

# Supporters Newsletter

**Spring Edition**  
*April 07*





# Lenten Appeal

Have you given something up for Lent or even managed to keep to your New Year resolution to give something up? Then you could help us support vulnerable people.

In the spirit of almsgiving we are asking for donations this Easter to support the vital work that we do. Perhaps you gave up smoking, or a 'forbidden' food. Perhaps you denied yourself your morning caffeine fix, new clothes, or walked instead of taking the car. However you showed restraint, the money you saved could help us to provide vital services to some of the most vulnerable people in our society; those who perhaps have nothing to give up, because they have nothing.

Please find enclosed a giving envelope. Any donation large or small will go directly to help the people who need it most.

Thank you for your continuing support. We wish you a happy Easter.



## Nightshelter Renovation

The Wallich Clifford Nightshelter in Cardiff has been lucky enough to undergo a re-vamp thanks to the generosity of volunteers from the Halifax Bank of Scotland (HBOS) Voluntary Foundation.



Claire Morrith and her team at the Business Change Department of HBOS in Cardiff Bay raised over £700 through numerous fundraising initiatives including bake sales, 'dress-down' days and a sweepstake for the 6 Nations Rugby Tournament. The money they raised was matched by HBOS, half was donated directly to fund our work and the other half used to purchase materials such as paint and laminate flooring.

The Nightshelter provides emergency accommodation for vulnerable people who would otherwise have to sleep on the streets. Five teams of twelve HBOS volunteers visited the Nightshelter over a number of days. They transformed the tired lounge and bedrooms with a fresh coat of paint, laid new laminate flooring in the staff office and sleeping quarters and also decorated the kitchen, where food is prepared for use by our Rough Sleepers Intervention Team (RSIT). The RSIT delivers a hot breakfast to rough sleepers and offers them support and assistance to access accommodation and services.

Claire Morrith said; "It was great, not only to help the Nightshelter, but also for team building. We are a large team working on lots of different projects at HBOS and we don't all get together very often. It was a really good opportunity to work together on something".

*The staff and clients and the Nightshelter are very grateful to the HBOS team for their donations and their fantastic work.*

# New Vesta Project!

On 12th March we officially opened our latest project. The Vesta Project in Bridgend is a partnership between Wallich Clifford, Bridgend County Council, Bridgend Local Health Board and the United Welsh Housing Association.



The project will provide accommodation and support to homeless and potentially homeless men and women who are over 18, no longer have a substance misuse problem and who may have a history of offending to support their substance misuse. The residents will have undergone a period of detoxification, or followed a detoxification programme and must wish to be substance free.

The project will be home to five people who will each have their own self-contained bed-sit comprising of a living/bed room, bathroom and a kitchen area but also share a communal living space. This model of accommodation gives people privacy and independence, but the communal area helps to ensure that no-one becomes isolated or lonely.

In addition to accommodation, the project will offer a structured Personal Development Programme that will assist the move towards resettlement and independent living and will provide alternatives to previous negative lifestyles and experiences. Residents and staff will jointly devise an innovative programme of personal development activities which will include life skills training, volunteer work for other charities and visits to local businesses to give them an insight into the range of employment opportunities available.

We expect that the project will provide a number of positive benefits to the community including a reduction in crime and anti-social behaviour, and enable the people it supports to make a positive contribution to the local area.



## Investors in People Standard

The Wallich Clifford Community knows that its most valuable asset is its dedicated and hard working staff. In order to help maintain this valuable asset and attract even greater numbers of talented people to the organisation we are working towards achieving Investors in People status.

The Investors in People Standard has given us a framework to ensure that our employees have the right knowledge, skills and motivation to work efficiently providing an unrivalled standard of support to vulnerable people. It ensures we develop strategies to improve the performance of the organisation

and helps us realise objectives through the management and development of our staff.

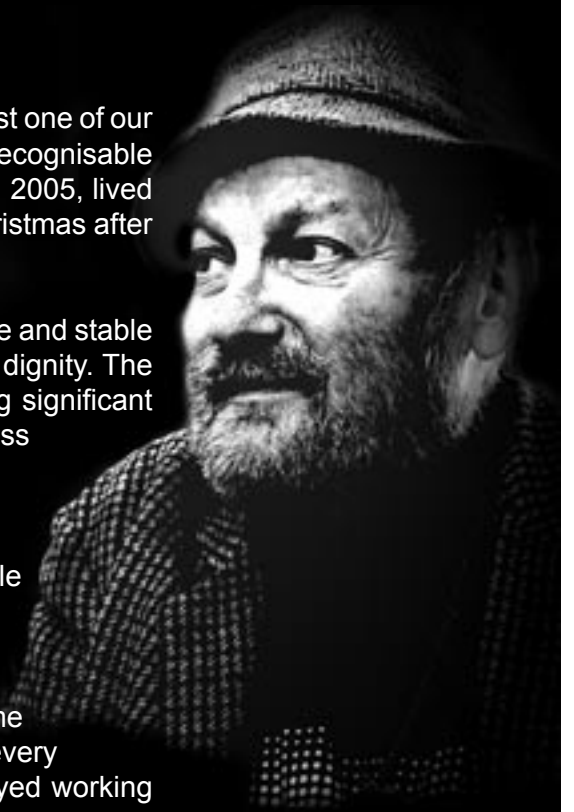
A great deal of work has been undertaken to carry out this process. Almost all systems concerning the management and development of people have been reviewed and, where necessary, changed. Most notable has been the complete re-writing of our supervision and appraisal policy which guides how we manage and empower all our staff. We anticipate we will be ready for assessment in April this year.

# Selwyn Thomas

The staff and clients of Wallich Clifford are deeply saddened to have lost one of our most 'infamous' and best-loved residents. Selwyn Thomas, who was recognisable as 'the face' of the Wallich Clifford Christmas fundraising campaign in 2005, lived in one of our Shoreline houses in Cardiff. He passed away before Christmas after a long illness.

Shoreline is an innovative, award winning project which provides a safe and stable home to long-term street drinkers where they can live in comfort and dignity. The Shoreline project has proved itself successful in housing and making significant changes to the behaviour of a client group that finds it difficult to access other accommodation and support services.

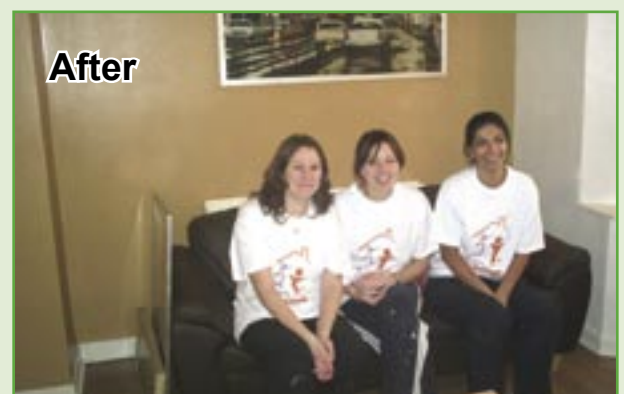
Jack Thomas, Team Leader at Shoreline in Cardiff said: "Selwyn was a unique and memorable character, and made a lasting and favourable impression on anyone who had the good fortune of meeting him. Shoreline has been a lot quieter since his passing, we have greatly missed his infectious humour, his superb ability of telling a "tall tale" and his general high spirits. I know Selwyn thoroughly enjoyed the time he spent living at the project, and I also know that I am speaking for every member of the Shoreline team when I say we have thoroughly enjoyed working with him."



## WCVVA Volunteering

On December 14th staff from the Wales Council for Voluntary Action gave up their time to donate an early Christmas present to the residents of the Riverside Project. Seven volunteers from the ESV (Employer Supported Volunteering) Group at WCVVA got together to decorate the shared lounge of the house and give it a new lease of life in time for the festive season. Residents chose the colours they wanted the walls painted and the volunteers provided their time and expertise as well as a donation to cover some of the cost of materials.

All the volunteers thoroughly enjoyed the day and the staff and clients at Riverside were really pleased with the results.



# Profile of Achievement Awards

In line with recent Government recommendations that hostels and services for homeless people become places of change, providing positive activities such as learning and training, the Wallich Clifford Community has undertaken the process of becoming a 'Learning Organisation'.

The Profile of Achievement is just one of the opportunities we provide for vulnerable people. It helps them gain recognition of their skills and progress and acquire a City and Guild's qualification. Wallich Clifford works closely with City and Guilds and the charity Crisis to provide two SmartSkills' Workers.

Smartskills is an initiative enabling our Bond Board clients to have their progress recognised through the means of the Profile of Achievement which they complete with a help of the SmartSkills worker. The Profile of Achievement tracks their successes, for example accessing a training course, acquiring a new skill, or learning how to budget and care for themselves more effectively.

On December 13th, the Smartskills teams from Swansea and Bridgend held an awards ceremony in Bridgend Civic Offices to congratulate Wallich Clifford clients who have worked hard and taken steps to improve their lives.

Certificates were presented by our Chief Executive, Stephen Gamgee to award winners, Martin Dittrick, Darren Jenkins, Lynn Roberts and Simon Davies who have undertaken courses including numeracy, literacy, photography and media studies. The process of gaining the award also recognises how they have worked to gain confidence and independence. The Smartskills Workers were also congratulated for all their hard work and success.

Stephen Gamgee, Chief Executive of the Wallich Clifford Community says:

*"These awards are recognition of the strength of character shown by people who are rebuilding their lives following personal difficulties. As a 'Learning Organisation' we aim to formally recognise the steps*



Wallich Clifford Chief Executive, Stephen Gamgee presents Simon Davies with his Profile of Achievement Award



Award winners and staff - (from left to right) Bridgend Smarskills Worker - Jan Balsdon, Darren Jenkins, Martin Dittrick, Simon Davies, Lynn Roberts and Swansea Bond Board Co-ordinator - Marcia Williams

*taken by our clients to regain stability, develop a new lifestyle and succeed in their personal aspirations."*

A certificate and congratulations also went to Mark Davies from Swansea Shoreline who completed the NVQ in Advice and Guidance last year with support from Wallich Clifford. Mark is the first Wallich Clifford staff member to have gained this NVQ qualification in the workplace.

THE WELSH  
**Sinfonia**  
President: *Karl Jenkins*

## - *Charity Concert 2007*

Back in September 2006 we were contacted by a long time friend and supporter of the organisation, Jo Homfray, who had put us forward to be the beneficiary of the proceeds of an annual charity concert.

The Welsh Sinfonia is a prestigious orchestra formed in 1989 from a core of freelance professional musicians and guests from the BBC National Orchestra of Wales and the Orchestra of the Welsh National Opera. Every year they donate their time and expertise to perform a concert in Llandaff Cathedral, the proceeds of which are donated to charity.

Wallich Clifford was delighted to be chosen as the beneficiary of such an important event, and not only receive the profits but also to have such a unique opportunity to raise the profile of our work. The Development Team at Central Services worked hard promoting the event, designing publicity materials and selling tickets in the run up to the concert, and were assisted at the event by members of the Human Resources Team who volunteered as stewards.

There was an amazing turnout on the night. Over 350 people had braved the chilly evening to enjoy the music and support the organisation. The first half featured the talents of the Llandaff Cathedral Choir who had also generously donated their time. The selection of pieces composed by Brahms, Mozart and Elgar were performed to an appreciative audience. A speech was given by Development Manager, Jim Bird-Waddington, thanking the audience, the choir and the orchestra for their support and highlighting the important service Wallich Clifford provides to vulnerable people.

Fundraising from special events like this is important as the money raised can go directly to supporting our work with the vulnerable people who need it most. Wallich Clifford raised over £9,000 in ticket sales, advertising and donations. We would like to thank everyone who came to support us on the night, all those who helped with the pre-concert preparations, and especially the Welsh Sinfonia and the Llandaff Cathedral Choir for giving their time.



## Office Move

At the beginning of May, the administrative centre of the Wallich Clifford Community will make the long awaited move to larger, more accessible offices on Cathedral Road, Cardiff.

At present the office where the Chief Executive, Finance, Human Resources, Fundraising and Development departments are based is on the 2nd and 3rd floors of a small building in Canton. The expansion of our services and an increase in staff means we long ago outgrew this base. The extensive training we offer to our staff also means that our training centre in Riverside often cannot meet our demands.

Our new base in the former Presbyterian Church in Pontcanna, Cardiff will provide fully accessible office space for staff as well as dedicated training facilities to hold in-house training and events such as our AGM.

Work is now nearing completion and although the building looks almost exactly the same from the outside due to its Grade II listing, stained glass windows and imposing square tower, the inside could not be more of a transformation.

The offices will be spread over mezzanine levels with walkways around the outside. There will be a dedicated 'rest area' for training groups and the ground floor will consist of 5 training rooms. A grand opening of the building will take place later in the year. Watch this space for updates.



## Clos Sant Paul - Thanks

The staff and clients at our Clos Sant Paul project in Llanelli would like to thank some of the people who support the Project. Clos Sant Paul provides accommodation and support to young homeless people between the ages of 16 and 24.

First of all, a special thank you to Julie Lloyd and the staff of Alberto Culver in Swansea who have been providing monthly supplies of toiletries to the young people at the project for the last two years. The staff and especially the clients really appreciate this donation of products which are 'essentials' our young residents can rarely afford.

Clos Sant Paul would also like to thank Kevin Oram and the staff of Macmillan Books Distribution. Kevin and his staff have donated a great number of books, from educational titles for some clients studying at Coleg Sir Gar, to children's books at Christmas for those clients with young families.

In addition everyone at the project would like to thank all the people who regularly support their work through charitable donations. Your help really does make a difference.



*Christmas  
Thank You*

We would like to thank everyone who supported us this Christmas, either by volunteering, making a donation, holding an event, or organising Christmas presents, puddings and other festive goodies for our residents and clients. Christmas can be a very difficult time for many homeless people as it reinforces feelings of loneliness and isolation. With your help, we managed to make it a happy festive season for hundreds of vulnerable people in Wales.

*Thank you for your  
continuing support.*



# Back to Reality

## Ann's Story

*On the left, an example of the conditions that rough sleepers live in.*

Christmas can be a sensitive time for many people who find themselves homeless, so every effort is made to include all our residents in a way they feel comfortable with. One resident who enjoyed Christmas with us last year was Ann, who had been at our Sir Julian Hodge Hostel in Cardiff following a long period of homelessness and rough sleeping.

In the past, Ann saw Christmas as "just like any other day" when she would spend her time begging, missing out on presents, a Christmas dinner, and other treats which some people take for granted. Ann used to be heroin dependant and said that in previous years any money spent on anything other than the drug would have been viewed as a waste, as everything she had went into funding her addiction. Since moving into the hostel and being in receipt of a methadone script, Ann is free of heroin.

She described the atmosphere on Christmas morning as 'just beautiful' with everyone exchanging presents and staff and clients in high spirits. A professional chef cooked Christmas dinner and everyone came together to have an enjoyable day. She said "it's lovely to know that in the hostel there are always staff there for you if you have any problems, or just for a laugh and a joke. I'm not told what to do and I really appreciate the support I've been given to move on and live independently".

Ann described how living at the hostel has allowed her to completely turn her life around, and how she has a new motivation and incentive to continue to stick to her methadone script and remain positive in her search for more permanent housing. She said she also feels happy to be free of heroin and able to pursue new leisure activities like reading and spending time with friends. Ann has started 2007 with a new sense of pride both in herself and the place she lives.

*Four weeks after this interview Ann moved out of the hostel and into her own flat to live independently. This will be the first tenancy she has ever had of her own.*



One of our staff working with a client at the Sir Julian Hodge Hostel

## Contact Us...

If you have any comments, or would like to find out more about Wallich Clifford Community please contact us.

### Wallich Clifford Community

Severn House, 1 Severn Road, Canton,  
Cardiff, CF11 9DZ

Tel: 029 20 668464

E-mail: [community@wallichclifford.net](mailto:community@wallichclifford.net)