

# THE Seaview NEWS LETTER

Practical services for complex lives



seaview  
practical services for complex lives



## LOCKDOWN LEGENDS

In the last newsletter I expressed some hope that we would be able to return to some semblance of normality but I spoke too soon. The current situation is not what any of us had expected, finding ourselves in another lockdown, but I have been inspired by the way the team at Seaview acknowledged the situation and responded accordingly. As we improved our infection control measures and re-assessed the risk to ourselves and our clients in light of the new strain of COVID, a path through the mist of confusion became clear. We knew what we had to do and we simply set about getting on with the many tasks in hand; fearless in the face of adversity!

To fear less in these turbulent times has only been possible by pulling together with our colleagues in partner services, our commissioners and many other supporters. We have been able to continue to support those most vulnerable in our community. The vaccine has helped with reducing our fear of infection and when we hear that our efforts to support others are being widely acknowledged, this has given everyone a real morale boost.

- 1 Lockdown Legends
- 2 Gym News
- 3 Covid Crisis Makes Our Work Even More Vital
- 3 Radar News
- 4 Wellbeing Centre
- 4 Project Adder
- 5 Seaview Choir
- 6 Seaview Housing Support
- 6 Diversionary Activities Project
- 7 Rough Sleepers Outreach
- 8 Seaview Feeding Its Clients
- 9 St. Johns Ambulance News
- 10 My place - Seaview Stories
- ★ SERVICE USER ADDITIONS

During the last year Seaview have been involved in averting crisis for individuals on **9,615** occasions



With weekend opening at Seaview, the commencement of Project Adder and the Harm Reduction Programme, there has been much change. We have geared up to support local people to complete the national census and have increased our outreach services along with our capacity to distribute more food locally. We are delighted to welcome our new recruits, Caelie Hawkins in Finance, Hannah Hallett HR and Operations Manager, Karen Penn on outreach and tenancy support along with Colin Ramsey and Julia Carey who are supporting an increasing number of people living in temporary accommodation.

**The Seaview team are never too busy to listen.** Our thoughts are with those who have lost someone as a result of this awful virus and with the many people who are experiencing different forms of hardship as a result of the pandemic.

**Dave Perry**  
Chief Officer

During the last year Seaview 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.

## Gym news!

Let's hope that infection rates will lower very soon and Rory, the dynamo that is the driving force behind our well-equipped gym, will be working once more on a one to one basis with service users. Once we emerge from lockdown, we want to offer access to as many service users as we can. If you haven't been for a while, we're sure you'll feel the difference after a session or two and notice a big improvement in yourself as well as notice a surprise!

Yes, in the gym, two huge murals have been designed and created by service users Denise and Frances along with Arts Worker Rebecca Child. Commissioned by the Brighton based organisation Grassroots <https://www.prevent-suicide.org.uk/> to raise awareness about suicide prevention, for more information visit Grassroots app #StayAlive , It's easy to access and is a lifeline for those in distress.

Denise and Frances have spent many weeks prepping walls, mixing colours and completing the mural. The result is the creation of two fabulous murals for you all to admire. Yet another good reason to visit the gym when out of Lockdown.



# Covid Crisis Makes Our Work Even More Vital

## A Message From Seaview's Chair - Anna Barnes

Hi everyone I hope you are all staying safe and well as we begin to see the COVID figures reduce again in Hastings (hopefully for good this time).

I would just like to express my thanks to all the staff who have gone above and beyond what could be expected in these unprecedented times!

Seaview goes from strength to strength and our reputation is even better than before. I can't speak highly enough about the dedication, bravery and creativity shown by everyone in the Centre. This has been acknowledged by our commissioners who have ensured our staff are prioritised for vaccination. With Spring round the corner I think there is finally room for optimism.

All the best

**Anna Barnes**  
Seaview Chair



*I would just like to express my thanks to all the staff who have gone above and beyond what could be expected in these unprecedented times!*

## RADAR NEWS

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

This service involves creativity, music, sports and regular support groups to aid recovery for those who have had or are experiencing substance misuse issues and/or mental health problems. Some of the staff employed to lead these sessions are peer facilitators who have themselves experienced the process of recovery. Last year 269 clients were involved through 4699 activities. Wow!

We have many brilliantly inventive ways to support, inspire and involve you. RADAR Worker Jodie has been busy sourcing art packs for those who want to keep busy at home and RADAR has been involved in both the singing Christmas card and My Place videos mentioned in the articles below.

Covid-19 has temporarily changed the way RADAR operates so phone us if you are interested and we will include you in whatever way we currently can. For more information phone 01424 717981 and ask for Rory or Jodie.







## Project Adder

The Seaview Project has been commissioned, as part of a wider partnership approach, to provide assertive outreach support to people in the Hastings and St Leonard's area with a focus on helping them to get the support they need to reduce harm caused by their drug use. Project Adder is a targeted partnership approach aimed at reducing the supply of drugs. Seaview's role involves engaging those with a substance misuse problem that are hard to reach. Helping them to access treatment and referring them to other agencies locally that can help them turn their lives around. Project Adder will be an assertive outreach service and will adopt best practice gained from our experience of reaching out to vulnerable groups in our community. The service will be adaptable and flexible in its approach to engaging clients and working as part of a multi-agency team to make a positive impact.

For more information please watch a small article broadcast by the BBC recently which can be viewed here:

[https://m.facebook.com/story.php?story\\_fbid=3705329082885506&id=222777714474011](https://m.facebook.com/story.php?story_fbid=3705329082885506&id=222777714474011)

## Wellbeing Centre

Working within guidelines of frequently changing Covid Tiers and Lockdown restrictions, the Wellbeing Centre has been agile in its response, seeing staff working hard to adhere to strict infection control measures to ensure the centre remains open.

Having to limit numbers according to the guidelines at any one time (at the time of writing while in a National Lockdown), we remain open twice a day during the week and once a day on Wednesdays, Saturdays and Sundays. At the end of each session the centre is cleansed in time for the following session. As we are encouraging people to stay indoors while Lockdown continues, the centre is currently only open to rough sleepers and those in crisis.

At the request of and funded by the clinical commissioning group and Hastings Borough Council we are opening our doors on a Saturday and Sunday morning from 8.30-1pm up until the end of March 2021. Offering a safe and warm space, support, showers, free telephone, laundry facilities and warm healthy meals cooked up by our weekend chef Steve. The centre is open to verified rough sleepers, those having left the streets and placed in temporary accommodation and those in crisis. A member of the Hastings Borough Council's housing team will be on call while the centre is open.

Christmas 2020 saw us in Tier 4 and though numbers of people permitted in the centre were limited, we were determined to uphold our free Christmas dinner tradition. We set a guideline of eight service users per Christmas dinner sitting and we held two sittings over two days to maximize the offer to as many people as possible under difficult circumstances. A total of 32 dinners were served and a traditional roast turkey with all the trimmings and mince pies and cream was enjoyed. Our staff arrived early to put up decorations and there was a free raffle where everyone got a prize. Seaview's chef, Lynton conjured up his usual magic. He normally cooks for 80-100 people but in spite of being fewer there, all agreed that it was a great day.

For more information on our Wellbeing services please phone 01424 717981 and ask for Maggie, Sam or John"





## Seaview Choir Bringing Xmas Cheer in 2020

In an ever-changing landscape of Lockdown restrictions, it became clear we would not be holding our annual Christmas Carol Concert.

Determined to uphold the tradition in some way, the Seaview RADAR team with Barefoot Opera rallied together and worked within safe Covid guidance to squeeze in one socially distanced practice session with the Seaview Choir, followed the next day with a video shoot at St John the Evangelist Church. Filmed, directed and edited by Isolation Station and Half Ten Productions; the Seaview Choir are captured singing 2 Christmas songs and a reworked traditional hymn featuring an overdub of facts and statistics of homelessness in the UK.

The result is a beautifully crafted video offering Christmas Cheer to all our followers and supporters in a year which has been both challenging and bleak. Please head to our website or Facebook page or follow the link here to view the video.

To view the video please visit: <https://fb.watch/3rOxRVhiTn/>

Many of our clients are now in temporary accommodation and although some are not able to spend time in our Wellbeing Centre, we are still in regular contact, delivering them hot meals, essential supplies and offering support from our designated teams.







Moni and Louise, RSI Housing First Workers.

## Seaview Housing Support Services

Seaview offers intensive home support to former rough sleepers who are now housed by way of two services:

1. The Rough Sleeper Initiative (RSI) Housing First Project
2. Seaview Accommodation Service (SASS).

The aim of both services is to help sustain tenancies and stop the revolving door of homelessness.

Housing First works with a discreet number of clients who experience complex issues in their lives, are hard to reach and have a history of long term rough sleeping. The Housing First team commissioned by the Rough Sleeper Initiative (RSI) work closely with the RSI Multi-Disciplinary Team (MDT) consisting of workers from specialist services including mental health, substance misuse, housing, adult social care, health and also a generic support worker to add a more specialist focus to the work. Work can vary from helping to set up a tenancy, supporting to move in, organising bills, setting up bank accounts, helping with reduction of debt and setting up and jointly attending health and wellbeing appointments. Ongoing assessment of health and housing needs is a central part of the work and knowing when to call in the MDT is vital. As well as support, Housing First Workers encourage their clients to engage with healthy activities.

SASS retains the focus of supporting former rough sleepers to sustain tenancies whilst building life skills and encouraging engagement with healthy activities. Due to the complex nature of the client group some individuals who are transitioning from rough sleeping benefit greatly from more intensive home support to help with the transition from the street or temporary accommodation into a permanent tenancy.

### Diversions Activities Project Merrick House and Temporary Accommodation.

Merrick House is the Rough Sleeper Assessment Centre for Hastings and Eastbourne. Merrick House has 12 rooms and is staffed 24 hours a day. Most residents experience substance misuse issues.

Seaview is providing activities on a 1-1 basis and group sessions. The service is client led and we supply and deliver activities that the clients have individually requested. We also provide harm reduction advice and support individuals to access other specialist services.

In the summer we enjoyed a visit to The Real Crime Museum. Unfortunately, due to 'Lockdown' we are now restricted to what we can provide. However, we still offer small group sessions (of course socially distanced and wearing face coverings), these include art activities, drawing, painting, modelling with air dry clay and mindfulness colouring to name a few. Recently we have been working with the Bike Lab <https://bikelabhastings.org/> who have kindly donated a bike to one of our service users. Thank you Bike Lab.

More activities are planned as the weather warms up and hopefully Covid restrictions loosen.





Michael Payne, Seaview Accommodation Support Service Co-ordinator talks more about SASS and it's development:

" Here at Seaview's Accommodation Support Service we are supporting our clients through this difficult and isolating time. We have regular contact with clients and, for our most vulnerable, we are delivering a hot meal daily which is gratefully received and appreciated. We are also encouraging clients to engage with diversionary activities such as art projects to help fill the day.

As well as accommodation support we are hoping to engage some of our clients in the online groups that are currently being set up, such as a wellbeing group and a recovery group. Harm reduction advice with regards to drugs and alcohol is also a large part of our client interventions.

We have, over the last few months, been attempting to improve our links with various other services and are starting to see this bear fruit with more referrals. The multi- agency approach to our work is seeing us establish good working relationships with other local agencies and Hastings Borough Council.

In addition to supporting our regular group of clients, we are now establishing contact and beginning to work with clients in Temporary Accommodation, and taking probation referrals while clients are still in approved premises prior to having secure tenancies. We are also offering a sign-posting service for various other housing issues such as pending evictions.

Although named as an accommodation support service we take an holistic view of clients care needs, we look at how we can work with other services to improve clients' substance misuse issues, how we can be of use with regards to physical and mental health, also how a reduction in offending and involvement in the criminal justice system can be brought about. A safe and secure level of accommodation seems to be a priority for all of these needs.

The basics are important. As part of Seaview, being in a position to provide food and clothing for difficult to engage clients has always been, and still is, a very effective method to help facilitate those possibly difficult early engagement processes. Once clients are in the service it gives the chance to explore their current unmet needs and sign-post to other agencies where appropriate. "



## Rough Sleepers Outreach

We reach out to those sleeping rough wherever they are. Mick and his team are out before dawn checking who is out there, how they are, arriving with essential aid and advice. For many, this is the pathway back to engagement, support, housing and a fresh start. The work continues throughout the day and the team remain flexible to respond to individuals and alerts from the general public and partner agencies.

Working closely with Hastings Borough Council and the RSI, numbers sleeping rough have been significantly reduced since the start of the pandemic. Many are now placed in Temporary Accommodation and work continues to enable them to move onto settled accommodation.

We now operate across Hastings, St Leonard's and Rother. If you know the location of someone who might need our help, tell us by way of Streelink <https://www.streetlink.org.uk/> or phone our Rough Sleeper Team on **01424 717981** and ask for Mick or Debbie.





## Vacancies

Seaview is recruiting for Project Adder and the Diversionary Activities Project. Please head to our website to find out more <https://www.seaviewproject.co.uk/recruitment>

## Seaview Feeding Its Clients

We have worked tirelessly during the crisis to feed our clients. Normally, Lynton our chef, serves around 30 hot meals at lunchtime as well as the multitude for Thursday's rough sleepers Breakfast. Now that we are restricted to fewer clients for each session the numbers are smaller.

We were able to secure a small amount of money to hire a van which has enabled us to deliver hot meals to clients who are not able to cook for themselves. We can also carry out a welfare check at the same time which has been invaluable when a lot of people are in crisis.

We are in the process of making a cookery video to go on our website. Clients will be provided with the utensils needed to make a healthy wholesome meal and all the ingredients. Then all they have to do is tune in. This is a very exciting new project and we be live streaming as soon as we can. Part of this service will be providing tablets to those in need of digital accessibility.

Seaview has a small food bank which is created from weekly donations by Tesco and public donations into two collection boxes located in ASDA and Morrison's. Using these supplies along with help from Hasting Voluntary Action, we have distributed essential groceries to those in the most need.

We also have been involved in monthly meetings with the Hastings Food Network. This is a partnership which was created at the start of the first lockdown and is committed to ensuring those in need have access to food.

May we offer our thanks to our Trustees Rick and Sheila have been stalwart in their support to ensure food continues to arrive in Seaview.

## My Lockdown Story

How I coped and what I did during the lockdown between March and June 2020. For most of the 4 months I was self-isolating. I only went out for 1 hour to do my shopping, see my GP and collect my medication. During the lockdown the staff at the Seaview community centre brought me a lunch every day. I did feel for them because the weather was very hot. But they still came up to me. So, the only people I saw during the lockdown was the staff from Seaview. I'd like to finish by saying a massive thank you to John, Maggie, Sam and Jodie for being so caring in those difficult times.

Thank you

From Tim





## St John Ambulance Hastings Homeless Service update

St John Ambulance offer first aid, wound dressing, treatment of leg ulcers and abscesses, general healthcare, referrals and advice to our clients. During pandemic, the service is often changing.

Every year St John Ambulance Hastings Homeless Service (SJAHS) conducts a Service User Survey. Feedback in these is always very good, but our recent survey, conducted in Nov-Dec 2020, was probably the best ever!

For example: a friendly, non-judgmental and understanding environment was mentioned by 100% of respondents when describing their experiences with SJAHS staff. Perhaps the challenges of Covid amplified people's appreciation of the service we have managed to continue delivering throughout the pandemic (albeit in a different way: now from a mobile health centre rather than from Seaview's treatment room), or maybe we've continued to improve.

We pride ourselves on being a holistic health service, concerned with emotional, mental health and social needs as well as physical health. Benefits to clients' health identified in the survey included an improvement of their lifestyle across several areas, including footcare, mental health, alcohol and drug use, and the ability to access other services independently.

Here are a few of the responses received:

*"Without SJA I would be dead. Their emotional support has saved my life."*

*"They are really good listeners. I have used mental health in other places but SJA is much better. I don't feel judged by them."*

*"They helped me regain trust in people."*

*"They helped me get off the street, so I am no longer homeless."*

*"I stopped drinking."*

For more information about the service and how we're currently operating, please contact Roger Nuttall: [roger.nuttall@sja.org.uk](mailto:roger.nuttall@sja.org.uk) / 01424 435358





# My place

## SEAVIEW STORIES

It started in March 2020, when Bev Lee Harling and I were practicing for a concert with the Seaview Project Choir. We began to improvise with a simple hum that the choir could tell their stories over, and as they started talking, the honesty, clarity and humanity was so evident. While the concert was cancelled due to the pandemic, the idea gained a new lease of life after Barefoot Opera successfully applied for Emergency Funding from Arts Council England.

My Place is a simple concept – it asks people to share their stories about what my place means to them. It could be a specific location, time, or feeling, or even just a starting point from which to share anything they want. It is deliberately opaque. We wanted to encourage people to talk freely and openly. During lockdown, there was such a heightened feeling of separation between people, I wanted to make a piece with Bev that linked us back together through storytelling and music. The Seaview Project Choir were always going to be a part of this work - it was their spark that started the whole concept. We felt so privileged to hear the lives of Eleanor, Evelyn, Janine, Jodie and Paul and found their words so rich in storytelling that coming up with musical ideas to fit felt a very natural, symbiotic process.

Bev and I are now creating similar pieces with words from Dudley Infant Academy and The Refugee Buddy Project. These will all be available online early February 2021.

Singing and sharing with the Seaview Project Choir has been such an important part of my musical life since 2017 - I am so proud to be part of such of a wonderful organisation.

To view the video please visit- [https://youtu.be/HQz0GJlu\\_cc](https://youtu.be/HQz0GJlu_cc)



Written by Lucy Mulgan from barefoot Opera





## **FREE DENTAL SERVICE FOR SEAVIEW**

**25 MARCH, 29 APRIL, 27 MAY, 24 JUNE,  
29 JULY, 26 AUGUST, 23 SEPTEMBER,  
28 OCTOBER, 25 NOVEMBER**

**MOBILE UNIT IN SOUTHWATER  
ROAD.**

**PLEASE CALL SEAVIEW'S RSI  
TEAM TO BOOK AN  
APPOINTMENT ON 01424 717981**



# 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.

