



## YOU'VE GOT A FRIEND IN ME

### JO & PAUL

Our volunteer buddies project has been in progress for a while now, but of course, COVID threw a spanner in the works. However, with a lot of hard work and planning, our volunteer buddies have now begun meeting with clients. We often see our clients struggling with their confidence, limiting their social contact and slowing their ability to move forward. Having someone to meet up with, chat to, and just generally have a bit of fun with can make so much difference to someone's outlook on life. This is where our volunteer buddy project comes in. Our volunteer buddies are carefully matched up with a suitable client who would benefit from their companionship. Each pairing then come up with a plan, taking into account what the client would like to achieve with their buddy. Some people may just want someone to talk to and get a different perspective, whereas some may be looking to learn a new skill with someone by their side. Some buddies may help with seeking employment, through job hunting, CV writing, and job interview techniques. We want our buddies and clients to have fun, from meeting up for a coffee or walk in the park, going to the cinema or for lunch, or even taking part in outdoor adventures together! Of course, the most important part of the buddy's project is for our clients to build a strong, trusting relationship with another person. For some clients, this can be really difficult and not every pairing gets off to a flying start. Nonetheless, our Volunteer Coordinator, Emma, our Pathways team, and our buddies ensure that those clients who require a little more time and patience still get the support they need.

Volunteer Buddy Jo was matched up with Paul, and here they are after a recent walk together, sitting and chatting away.



'When asked about the experience so far, Jo said "becoming Paul's buddy gives me this incredible opportunity to share my time with someone who may need it at this point of their lives. It feels so simple but also important to be there, to meet, talk and listen..'

Paul wrote: 'I enjoy having Jo as my buddy because Jo helps me to be me and to me feel at ease. I enjoy having Jo to talk to because it helps me to be myself'.

### OUR COUNSELLORS: A PERFECT MATCH

We are so lucky to have an excellent mutual relationship with trainee counsellors at Bridgwater and Taunton College. Their qualification requires over 100 practice hours, and our clients really benefit from help to deal with difficult thoughts, feelings, and experiences. This means that we can offer free counselling to the clients who are ready to take that step. With some new recruits joining us recently, we've taken the opportunity to re-advertise the service amongst our clients. Jane Churchill, who started in 2019, and Jodie Watts, who started in 2020, both volunteered with Arc on student placements and have decided to continue volunteering with us, which is fantastic for our clients. Will Humphreys, Rob Wood, Mal Harrison, and Elizabeth Keywood all started their placements with us in September. We're delighted to have them all!

## VOLUNTEER VACANCIES

### Volunteer Gardener

Could you help us turn our various Taunton gardens into tidy and attractive spaces? We are looking for volunteers to help with grass cutting, hedge trimming, pruning, weeding, pressure washing, constructing, planting and maintaining raised beds, and general garden maintenance.




### Could this be you?

Please email our Volunteer Coordinator Emma at: [edunn@arcinspire.co.uk](mailto:edunn@arcinspire.co.uk)



Dear all at ARK,

I would like to thank you for everything you have done for me. You all have helped me in many ways, for this, I am eternally grateful. I am truly blessed and awed by your generosity. You have given me a fresh start and a new beginning. I will cherish everything you have given me. Words cannot describe how thankful I am. So, I leave this silver symbol as a sign of my appreciation.



*This letter from a client who has recently left our services had us all in tears! Thank you for helping us to change this person's life for the better*

## REACH CENTRE

Our wellbeing hub, the Reach Centre, at Lindley House has been an ongoing project. After the completion of the GP surgery last October, the plan was to work on the other areas and create spaces for external agencies to provide drop in clinics and appointments. Unfortunately, due to difficulties caused by the pandemic, everything then had to be put on hold. However, we are pleased to tell you that work on our Reach Centre is now underway, with all 5 rooms empty and being redecorated. When refurbishments are complete, we will be welcoming agencies who we already work alongside to provide their services within the Reach Centre. These organisations include Rethink Mental Health, the Nelson Trust, Navigate (Navigate the Money Maze), the Department of Work and Pensions, SWISH, Forgotten Feet, and a range of professional volunteers wanting to provide complementary support such as counselling. We are so excited to be able to provide a one-stop-shop for support for all of those experiencing homelessness and we cannot wait to be open!

## SAVING THE DAY

We were in need of a nearby space to store the office furniture which we had been collecting to use in the Reach Centre whilst refurbishment was taking place. Claims Consortium Group immediately offered a space at their offices where the furniture could be kept safe and dry. Thank you Claims Consortium!



**FurniTrust**  
Giving new life to used household items

At Arc, we work alongside several other charitable organisations as we know the importance of teamwork in making a positive change! One of these is Furnitrust on Bridge Street, Taunton. Furnitrust do fantastic work in two ways - reducing the impact on the environment by giving new life to second-hand furniture and helping those in need have access to affordable furniture. They also provide "essential packs" for those people who are being resettled by authorities, including kitchen and bedding items. Furnitrust support our work too by giving our clients access to low-cost furniture. We offer each client moving away from our services a £150 voucher to spent at Furnitrust on any furniture items they may need, including beds, chest of drawers, wardrobes, sofas, TV units, and bedside tables.





# Crescent Cleaning Services Update!

We are excited to announce that our social enterprise, Crescent Cleaning Services, will officially be operational from October 1st 2021!

This means that our first employees, who are former clients of Arc, will begin cleaning our satellite properties and will also take on the task of cleaning recently vacated rooms. Training is currently underway and their uniforms are ordered. We are over the moon to have been approved funding from Homeless Link for a Supervisor role, meaning that our social enterprise really is well and truly taking shape!

## THE "LITTLE THINGS" YOU'VE GIVEN OUR CLIENTS

As part of our support system for our clients, we are able to purchase the 'little things' which may make the world of difference to their outlook on life. This is thanks to YOU, our amazing supporters, as your donations allow us to do this as well as providing such a wide range of services. The items below are some of those we have been able to purchase in August 2021 alone, and although they may seem insignificant, they can make the world of difference to our clients.



**GARDEN PLANTS**



**WHEAT BAG FOR BACK PAIN**



**BIRTH CERTIFICATE**



**WATERPROOF MATTRESS PROTECTOR**



**SHOPPING TROLLEY**



**HIGH VIS TROUSERS FOR WORK**



**ICE CREAMS FOR THE WHOLE PROPERTY**



**BUS TICKET TO FAMILY**



### Congratulations Rob!

Arc resident Rob volunteers in the kitchen at Lindley House, cooking up delicious meals for the 40 residents there. He is such a valued member of the Arc team and has a fantastic cookery skills. Always looking to improve his skills, Rob has completed over TEN different courses in his time with us, and has recently enrolled onto THREE more! Amazing work!

## TASTY TREATS

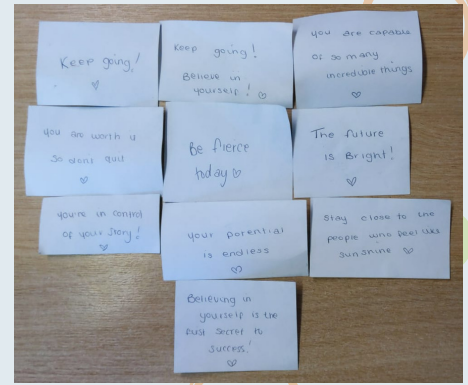


Back in the July heatwave (I know, it seems forever ago now!) we were treated to a visit from the amazing Ethic Street Pizza, who offered fresh handmade pizzas to all Arc clients. A huge thank you to Mark and the team for their kindness and hard work - the oven reaches over 400 degrees and it was already pretty warm out there! If you're ever looking for a delicious takeaway, we can definitely recommend Ethic Street Pizza!!



# NCS Fundraising

We were very lucky to have had two National Citizen Service (NCS) groups support Arc by fundraising on our behalf. Both groups organised a range of fundraising activities, including a fancy dress sponsored walk, a fete in Vivary Park, and raising awareness in Taunton town centre. Both did amazingly well, with one raising over £1,500 for Arc and the other raising £446 specifically for our PAWS Project! We even received packs of essential toiletries from one group, each coming with it's own inspirational quote for our clients. Thank you NCS!



## New Sign for Victory House

We were thrilled to have received this beautiful house sign for Victory House, our veteran's project. The sign was very kindly custom made and donated to Arc after we made an enquiry about sizing to House Signs Direct - thank you so much! If you are walking down East Reach, take a look and see how stunning it is!



### Dates for your diary

Now we can finally start getting together once again, we are pleased to announce that we are attending the following events. Please come along and say 'hello' to us at the Arc stand!

<b>25th September - Wellington Street Fair</b>	<b>10th October, 14th November, &amp; 18th December - Taunton Independent Market</b>
Location: Wellington Time: 10AM until 4PM	Location: Castle Green, Taunton Time: 10AM until 4PM

### Go paperless!

If you've received a paper copy of this newsletter and other Arc communications, have you considered requesting a digital copy via email instead? By signing up to receive Arc communications through email, you are not only being kinder to the environment, but you are helping us to reduce our costs. We only send around 10 communications via email each year, and we promise you will never be hassled by us!

If you would like to make the change to digital communications from Arc, please email Alice at [ahannon@arcinspire.co.uk](mailto:ahannon@arcinspire.co.uk), using the subject heading 'Paperless'. Thank you!