnes
Seaview Chair
June 2020

Diversionsary activities for Merrick House residents

Seaview has been commissioned to provide some diversionsary activities to people staying at the Rough Sleeper Initiative's Assessment Centre at Merrick House in St Leonard's. As the name suggests, activities are offered to give residents a chance to put their worries and struggles to one side and engage in some healthy, fun and interesting activities. Activities are offered in response to ideas from the residents and include fitness and martial arts activities, fishing trips and outings to the local Museums.

Seaview is also offering and co-ordinating bite-size training courses for providers of Temporary Accommodation generally with themes including crack and cocaine awareness, Overdose prevention and Harm reduction training. We would like to thank the Substance Misuse team and Public Health for supporting this project. To find out more send an email to admin@seaviewproject.org.uk



KSI and Sideman donation

Seaview were honoured to have received a substantial clothing donation from KSI and his team.

Olajide Olayinka Williams “JJ” Olatunji, better known as KSI, is an English YouTuber, internet personality, rapper, actor, and boxer. He is also a member and co-founder of the British YouTube group known as the Sidemen. He is currently featuring in Celebrity Gogglebox.

At first we were unaware of who the donations had come from but after a few enquiries and detective work we discovered that the anonymous donation was actually from KSI.

To add to the excitement we found a Porsche key in one of the trouser pockets! Maggie contacted KSI management and has returned the key, so she says...

WELCOME John and Lee

We welcome John Cannan to Seaview who will be working as a Support Worker in the Wellbeing Centre. Previously, John worked for East Sussex County Council in a back office role managing procurement projects for Adult Social Care. He is looking forward to participating in a front line role which will involve supporting clients of the centre.



We welcome Lee Humphries to Seaview who will be working part time as an Accommodation Support Worker. Lee has many years' experience working in the criminal justice sector and previously worked as a Housing Resettlement worker in HMP Wandsworth for St Giles Trust and more recently with St Mungos. Lee has also worked for Cara Irish Housing Association as a tenancy support worker. Lee's role at Seaview is to help and support former entrenched rough sleepers maintain their tenancies and to link individuals with local services to prevent the revolving door of homelessness.



Poem of the day

No Man Is an Island

No man is an island,
Entire of itself;
Every man is a piece
of the continent,
A part of the main.

If a clod be washed
away by the sea,
Europe is the less,
As well as if a promontory were:
As well as if a manor
of thy friend's
Or of thine own were.

Any man's death diminishes me,
Because I am involved
in mankind.
And therefore never send to
know for whom the bell tolls;
It tolls for thee.

By John Donne

*John Donne [1572-1631]
was born in London, England.*



RADAR NEWS

RADAR stands for Refocus, Assess, Develop, Activate and Recover.

It uses creativity, music, sports and regular support groups to aid in recovery for those who have had or are experiencing substance misuse issues and/or mental health problems. Some of the staff who lead these sessions are employed Peer facilitators who have themselves experienced the process of recovery.

The Covid- 19 Pandemic of 2020 has been challenging for the Seaview RADAR team. With the centre closed we were unable to have clients in the centre to take part in our many activities and group sessions. However, we have adapted and been engaging in other ways that we hope provide some sense of continuity for our clients.

As well as providing daily welfare checks via phone calls and online messaging we have been delivering food parcels and hot dinners which allows a, socially distanced, opportunity to have a further welfare check and a welcome face of support and friendship.

As part of the deliveries we have begun to provide art packs which include colouring pencils, mindfulness colouring pages, plain paper, drawing pencils, origami instructions and paper. Each week we will try to provide a new craft project and include a poem of the day, artist of the week etc. The Arts worker has been making fabric masks to give to our clients so they can be safe for our 1:1 appointments.

This year we have
Provided peer
support for **269**
people who
undertook **4,699**
recovery based
activities through
our RADAR project
(gym, choir, running,
peer support groups)



St John Ambulance Hastings Homeless Service update

The Hastings Homeless Service is committed to finding ways to take vital healthcare to vulnerable people who fall through the cracks in the system. As lockdown set in, we found ourselves unable to see clients in our usual premises. Fortuitously, we'd just acquired a mobile treatment centre which we were preparing to use for a new initiative later in the year. Instead, it was swiftly mobilised for use as a wound care clinic stationed outside Seaview for several clients we see regularly for leg ulcer care.

We then began to receive a growing number of referrals from A&E and community agencies for homeless and vulnerably housed individuals who have found it even harder than usual to access essential primary care during Covid-19 restrictions and were suffering with conditions requiring direct physical care such as leg ulcers and abscesses.

Our static wound care clinic quickly turned into a mobile health centre, as we've travelled around Hastings & St Leonards twice-weekly, taking nurse-led healthcare to where people are, treating their conditions and successfully re-engaging them with the services they need.

This article, published by the Queen's Nursing Institute, focuses on one particular case study, where this flexible approach to outreach healthcare paid real dividends for the person concerned.

Provision of a vehicle – as well as the pandemic – has changed the kind of service offered by the Hastings Homeless Service, no doubt permanently. As many services begin to restart, it will be interesting to see how we develop over the months to come. What we do know is that mobile outreach is here to stay!

The excellent short film, "This is your St John Ambulance - Hastings Homeless Service" is now available to view [here](#).

Please contact roger.nuttall@sja.org.uk / 07834045349 for details of current service provision.



Seaview's Housing Services through Lockdown

Throughout lockdown Seaview's Housing Services maintained as continuous a service as possible. Our Rough Sleepers Outreach Service continued to go out in the early mornings starting at 4.30am verifying and checking on the wellbeing of those sleeping rough on the streets. Daytime follow up visits offered further support and it was our workers who played an integral role in helping entrenched rough sleepers access the Hastings Borough Council funded temporary accommodation.

Our Seaview Accommodation Support Service (SASS) offering intensive home support to former entrenched rough sleepers in their tenancies, gave our service users mobile phones so we could maintain intensive support. A key factor in this support is the accessibility of our workers being on hand to step in when or if a crisis hits and a tenancy becomes at risk.

Furthermore, Seaview's Housing First team are also offering intensive home support to a discreet number of former entrenched rough sleepers all of whom are hard to reach and experience complex issues in their lives. Our workers supported individuals to sustain their tenancies, build life skills and engage with healthy activities whilst also working closely with a multi-disciplinary team specialising in mental health, health, housing, substance and adult social care. Here's a quote from a current Housing First client:

"If it wasn't for the support from you (Housing First team) and Seaview this would never have happened. I would not have got as far as actually getting a home let alone keeping it for this time. This would have ended up a disaster and never took off the ground.

You have helped me to unravel the past mess that was my life and to realise how different things could have been had I had this input years ago. Hundreds of people have tried to help me over the years but never got anywhere. You at Seaview need to continue the work you do to help others on the streets and those who feel they cannot ever be helped or there will be a next generation of lost people out there.

I have never made so much progress with my mental health as I have done with your support and Alun (MDT Mental Health Specialist Worker) helping me to really address my issues around my hypersensitivity and gently making me look at myself within this equation and change the way I react to others. This is amazing as usually I put up barriers to any such thoughts or discussions.

I have never met people who understand me and allow me space to be who I am and whom I trust to have my best interests at heart."



Mini Quiz

Geography quiz questions

1. Where is Leeds Castle?
2. What is the only American state with a name that consists of just one syllable?
3. What is the capital of Switzerland?
4. How many lines are there on the London Underground?
5. What is the most spoken language in the world?
6. Which country has the longest coastline in the world?
7. Fort Knox is located in which US state?
8. How many countries are there in the world?
9. What is the longest river in the world?
10. Which Central American country has a name which translates to English as "The Saviour"?



Funding feeds Seaview!

Thank you Hastings Borough Council (HBC), Sussex Community Foundation (SCF), Silver Lady, Kings Church and DEFRA.

On the 1st May 2020 HBC, having provided temporary accommodation for a number of homeless residents, offered to fund provision of food to these residents for a period of 1 month. Seaview was asked to procure and deliver either food bags or freshly cooked hot food depending on cooking arrangements.

Julia, who has previous experience of working at the centre, was hired as a sessional worker and was responsible for purchase of the food items. Local supermarkets were used for delivery on Tuesdays and on Fridays.

Once Julia had completed her 2 shopping runs each week, the whole team pitched in to organise the food table, pack bags and make the deliveries alongside existing hot meal deliveries.

As the end of May approach and the 'lockdown' was still in place, HBC agreed to fund this process for a further month. The funding ended on Tuesday 30th June.

Seaview is also part of the Funding for Food group which was set up to ensure the most vulnerable people in the area were receiving food during the COVID 19 crisis.

This Year Seaview served over **6,616** affordable hot, nutritious meals and countless teas, coffees, juices, soups & rolls and desserts

Served an average of **89** different individuals daily at the Wellbeing Centre tea bar



Julia ready for delivery of food bags!

The group consists of a number of organisations including foodbanks and other charities and is chaired by The Kings Church foodbank. It was the latter organisation that identified the availability of emergency funding from Defra and submitted a bid on behalf of the group.

They were successful and this resulted in Seaview receiving a grant to provide healthy meals to clients over a period of 10 weeks! This was seen as a great way to enhance our weekend grocery deliveries and upgrade the nutritional value of the parcels.

Being a Central Government operation this was not a simple process and there were a number of conditions attached. The main issue was that the grant had to be spent in one go. This would make storage very difficult for us especially for perishables i.e. bread.

The specification of the food itself was based on the NHS eat well guide. This could be met for the most part by supplying tinned goods which made storage easier. A 'standard bag' was developed containing meat, vegetable, fruit and other essentials such as bread and butter. Plus the occasional bar of chocolate!

With the HBC and DEFRA funding coming to an end, a grant from the Sussex Community Foundation has enabled us to continue providing food to those in need and ensure our food cupboard is regularly topped up.

May we also extend our thanks to Silver Lady who have been stalwart in their support to funding food at Seaview over the years.

We were very happy to receive this lovely e.mail from one of our service users:

A Salute to Seaview

To whom it may concern,

I would like to say how grateful I am for the marvellous service staff of this centre provide.

Like many others, I am having difficulty making ends meet, and food is often in short supply.

The wonderful team from Seaview go to a lot of trouble to hand deliver hot food Monday to Friday and a carrier bag full of assorted goodies over the weekend.

The team are so pleasant with huge smiles and goodwill to offer each time they come by.

I would like to offer a huge vote of thanks to you all at Seaview.

I suspect that there are many other beneficiaries who feel the same way. We are all very grateful.

P.S. I want to include the Kitchen staff of course and a big thank you to them as well.



Top tips for using canned tuna!

12 Great Ways to Use... Canned Tuna

Canned tuna is a great Mediterranean Diet food. It is rich in protein, low in fat and calories, and is an excellent source of essential omega-3 fatty acids, which science has shown to improve heart health and brain function. With a shelf life of over four years, canned tuna is also affordable and versatile. Here are 12 ways to easily incorporate this nutritional powerhouse into your daily meals.

- 1.** Combine canned tuna with avocados, berries, apples, and mango chunks in a food processor to make a tangy, creamy spread.
- 2.** Combine flaked tuna with hard-boiled eggs and hummus for a protein-packed sandwich filling or salad topping.
- 3.** Toss canned tuna, roasted red peppers, chopped red onions, fresh basil, garlic and tomatoes with whole wheat pasta to make a filling, tasty dinner.
- 4.** Combine cooked barley, tuna, and a sprinkling of cheese and microwave until heated through. Add milk to reach desired consistency.
- 5.** Sauté an onion, 2 stalks of celery, and a diced red pepper in olive oil. Add a can of tuna and a can of drained, rinsed cannellini beans and cook for several minutes until heated through.
- 6.** Spoon an even layer of tomato sauce over whole wheat pizza dough. Add a can of flaked tuna, capers, olives, oregano, basil and olives, and bake until golden brown.
- 7.** Combine tuna, beans, scallions, cherry tomatoes, olive oil, and lemon juice and serve over arugula.
- 8.** Mix canned tuna with chili powder, lime juice and olive oil. Spread over a whole wheat tortilla, and add Greek yogurt, salsa, black beans, and sprinkling of cheese.
- 9.** Mix canned tuna with artichoke hearts, kalamata olives, chopped canned hearts of palm, lemon juice, and cilantro. Roll in a large leaf of lettuce, drizzle with balsamic vinegar, and sprinkle with feta cheese.
- 10.** Add canned tuna, diced plum tomatoes, sliced scallions, diced parsley, and olive oil to cooked bulgar. Toss and serve over greens.
- 11.** Flake tuna, mix with olive oil, lemon juice and parsley, and cover a whole grain English muffin or roll. Sprinkle with mozzarella cheese and broil until the cheese melts.
- 12.** Add canned tuna to boiled potatoes and mix with diced celery, lemon juice, wine, and olive oil. Add Dijon mustard to taste.



Learn more about the Mediterranean Diet and healthy food choices at www.oldwayspt.org.

Seaview staff work tirelessly throughout the year supporting the most vulnerable in our local community. Their efforts can be seen by the highly impressive achievement and performance data for the year ended 31 March 2020 below:

Provided support to **1,754** individuals across all of our programmes of service

Seaview staff had **24,429** engagement contacts with clients across all services

Provided Wellbeing Centre contact, support and recordable services for **820** people (some of whom attended several times a week), and informal support to many more

Served an average of **89** different individuals daily at the Wellbeing Centre tea bar

Served over **6,616** affordable hot, nutritious meals and countless teas, coffees, juices, soups & rolls and desserts

Gave specific housing related advice and accommodation support on **2,390** occasions

Outreached **429** individual rough sleepers across Hastings and St. Leonards, Eastbourne and Rother including **243** rough sleepers in Hastings and St. Leonards verifying their identity, checking on their welfare and inviting them to engage with support

Provided a placement for an accountancy student

Provided more than **30** people with volunteering, training and work experience opportunities, both for service users and people from the wider community

Our Housing First service provided **10** of the area's most entrenched rough sleepers with over **2000** interventions aimed at keeping them in their homes and helping them to achieve their goals

Gave support and encouragement to people on a wide range of issues including substance misuse, emotional wellbeing/mental health, caring roles, literacy, relationships, cultural and faith needs as well as interpreting and assisting with settled status applications

Provided peer support for **269** people who undertook **4,699** recovery based activities through our RADAR project (gym, choir, running, peer support groups)

Engaged with **34** people through our Arts project and theatre trip

Supported **542** individuals to access medical appointments

Were involved in averting crisis for individuals on **9,615** occasions

Made **1,527** contacts with **230** individuals through our street activities work

In summary Seaview has encouraged people to make important changes in their lifestyle resulting in improved sense of wellbeing.



Donate

Donations are an important part of the success of Seaview Project. Your donation makes us more able to continue providing the services that improve the lives of vulnerable people, and puts us in a much stronger position for approaching other funders. Please only give what you can afford, and know that it's the most effective possible way of supporting us.

Online Donations

Donations to Seaview Project can be made simply and securely through our donation platform [Seaview Donate](#). This is the most efficient way to contribute: we receive your donation faster and, if you're a UK taxpayer, an extra 25% in Gift Aid is added to your donation.

Goods donations

Kind donations of items such as clothing, clean blankets, towels and bedding provide valuable comfort and support to our service users. Goods donations can be dropped off at the Southwater Centre during the following hours Monday, Tuesday and Friday 10-4, Wednesday 10-2 and Thursday 8.30-30

Become a friend of Seaview

If you would like to support our work, please consider becoming a friend of Seaview. For a minimum donation of £3 a month, you will be helping us to combat homelessness.

[Please get in touch](#) for further information.

