

Budding Chef!

Marcus Budd accessed our services back in November 2016 and was unsure where his life was leading. After engaging positively with staff and the Arc Academy, Marcus was inspired and identified his natural talent for creating food. This led to him being given the opportunity to do some volunteering in our kitchen at Lindley House.

Marcus relished the opportunity given to him, feeding his newly found passion for cooking. After a short time, Marcus was offered an opportunity that changed his life... to train as an Apprentice Chef for Arc! Marcus was delighted and grasped the opportunity. Nothing at this level of training had been offered to a resident at Arc before.



In October 2017, Marcus began a Commis Chef Apprenticeship, working in Lindley kitchen whilst attending Taunton and Bridgwater College one day a week. Marcus has worked fantastically hard and is due to graduate in the New Year! During his progression, Marcus has secured himself his own private accommodation and has been offered a permanent role in the kitchen as the Catering Manager following his graduation. We're delighted to have offered Marcus this opportunity and so proud of how far he has come!

Marcus now feels ready to take on more challenges and wants to give back; *"Arc have helped me from day one, helping me get my life back on track. I hope others will see me gaining qualifications and moving into my own place and hope it inspires them to do the same! Arc have been the building blocks and have helped me rebuild my life!"*

Seasons Greetings!

Welcome to our new newsletter! We want to stay better connected with you, our kind supporters, to tell you what we're getting up to and the fantastic achievements of our clients - after all, it's you that makes it all possible! **This newsletter is for you**, so if there is anything you'd like to see in future editions, please get in touch with your ideas!



Volunteering Opportunities

- > Kitchen Volunteers
- > Budgeting Skills Volunteer
- > IT Skills Volunteer
- > Volunteer Driver for client activities
- > Volunteers to assist with Christmas shoe box appeal

Please contact Steve: satkinson@arcinspire.co.uk

Upcoming Events

3rd—14th December: Accepting Christmas Shoeboxes

6th December: The Emporium, Wellington Late Night Shopping in aid of Arc: 6pm-8pm

June 2019: The Big Sleep Out! (Watch this space)



SLWA Move In!

Having been based in their Bridgwater Office for 2.5 years, we were very pleased to welcome our letting agency to join us at our head office in Taunton. Their focus is on providing affordable private housing and a great service for both tenant and landlord. Any profit made is donated back to the charity.

From a client...

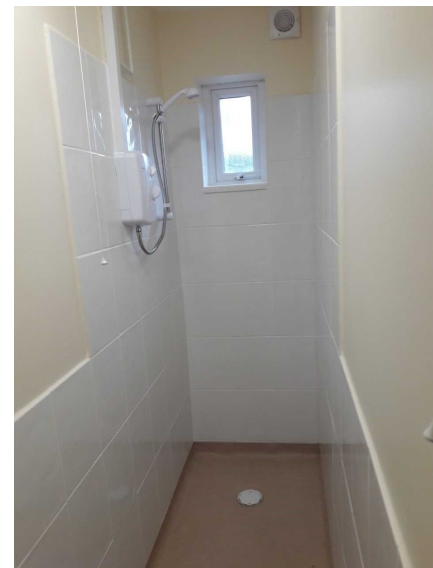
"You have helped me to change my life in a big way. You were always there if I needed someone to talk to, you always listened and helped me to help myself in times of need." - Kevin speaking about Pathway Worker, Hayley



Property News

By Martin Ball
Property Services Manager

Two responsibilities that the Property department hold are general repairs and property development. The lion's share of this work is completed by our own in-house Maintenance Team that consist of four members. Only one of the team is full time so work needs to be carefully prioritised. Since the beginning of this year, 545 property repairs have been reported with over 93% being completed within the allocated timescale. This year has been typically busy for us. Our biggest challenge being the full refurbishment of one of our properties, based on Mansfield Road which commenced in April. The target was a two month turn-around and required replacement windows, a new kitchen, two new shower rooms and every inch decorated. See a picture on the right of a newly refurbished shower room at the property. Well done to our Maintenance Team!



Staff Insights

Each newsletter, we hope to introduce you to a different role within Arc, to give an insight into the different areas of work we cover.



For this edition, we've been speaking to Louise, our Health Link Worker...

"By working with the Outreach Team, I identify individuals with complex physical and/or mental health needs that are not being addressed. I provide health advocacy work through close partnership working with other health professionals, signposting and making referrals as necessary. Part of this is providing case management and ongoing support for clients so they are able to access services and focus on getting health needs fully assessed and addressed. This also hopefully reduces the need to access A&E for non-emergency treatment.

Within Arc, I work alongside hostel and other Support Staff, offering advice to enable clients with significant health needs to maintain existing accommodation. Again I will refer to primary and secondary health services.

In addition, I work closely with hospital staff in the Discharge and A&E Team to coordinate the discharge of homeless people from wards working closely with local authorities and identifying ongoing health needs while placed in temporary accommodation.

Finally, I am also introducing services within the Hostel and Open Door, two of which are now running regularly: Forgotten Feet (Podiatry) and The Eddystone Trust who provide Sexual Health advice and Rapid testing. I am also keen to look after the health of our staff and have therefore set up a monthly Staff Support Group."



With thanks...

We're so touched by the support we receive by so many in our community, we'd love to be able to publicly thank everyone. Unfortunately we have limited space so will be picking 1 highlight each newsletter.

In this edition, we'd like to pay special mention to Cook Puddings who are based in Ilton. Sarah and her team at Cook have been a great support, regularly donating pallets of puddings as well as ready meals which are produced at their Kitchen in Kent.

Not only do they support us through donations, but have recently offered part-time placements at their Ilton Kitchen for our clients. John, grabbed this opportunity and is loving his new role and is thriving!

Thank you so much to the team!

Christmas is coming!

It is our aim to ensure that our clients have a smile on their face this Christmas! It is down to you that we are able to help our clients celebrate in a number of ways, such as...

- > Serving a traditional Christmas Dinner for everyone we support including rough sleepers
- > Assisting clients in our satellite properties to hold their own Christmas Dinner Parties together.
- > A big Christmas buffet with lots of party food!
- > Everyone gets at least 1 wrapped shoebox filled with lots of lovely gifts!
- > We're also lucky to have local businesses coming in to provide special Christmas meals, such as Augustus, Ethic Street Pizza and HUBBOX

