

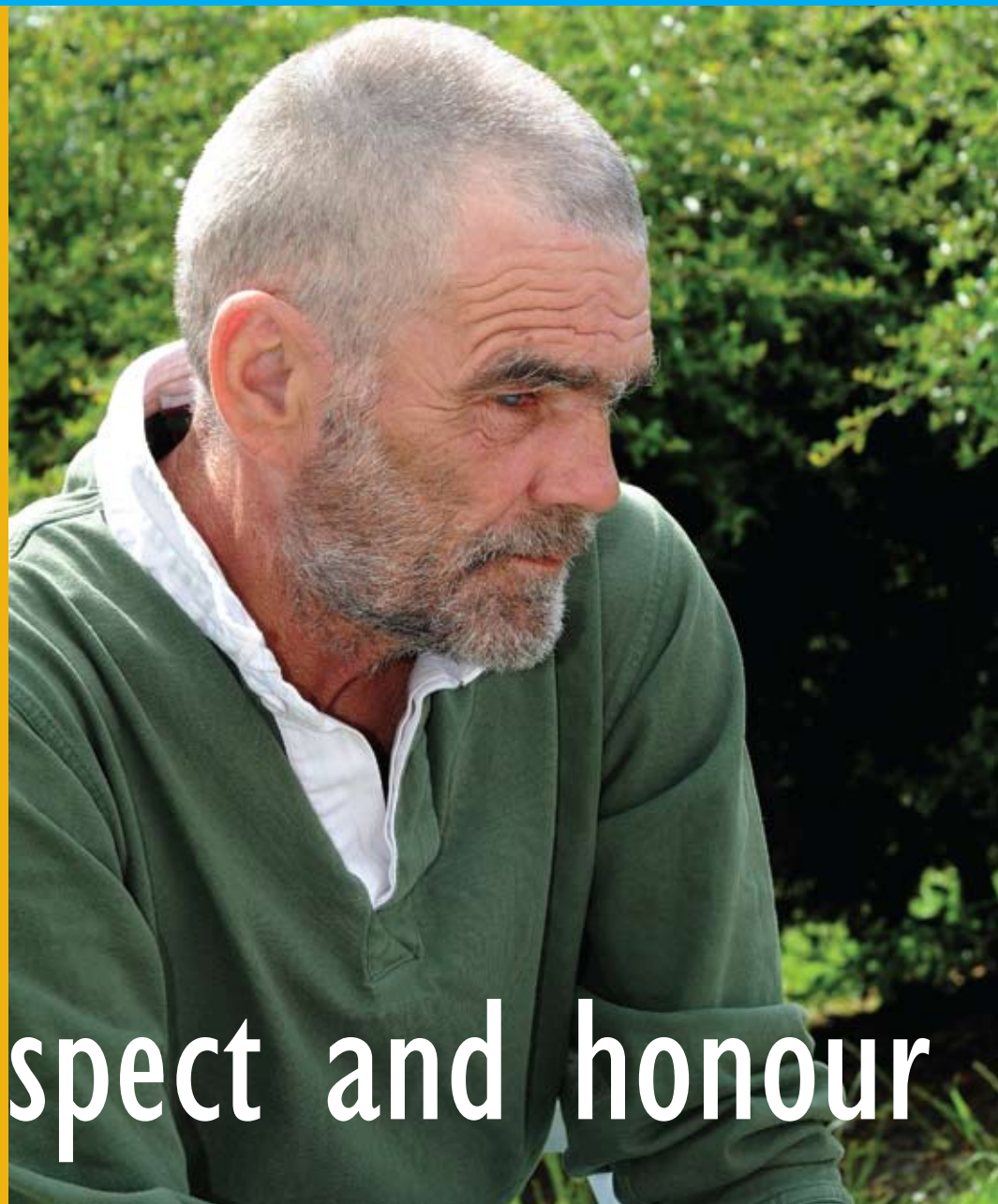


# Alabaré Autumn/Winter 2009/10

# news

E N A B L I N G   A   F U L F I L L I N G   L I F E

[www.alabare.co.uk](http://www.alabare.co.uk)



## We all need a safe haven.....

Alabaré has launched a new campaign to provide specialised support to ex-Service men and women.

*To find out more go to page 2*

# hope, respect and honour

### **contents**

We all need a safe haven  
Alabaré in Bournemouth  
Supported living  
Damascus House  
Chaplaincy  
Project round up  
Sleep Out 2010

In this issue we look back over what has been a busy six months for Alabaré. We bring you details of our new campaign to provide more support to the ex-Service community. There is a special feature on Supported Living and our other learning disability services and very good news on Damascus House. You can also find more about our services in Bournemouth and Weymouth, our chaplains and volunteering for

Alabaré, as well as the usual round up of project news.

With the effects of recession still upon us we understand that times are hard for many of us; we really do appreciate the support that you continue to show Alabaré and we would like to thank you for your generosity.

# We all need a safe haven... Alabaré's new Appeal

*At Alabaré our aim is to end homelessness for our clients.*

We have recognised the need for our support within the ex-Service community. At the beginning of 2009 we opened Mon Abri House (meaning my safe haven), our first project for former members of the Armed Forces.

Mon Abri provides accommodation and support to men and women who are experiencing difficulty after leaving military

10.5 million veterans and dependents make up the ex-Service community. The most common issues for those aged 16-44 are financial difficulty, unemployment, lack of skills or training, depression and mental health problems.

**Alabaré Christian Care Centres** is a charity that works with homeless and vulnerable people. We have more than 40 projects across Wiltshire, Hampshire, Plymouth, Bournemouth, Devon, Dorset, Bristol and North Somerset providing a range of services including drop-in centres, supported accommodation, a registered care home, and advice and training. We work with the homeless, those at risk of becoming homeless, ex-offenders, ex-Service personnel, people with drug and alcohol issues, young people, vulnerable women, individuals with learning disabilities and people with mental health problems. Our vision is a society where everyone has the opportunity to enjoy a fulfilling life.

[www.alabare.co.uk](http://www.alabare.co.uk)

*Photos copyright: Alabaré/Sue Deegan, Wayne Perry. Photos are not necessarily of clients referred to in this publication. Names have been changed to respect client confidentiality.*



For further information about Alabaré Christian Care Centres, please contact:  
Marketing and Fundraising,  
33 Brown Street,  
Salisbury SP1 2AS

01722 322882 [enquiries@alabare.co.uk](mailto:enquiries@alabare.co.uk)  
Fundraising and donations 08450 786808

Alabaré Christian Care Centres is a company limited by guarantee. Registered in England No. 2604011 Registered Charity No. 1006504

Printed on recycled paper,  
elemental chlorine free.



service. Staff offer help with a range of complex issues including Post Traumatic Stress Disorder, drug and alcohol addiction, education, employment and life skills.

Alabaré also offers crisis services and training opportunities for ex-Service personnel. Our Drop In Centres in Salisbury and Trowbridge are often the first point of contact, providing hot food and drink, washing and laundry facilities and advice. From here we refer clients to other appropriate projects and services. We also provide tenancy related support to clients in their own homes and our Home and Money training programme teaches tenancy management skills.

"I am a recovering alcoholic and I was lucky enough to be the first resident to be accepted at Mon Abri. I was assigned a key worker to help me get some sort of focus, then enrolled in a drug and alcohol awareness scheme and joined Alcoholics Anonymous.

The first weeks were hard but I had the staff and residents to talk to, for the first time since leaving the Services I was around people who thought the same way as me. It's extremely difficult for some ex-Service men and women to fit into civvy street, at Mon Abri we all had something in common.

In time I became more stable in my outlook and began to enjoy my life more. Not drinking brought its problems, but with the support I was receiving I managed to stay in sobriety. It's been 10 months now and I feel great.

I also met Sandra who introduced me to her church, giving me another outlet unrelated to my illness. It's my first relationship in 13 years and it's great, we support each other. I now live in Cornwall with Sandra in a lovely flat. It took hard work to get here and without the support of Alabaré and other organisations I am not sure I would have made it."



*"This home offers hope, respect and honour."  
– Mon Abri resident.*

## The future...

Demand for places at Mon Abri is extremely high; it can only help seven people at any one time. We want to open a further five homes like Mon Abri across Hampshire, Wiltshire, Dorset, Devon and Bristol to provide 35 to 40 bed spaces.

To do this we need to raise £5 million to cover costs for the next five years. £1.5 million of that would enable us to purchase the five new properties, giving us a more secure future for the projects.

The remaining £3.5 million would allow us to run the homes effectively and efficiently for 5 years. It will also enable us to build on the good work of our Wiltshire Drop In Centres, support services and training programmes, making sure they are all fully accessible to ex-Service personnel.

Although we are hoping to cover a large proportion of the £5 million with help from other charities, organisations and charitable trusts we still need to rely on the kind support of individuals and businesses if we want to succeed in reaching our fundraising target.

**Any support that you can offer would be greatly appreciated.**

For more information go to [www.alabare.co.uk](http://www.alabare.co.uk) or phone 08450 786808



John Estall is Area Manager for Bournemouth and Dorset, having worked for Alabaré since June 2008 we wanted to find out more about the man behind the title.

John attended Moorlands Bible College focusing on cross cultural studies. His first job was working for Bournemouth Council Temporary Accommodation followed by a stint as a very busy front-line homelessness officer and housing advisor for Poole Council. During his time there John dealt with single homeless and rough sleepers, families and people in need of temporary and long term housing. This gave him a working background in

## Meet John

housing issues and law and helped him develop a vast network of contacts that he still refers to now.

John came to Alabaré to manage our new Bournemouth Floating Support service. One of his fondest memories is of the 'unique' team building exercise Alabaré had devised for him and five other new members of staff - putting together their flat pack office furniture. What a welcome!

John says "What I like about Alabaré is the flexibility of the charity. My team and I all feel very well looked after and respected; we are able to look at new opportunities and find it so refreshing to be able to make improvements to our day to day working practice."

In May 2009 John became Area Manager for Bournemouth and Dorset, which

means in addition to Bournemouth Floating Support he also looks after Charis House in Weymouth, which provides supported accommodation to six homeless men recovering from drug and alcohol dependency. He is now looking at ways to expand Alabaré's services further into Dorset.

John is a keen amateur photographer and rugby player; he also bravely took part in February's sleep out at Salisbury Cathedral, raising money for our Wiltshire Drop In Centres. In 2010 he is hoping to be sleeping out in Weymouth. To join him or find out more about Alabaré in Bournemouth and Dorset call 01202 580932 or email [j.estall@alabare.co.uk](mailto:j.estall@alabare.co.uk).

## More on Bournemouth and Weymouth

Our Floating Support Service in Bournemouth has celebrated a special milestone – its first birthday. The service, which began in June 2008, provides tenancy related support to people in their own homes offering assistance with budgeting, benefits and form filling to help people maintain their tenancy agreements and prevent eviction.

Bournemouth Floating Support is innovative in the way that it works with owner occupiers as well as people in rented accommodation. However, more than half of the emergency referrals to Bournemouth Floating Support are people living in temporary accommodation such as staying with friends, in hospital, sleeping rough or temporary accommodation provided by Bournemouth Borough Council.

In its first year the service supported 206 people

*"Alabaré is an invaluable service and many of my clients would not have been able to find and sustain accommodation if they had not had support from Alabaré. If they were not there I am sure there would be a dramatic rise in repeat homelessness. Alabaré also has a 24 hour emergency service that I constantly refer to; being able to pick up clients so quickly is simply fantastic."*

*Homelessness Officer at Bournemouth Housing Solutions.*

The team is continuously looking at ways to improve the way they work and recently held a feedback day, which gave clients a chance to have their say about the service they receive. Staff will now use this information to develop how they work in the future.

Bournemouth Floating Support had another reason to celebrate when it received a glowing review from Supporting People, the government body that funds it.



### Weymouth

All six residents at Charis House are very busy indeed. Two residents have found employment, for one it is his first job in 16 years, two are starting college courses in Basic Counselling Skills, Literacy and Health and Social Care and two others are starting an Event Volunteering course which will guarantee them an interview for a volunteering role at the 2012 Olympics.

# Supported Living

## - It's all about choice

Supported Living provides accommodation to people with learning disabilities, enabling them to lead a fulfilling life of their own choice. It is an area that has seen much expansion over the last two years at Alabaré, growing from just one to five homes.

Alabaré opened its first supported living home in 2002 providing accommodation for four men. In 2008 a further two homes were opened providing nine more spaces and in the last couple of months, we opened two more homes for another nine adults. We can now offer supported living to a total of 23 people with learning disabilities.

Our supported living houses:  
One in London Road, Salisbury  
Two in Wyndham Road, Salisbury  
One in Gorringe Road, Salisbury  
Two in Westland Close, Amesbury

Ruth Telford, Supported Living Manager, has worked for Alabaré for seven years. Her role is to manage all five of the homes, which is no mean feat. She tells us a bit about what she does.....

My job is to manage all five of Alabaré's Supported Living homes; I know it sounds a bit of a cliché but the clients really do come first. My main priority every day is meeting the needs of the residents, their families and my staff.

### It's all about choice

Each of our houses offer different levels of support ranging from medium to very low and the support we provide each client is based entirely on their personal needs. We work to a system called Person Centred Planning; clients are

assigned a key worker who will work with them to draw up a support plan. This plan outlines aims and goals that they want to work towards and could include anything from taking up a new hobby to finding employment. Each week clients also have to work on developing their independent living skills, which are everyday things like cooking meals, budgeting and household chores. We assess each of the clients on a weekly basis, but we also hold more in depth annual reviews.

### It's good to talk

It is very important to me that we communicate well with the families of our clients and that they feel involved and well informed about the choices that are being made. Sometimes it can be tricky; it's a very fine balancing act between my responsibilities to the clients and to their families.

### Every day brings a new challenge

No two days are the same in my job, I generally move between the five houses and deal with situations as and when they come up. London Road is the main hub for Supported Living, but I like to make sure I visit the other houses at least a couple of times a week. It is important to me that all of the residents and staff know who I am and know that they can come to me if they have any problems. Just yesterday whilst at Gorringe Road it was clear that one client was having a bad day. I spent some time with him talking



through what was bothering him and we managed to come to a conclusion that he was happy with. You can't really plan for things like that so I never really know what each day has in store for me.

### A sense of humour is vital

I would say that to work in this environment you need to be a good communicator, very open minded, flexible and have a great sense of humour. The staff I have working for me are fantastic; many of them have backgrounds in working with learning disabilities but some don't. Whilst I think experience can be very helpful, it isn't essential - personality is the key. In the same way that we review our clients regularly, I am a firm believer in taking a good look in the mirror too. We regularly hold staff meetings where we not only discuss the clients but also take a look at the service we are providing and how we can improve it.

I have always wanted Alabaré's learning disability services to grow and expand and I am so proud of what we have achieved so far.



Sophie came to one of our homes in Wyndham Road nearly two years ago from the Foxes Academy, a hotel that trains people with learning disabilities. Initially there was concern that the move was a step backwards for Sophie as the house provides 24 hour support, but it was decided that it would be the best move for her. A couple of months after moving in Sophie was having problems and was refusing to engage with staff and daily activities. A meeting revealed that Sophie worked best using a detailed timetable, so support workers drew some up and pinned them to her bedroom door. Immediately the problem was solved and Sophie began to settle in well. Sophie has just moved across to our other house in Wyndham Road, which offers a very low level of support. She works a couple of part time jobs and has just returned from a holiday in Spain.



### Coffee and cake... and a helping of support

Cana Coffee Bar has been running from the United Reformed Church in Salisbury for more than seven years. It provides supported employment for people with learning disabilities, where the clients are responsible for baking the cakes and then selling them, along with other refreshments on Friday. They also make sandwiches and run an order and delivery service for Alabaré staff and local businesses. Plans are in the pipeline to expand Cana Coffee Bar so it can take on more clients, provide more delicious goods and open more often. Watch this space!

### Art Attack

There are many changes taking place at our house in London Road, including re-decorating, tidying the garden and a re-arrangement of the rooms. One important addition is the art room where a new art and craft class is held every Sunday for clients from all five of the homes and those in the community.

### It's not all work, work, work

Many of our clients are in voluntary or paid employment; Toby takes himself to work every day at a café in Stockbridge and Sophie works at the Cana Coffee Bar and Endless Life Café. Education is also very important; Alan attends a numeracy course at Wiltshire College and James is currently undertaking a National Proficiency Test Council course in money and road safety via our Barford Countryside Unit.

Whilst much of the person centred planning is based on the developmental needs of the client, we also encourage them to explore a range of social activities. One of our men enjoys going to The Chapel nightclub and practices his DJ skills on his laptop, another enjoys running and going to the gym. One of our ladies has a keen interest in films and has built up quite a collection. Clients from all of our Supported Living homes meet every Sunday for lunch too.

*It is all about enabling a fulfilling life, whatever a fulfilling life means to them.*



# Project round up

## Surviving the winter

The Wiltshire Fire and Rescue Service will be helping Salisbury's homeless survive the coming winter with the donation of street survival kits.

The kits are packed into sturdy, waterproof rucksacks and contain essential items for rough sleepers.

The rucksack comes with not only a sleeping bag and foam

mattress, but an emergency blanket and smoke detector, warm socks, a wind up torch, emergency contact list pack, first aid kit, sewing kit, thermos flask and a plate, mug and cutlery set. They also contain personal hygiene products suitable for men or women. In October we received the first delivery of kits, which are now being distributed via the Salisbury Drop In Centre.

This is the first time the kits have been used in Salisbury. The Wiltshire Fire and Rescue Service piloted the street survival kits in Trowbridge last winter, after a rough sleeper died in a fire in a derelict building. More than 40 kits were handed out and proved so useful that they decided to continue the scheme this year in both Trowbridge and Salisbury.

## Chaplaincy - care within a loving service

Two years ago Father Danny McAvooy was appointed as Alabaré's Senior Chaplain. His task was to recruit and develop a team of volunteer chaplains who would provide spiritual and pastoral care across all of our projects.

We now have a team of chaplains in place making invaluable contributions to our projects in Bristol, Wiltshire, Hampshire and North Somerset, as well as to a number of Alabaré staff.

Chaplains are able to offer one to one personal advice and support to service users

to help them take the next step in their own development. The chaplain's role is to provide care in a way that is respectful of all backgrounds within a framework of loving service, rather than trying to change people.

Working with service users when they relapse into addiction is hard and Father Danny has helped staff to develop their understanding, preparing them to better face this reality. At The Well, where one staff member is also an inter-faith minister, they put together a moving service to commemorate and remember

violence that is endured by all who work in the sex industry. The Well has also compiled a book of poems written by residents along with prayers and texts from different faiths and traditions.

Varied services have been held across Alabaré ranging from the annual carol service at Damascus House to a commemoration service at Barford Countryside Unit for a service user who passed away.

Generosity is one of Alabaré's key values that the chaplains help us to deliver through their care and support.

## Mentoring and befriending - volunteers needed

Our mental health project Outreach One2One in Salisbury has started up a new befriending and mentoring scheme which offers one to one support to clients. It aims to boost confidence so that clients are better equipped for work or community involvement. They are looking for volunteers to join the scheme as mentors or befrienders. Full training is given, for more information contact Jeremy Bugden on 01722 322882 or [j.bugden@alabare.co.uk](mailto:j.bugden@alabare.co.uk)

The support Alabaré receives from its 120 volunteers is crucial. Volunteering with us can provide an opportunity to enhance the quality of someone's life, as well as your own. We always need more help and we try to match volunteers, clients and staff to achieve happy and fulfilling friendships.

If you would like to find out more about volunteering opportunities at Alabaré contact Yvonne Way on 01722 344472 or [y.way@alabare.co.uk](mailto:y.way@alabare.co.uk)

# Damascus House -

*building a better future*

Since the last newsletter our exciting plans to redevelop Damascus House, our homeless hostel in Salisbury, have made great progress. Our planning application was approved in June and major government funding has been confirmed. An award of £1.2m has been allocated by Places for Change via Wiltshire Council and £500,000 from Wiltshire Council. We are now awaiting the results of a funding application from the Homes and Community Agency before setting up an appeal to secure the remainder of the funding needed.

The current building will be demolished and replaced with a new purpose-built hostel designed to provide for the needs of homeless people more effectively. It will have room for training facilities and social activities as well as housing the Drop In Centre. The listed building next door is currently Emmaus House, our registered care home for people with learning disabilities; this will be converted to move on flats.

## Happy Birthday

The Barford Countryside Unit at Barford St Martin celebrated its 10th birthday in May with an open day. For a decade the unit has been providing training in a number of areas including woodwork, arts and crafts and horticulture. What an achievement, well done to you all!



## On your bike!

The Great Bristol to Bath Sponsored Bike Ride in May, organised with Redford Customer Marketing, saw 28 bikers cycle 15 miles and raise over £6000 for our work in Bristol.

And in Andover, young people cycled for their projects, The Junction and involved. The Junction is a young people's advice and information centre, involved is a national youth volunteering scheme.



## Mums get online

Residents at the Mother and Baby Unit have been awarded more than £3500 by Wiltshire Young People's Opportunity Fund after putting the application together themselves. Part of the money bought the house a new computer with internet access. The remainder of the money will go towards running the Alabaré Home and Money Programme.

One supporter raised £250 with a darts marathon and was able to get match funding from his employer taking the total to £500. Everyone at the unit was delighted with this donation. If you know of any similar fund matching opportunities within your workplace do let us know.

## Get Kitted Out!

In July we opened Kitted Out!, a clothing centre for homeless and vulnerable people in Salisbury. The free service provides good quality clothing and household goods to people in need. It currently runs from Barnards Cross House in Barnard Street and opens Tuesday, Thursday and Friday 9:30am to 12:30pm. Kitted Out! is staffed entirely by volunteers, if you are interested in helping please contact Yvonne Way on 01722 344472. Or, if you have any items that you would like to donate, please contact Jackie Moore on 01722 742298.

By 2010 the centre will move to a temporary location to coincide with the re-development of Damascus House.

## Singing out for Alabaré

The Abertillery Welsh Male Voice Choir gave a concert in July raising over £750 for Andrew House, our supported housing project in Clevedon, North Somerset. The concert at Clevedon Baptist Church also featured the opera singer Jane Gilchrist, winner of Operatunity aired on Channel 4.

## How you can help

With winter upon us your donations become even more vital and we appreciate all of the support we receive, whether through regular or one off donations. A donation form is included with this newsletter or one can be found at [www.alabare.co.uk](http://www.alabare.co.uk) along with other suggested ways of giving.

In 2008 we received unexpected news of a generous legacy to be used for the work of our Trowbridge Drop In Centre. During the year we have received another generous legacy and been advised of two more that we should receive in the next few months.

Leaving a legacy to charity in your will is easy to arrange, can be tax efficient and will provide significant benefit to the charity in the future. If you are considering making or changing your will please consider including a legacy for the benefit of our work. *For further information from us about legacies please contact Tony Richmond in Fundraising on 01722 344485 or [t.richmond@alabare.co.uk](mailto:t.richmond@alabare.co.uk), please also contact your legal advisor and, if appropriate, your family.*

Last year our Drop In Centres served nearly 12,500 free meals, gave out over 100 sleeping bags and did over 400 loads of washing

## Poverty and Homelessness Action Week 2010



Poverty and Homelessness Action Week is a national annual event. Next year's week will run from 30th January, which is Homeless Sunday, to 7th February.

Alabaré hopes to encourage churches and schools to take up the themes addressed by the Action Week, exploring poverty and homelessness. *More information and resources can be found at [www.actionweek.org.uk](http://www.actionweek.org.uk). You can also contact Tony Richmond at Alabaré on 08450 786808 or [t.richmond@alabare.co.uk](mailto:t.richmond@alabare.co.uk) for more information.*

## Sleep out 2010



The Alabaré Sleep Outs are set to take place across the region on 26th February 2010. These are sponsored events that give participants a small insight into what it is like to be homeless and sleep rough.

The Dean of Salisbury Cathedral has kindly agreed to let us sleep out in the cloisters again and we are delighted that The Rt Rev Stephen Conway, The Bishop of Ramsbury, will be joining us again and encouraging clergy to sleep out too. Once again, members of the Bristol Homelessness Forum will be sleeping out and we are hoping to have events in Devon and Dorset too.

Last February more than 200 people slept out and we are hoping that even more will join us in 2010 so that we can beat the £33,000 raised. Money raised supports our Wiltshire Drop In Centres and other projects in the areas where the events are held. *If you would like to take part in a Sleep Out or organise one please contact Tony Richmond on 08450 786808 or [t.richmond@alabare.co.uk](mailto:t.richmond@alabare.co.uk).*

## Welfare this winter

We are making a special plea this winter, our Drop In Centres in Salisbury and Trowbridge are in desperate need of new or clean used sleeping bags. *If you can help please contact Doreen Knight on 01722 344470 or [d.knight@alabare.co.uk](mailto:d.knight@alabare.co.uk).*

Continuing our successful Welfare Box Appeal, we are asking you to donate a small box or bag containing toiletries, as well as other things for keeping warm during the colder months. These will be handed to homeless and vulnerable people who visit our Drop In Centres. Last year we had an amazing response to the appeal, let's make this year even better so that we can help even more people have a comfortable Christmas and winter.

*Please take your Welfare Box to Alabaré's Salisbury office at 33 Brown Street or your nearest Drop In Centre (please call 08450 786808 for details).*

## Glossary

### Alabaré

Spanish for 'I will praise'.

### Complex Needs

A person who has several needs that are interrelated and need to be addressed together.

### Floating Support

This kind of support is "attached" to the person, not the property and can follow a service user if they move to another address. It only lasts for as long as the client needs it, then "floats away". The client does not have to live at a certain address to receive the support.

### Housing Related Support

Support specifically aimed at helping people to establish themselves, or stay in, their own homes. Examples of housing related support include helping people to manage their money, apply for benefits, keep their home secure, access other services.

### Independent Living

A social movement asserting that people with disabilities should have the same civil rights and life choices as people without disabilities.

### Move On Support

Housing related support to help people settle into a more independent environment when they are leaving an accommodation-based support or care service.

### Move On Accommodation

Low level supported housing to help people manage the transition between high level supported accommodation or care services and independent, main stream accommodation in the community.

### Registered Care Home

An establishment providing accommodation with personal or nursing care.

### Service User

Someone who is accessing support services.

### Supported Accommodation/Housing

The broad term used to describe housing where people receive support to live in their own homes. This support is comprised of services provided to vulnerable people, which are designed to develop the skills and confidence necessary to live independently without support or to maintain independent living with ongoing support.

### Supporting People (SP)

Government grant administered by local authorities. The grant is provided for support services for vulnerable people to improve their quality of life and to enable them to live independently.

### Temporary Housing

Accommodation provided by local authority housing departments for people who have made an application for housing under homeless legislation, this includes B&B and hostels.

### Vulnerable People

A person or group is vulnerable when support is required to enable or promote independent living and safe and active participation in the community.