

**How are the charities we support through our Outward Giving coping during the pandemic? This week we hear from Vaughan House and Number Five.**

## **Vaughan House and Number Five**



Vaughan House and the Number Five Hub are now both run by the Riverside Group, a major provider of affordable housing, care and support services in England and Scotland ([www.riverside.org.uk](http://www.riverside.org.uk)).

From **Vaughan House**, Julie Jarrakh writes: 'I am the service manager of Vaughan House and took over in January this year, just before the pandemic!

'I believe the team and residents have coped well with the changes we have had to implement. The team were being kept to a minimum to reduce the risk of bringing COVID-19 into the building, which did have an effect on some residents, due to not always having their support worker available, nor as often.

'The residents have mostly been complying with the changes, however having to observe the visitor ban has, on occasions, been difficult for some residents (as it meant they could see no-one except staff, which can have an effect on their mental well-being.) However, with the relaxing of the lockdown rules, residents are able to go out and about a lot more and now socialise, albeit from a distance.

'We are very fortunate in Vaughan House as those in the community who know of us, and what we do, will rally to give support which has helped us enormously to ensure the residents have their basic needs met.

'We appreciate all you do for the community and are grateful for the knowledge we can call on you in times of need should it be required in the future. Thank you.'

*July 2020*

### **Number Five Hub**

For 30 years the Number Five charity ran the night shelter at 3–5 York Road with support – both financial and practical – from all quarters of the local community, including churches and local organisations, as well as many groups and individuals. On 31 March, however, in line with the government's strategy for helping rough sleepers achieve lasting change, the running of the shelter was handed over to the Riverside Group. Now known as the Number Five Hub, it is open 24 hours a day to support rough sleepers in collaboration with specialist mental health and addiction services.

On the Riverside website, Ketan Patel, area manager, writes: 'The night shelter has played an instrumental role in helping Guildford's homeless for many years and we are honoured to be taking on the operation of the service.

'We would like to reassure everyone that the provision of emergency accommodation for rough sleepers will continue but the service will be enhanced by opening 24 hours day, round the clock client support and provision of onsite specialist workers to help people get back on their feet.

'We hope the community will embrace our new Hub and continue to support Guildford's rough sleepers as usual.'

*April 2020*