



“EVERYTHING IS NOW GOING IN THE RIGHT DIRECTION”

Jordan began using Arc’s services in August 2022 and is now a full-time employed member of our social enterprise Crescent Cleaning Services. Now moving into his own flat, Jordan kindly shared his story...

From the age of 3, Jordan was supported by social services and was separated from his siblings. Spending most of his childhood moving between children’s homes and foster placements, he always felt very unsettled. From a young age, Jordan struggled with his mental health and used alcohol as a coping mechanism.

Jordan was initially housed at our 24-hr supported hostel Lindley House and following a short 3 week stay, it was decided by Support Workers and Jordan that one of Arc’s satellite properties would suit his needs better. A satellite property provides a smaller, and often quieter environment with the opportunity for more independent living, but where support is still available.

From here his Support Worker, Lauren, made referrals to services that would enable Jordan to grow and recover in areas where he needed extra support, such as our in-house counselling service and Somerset Drug and Alcohol Service. Jordan was also linked with one of Arc’s volunteer buddies who he connected with well and says “it has been good for my mental health, getting out and doing new things. It’s also been a distraction from drinking”.

Jordan has been great at getting involved in the community where he can, taking part in local charity On Your Bike’s ‘Earn a Bike’ scheme and helping with Arc’s fundraising efforts at the local carnivals.

With Jordan’s newfound confidence and ambition to engage in new activities, he began volunteering for Crescent Cleaning Services in November 2022. In his own words “they haven’t got rid of me since”. From volunteering two hours twice a week, Jordan then chose to volunteer every day. He says “it’s a good distraction and we’re one big team, like a family really. We have a lot of banter and it’s useful to be with people with similar experiences as it’s easy to connect. If I have any issues, I speak with the team, and they tell me how they get through those issues, and I follow their advice.”

The progress that Jordan has made since volunteering for CCS has been substantial and following 10 months in Arc’s services, Jordan has been offered a flat of his own which he feels nervous yet excited about. Lauren will continue to support Jordan for up to six months through our tenancy sustainment scheme and with his move to independent accommodation, he will be employed by Crescent Cleaning Services and continue his positive journey there.

“Everything is now going in the right direction. If I didn’t come to Arc, I wouldn’t have got the job or the flat. My mental health has improved just by having someone to talk to and things to distract me. I was drinking a lot at first, mainly through boredom, but I don’t drink every day now and only when I am socialising. Cheers to Arc for your support”

In this newsletter, we are shining a light on our Senior Housing Support Worker Lauren and one of our Housing Support Workers, Kevin, who is based at Lindley House....

At Lindley House we provide temporary accommodation for 40 single homeless people. Each individual room is fully furnished alongside communal areas which include toilet and shower rooms, laundry room, dining room and a courtyard garden. With 24 hour waking cover we provide 3 meals a day from our inhouse kitchen and 1-2-1 advice and guidance for those who may need a little extra support.



Lauren our Senior Housing Support Worker walks us through her role on a typical Tuesday... “Every day at 8.30am we start with a handover meeting and a look through our jobs to do folder. All the Support Workers work shifts at Lindley so it’s important for everyone to always know the welfare of our clients. We have handovers 3 times a day and keep a log of who is in the building, when they last ate from our kitchen service and if they have chatted with a member of staff at any point throughout the day. Each client has a Support Worker assigned to them personally, but we like to ensure that all staff members are checking in on everyone daily

Every Tuesday Dr Horman from Taunton Vale Health Care (pictured above left with Lauren) visits our onsite GP surgery between 9.30am – 10.30am. I am always on hand to make sure everyone makes their appointments on time and be available for clients who may want to discuss anything with me. After this, it is my role to go through the rent list and update payments, as all our clients are required to contribute from their Housing Benefit to stay with us. Part of our role is helping clients with budgeting and financial management to enable clients to move onto independent living as soon as they can.

After I have completed this and run through my weekly health and safety checks such as fire alarm and water testing, it’s time for room checks. Whilst living at Lindley House, we expect all our clients to keep their rooms tidy and abide by rules. Part of the reason we conduct these checks is to ensure our clients are taking care of themselves. Quite often if a client’s room is a mess, it means there has been a dip in their mental health and it’s then our job to step in and help.”

As a Housing Support Worker at Lindley House, Kevin describes his role at Lindley House... “We work 4 shifts on and 2 off, which get divided between front office cover and back-office cover. If you are covering the front office, it is your role to answer the door buzzer, deal with calls and clients who come to the front desk. When you are covering the back office, it is your opportunity to talk with the clients you have been assigned to keywork and arrange 1-2-1 meetings.

I make sure I meet my clients every week for a mental health check in and find out what support is required. This could be helping with general living skills or discussing alternative ways to communicate, our role is to look at everyone individually and tailor support depending on their needs. We also sign post to other organisations, such as the Homelessness Nursing Team who visit our onsite wellbeing hub every Monday and Tuesday or the Mental Health Nurse who comes in every Wednesday



Pictured above L-R: Kevin, CCS Supervisor, Lauren and Anna (Support Worker)

I always ensure that my clients are eating from our kitchen service and engage regularly with the kitchen team. I also encourage them to enrol on the Tenant Accreditation Scheme which is a course that improves their chances of securing and maintaining a tenancy. Every day is completely different, and you never quite know what might happen, but I’ve been here for 18 years now, and I love being able to give something back. I want my clients to be as open and honest as possible with me at all times. I always explain to my clients that they can talk to me about anything and together we can find a solution and work towards a brighter future and a longer-term plan.”

CCS Wins Highly Commended in Excellence Awards!



We are so excited and incredibly proud to announce that Crescent Cleaning Services has been recognised as Highly Commended in Homeless Link's Excellence Awards under the Social Enterprise of the Year category.

27 entries were received across five categories, 43 of which were shortlisted for an award. The award recognises social enterprises that can demonstrate a clear mission and strategic direction alongside a social impact that is creating better outcomes for individuals experiencing homelessness.

Social Enterprise Manager, Jordan Canter says, "All the other organisations shortlisted are doing incredible work and we were honoured to be up against them. A massive well done to our brilliant team who have all worked so hard and deserve this recognition!"

Since launching in October 2021, the team now has 9 employees and 6 volunteers, and have 3 regular external contracts. Linking with other charitable organisations and businesses that take an active and positive social role in the world around them, CCS are now partnered with Lendology CIC, Open Door Day Centre and The Outsourced Recruitment Company and are hoping to announce a 4th 25 hour per week contract soon!



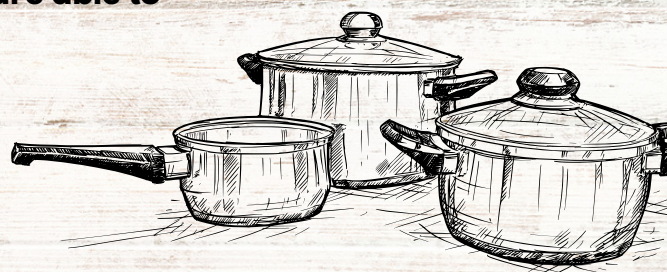
Providing a supportive route back into employment for those who would struggle to find employment otherwise, we are delighted to say that the CCS team have been developing and strengthening their skills with interview practice, CV writing, budgeting, and driving lessons and are thriving in their employment.

Can you help support our Welcome Packs?

When our clients arrive at Arc they often have nothing except the clothes they are wearing and have lost many if not all of their material possessions. Therefore we provide all of our clients with Welcome Packs to help make the transition from homelessness to more settled accommodation easier. Our packs help to make a house feel like a home, and help people keep their tenancies going. This in turn helps reduce the likelihood of future homelessness.

With so many clients moving into our properties currently we are really low on the items listed below. We hope that you are able to donate towards this vital cause today:

**Saucepans * Plates * Mugs * Towels * Cutlery * Bowls
Glasses * Cooking Trays * Toothpaste * Toothbrushes
Shampoo * Deodorant * Single Bed Sets**



THANK YOU FOR YOU CONTINUED SUPPPORT!

Due to the generous donations we receive from YOU, our fantastic supporters, we are able to provide our clients with a range of items and services which make a BIG impact on their wellbeing. Here are some of the 'little' things you have helped to support over the summer;



SLEEPING BAGS FOR THE OUTREACH TEAM



NEW SHOES FOR A CLIENT WITH A FOOT CONDITION



BBQ FOOD FOR 3 PROPERTIES SO CLIENTS CAN ENJOY A BBQ IN THE SUNSHINE TOGETHER



BUS FARES FOR ONE OF OUR VETERAN CLIENTS TO ATTEND A VOLUNTEERING PLACEMENT WHICH IS HAVING A BIG IMPACT ON HIS WELLBEING

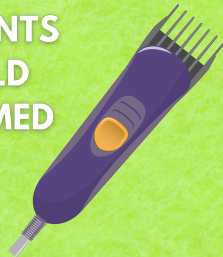


GARDNING EQUIPMENT FOR 3 OF OUR PROPERTIES IN JULY SO CLIENTS COULD SPRUCE UP THE GARDENS

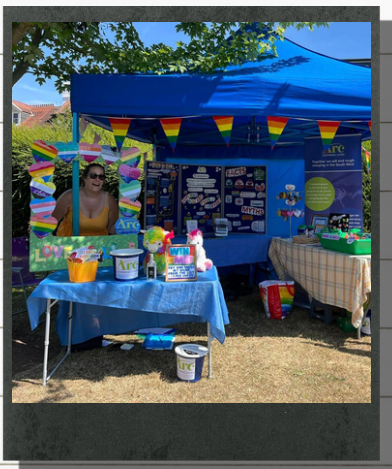


A DRESS FOR A CLIENT ATTENDING A FUNERAL

HAIR CLIPPERS SO CLIENTS AT OUR HOSTEL COULD HAVE THEIR HAIR TRIMMED



Dates for you Diary...



- **Taunton Pride** – 16th September
- **Taunton Good Afternoon Choir Concert in aid of Arc** - 30th September
- **Taunton Carnival** - 21st October
- **Bridgwater Carnival** – 4th November
- **Christmas Shoebox Appeal Launch** – 20th November
- **Taunton Winterfest** – 26th November
- **NEW Fundraising Event** (Details to Follow!) – 2nd March 2024
- **Big Sleep Out 2024** - 7th June 2024

Arc are pleased to be involved in a number of upcoming events...

