

# Can you help us?

You may not be sure how best you can be of assistance. Most importantly, we need Friends to help us to continue to grow, both locally and elsewhere in the UK. If you would like to help by giving us your support and a little of your time and skills, please tick the boxes below, add your name and address, and return this form, either electronically or by post, to the address below.

I should like to become a **Friend of Emmaus**, and to receive future newsletters and notices of events

Name \_\_\_\_\_

Address \_\_\_\_\_

Post Code \_\_\_\_\_ Phone \_\_\_\_\_

E-mail \_\_\_\_\_

## I should be willing to help by

Keeping my friends, neighbours and colleagues aware of developments in Emmaus

Organising a collection of household goods/furniture at my local church, school or group

Volunteering in one of the shops

Driving a van

Volunteering at the Community home

Distributing leaflets in my locality

Making presentations on behalf of Emmaus

Helping out with managing the database or providing other administrative assistance

I should like to talk further about how I could help

We are always very grateful if you:

**Donate unwanted but saleable furniture,** electrical goods or other items for sale in our shops. Phone: 01452 413095



## Visit our shops and find yourself a bargain

Chequers Road Gloucester

01452 413095 (9am - 4.30pm Mon-Thur, 9.30am - 4pm Fri, 10am - 4pm Sat)

The Old Co-op, Market Street, Nailsworth

01453 835036 (9am - 4pm Mon-Sat, 9.30am - 4pm Thurs)

11 Henrietta St Cheltenham

01242 269734 (10am - 4pm Mon-Sat)

**Support us by making a donation** towards expenditure on improving the Community buildings or funding training for Companions.

**Remember Emmaus in your Will.** If you would like more information about leaving a legacy which will be applied to the establishment of new communities, please ask for a leaflet

## Support Emmaus Gloucestershire

I have ticked boxes above

I would like to make a one-off donation

I enclose a cheque/voucher for £ \_\_\_\_\_

*(Please make cheque/voucher payable to Emmaus Gloucestershire)*

I would like to make a gift by standing order

To the manager \_\_\_\_\_

Branch address \_\_\_\_\_

Postcode \_\_\_\_\_

Account no. \_\_\_\_\_ Sort code \_\_\_\_\_

Please pay Emmaus Gloucestershire £ \_\_\_\_\_ *(figures)*

\_\_\_\_\_ *(amount in words)*

At Lloyds TSB, Rotunda, Montpellier, Cheltenham, Glos GL50 1SH  
(Sort code 30-95-72; Account no. 0420705)

Starting on \_\_\_\_\_ and thereafter payable

Monthly  Quarterly  Half Yearly  Annually

Signature \_\_\_\_\_ Date \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

*giftaid it*

**Please note that all gifts from UK tax payers now qualify for Gift Aid, and are worth almost a third more if you elect to sign below.**

I want Emmaus Gloucestershire to treat all donations I make, from the date of this Declaration until I notify you otherwise, as Gift Aid donations. I declare that I am a UK tax payer.

Signature \_\_\_\_\_ Date \_\_\_\_\_

*You must pay an amount of income tax or capital gains tax equal to the tax we reclaim on your donations*

Please send me further information about Emmaus by e-mail, at the following address:

or by post, to the address on the left

Please do not send me further information about Emmaus

**Please return this form to Emmaus Gloucestershire at the address below**

# Emmaus Europe Assembly 2007

Many Communities in Britain aspire to be nearer the heart of Emmaus Europe and Emmaus International. We have so much to learn from our colleagues overseas, and vice versa. Our diversity, and the recognition of what each has to offer, can strengthen support for those most in need – as Abbé Pierre called them, 'Les Autres'.

The Assembly started with the Presidents of Emmaus Europe and of Emmaus International speaking of their hopes for the future. This was followed by a business meeting and by reports on the activities of various Working Groups. Members of some collectives reported on their work, and there were elections to various positions.

Terry Waite got us off to an excellent start on Saturday with a very moving talk. It was enthusiastically appreci-

ated by all present. We then attended one of the first workshops, on Solidarity, Human Trafficking, Young People and Inter-European Relationships. The afternoon started with a rousing and controversial talk by Ricardo Petrella, a Doctor in Social and Political Sciences. And we continued with more workshops, including Community Life, Environmental Impact, Waste Management and a Creative Workshop. These offered the opportunity of discussing topics in more detail with people from right around the region.

On Sunday morning there was a debate on what sort of Emmaus Europe we wanted to build, concluding with an agreement on future priorities and the resources needed for them. Priorities included improving communications; developing Companion and staff exchanges throughout Europe;



**Above: Terry Waite addressing the Emmaus Europe Assembly**

and working to increase the amount of cost-effective solidarity given

The Assembly brought home to me the extent to which we can be preoccupied with our own Community, only occasionally remembering we are part of an international organisation. There is such a wealth of knowledge on which the communities in the UK can draw; and there is so much human need we can help to satisfy by working to be part of the bigger picture.

**John Noble**

## Focus on Trustees...

I grew up in Oxford and studied at Bristol University. I then trained as an accountant in London, and have been working in finance for 15 years. I moved to Gloucestershire in 2006, and currently work as a management accountant for a national company based in Gloucester.

Emmaus attracted me because it provides opportunities for people to work, thereby both contributing to their own and to others' lives, and building the feeling of being valued in their local community.

**Clare Mathews**



My career meant that I have spent many years abroad. After spells at the Universities of Oxford, Zimbabwe and London, and as Headmaster of a large secondary school in Africa, I did some charity work – and then more than 30 years in the Diplomatic Service, most recently as Ambassador in Fiji and as British High Commissioner in Belize and Zambia.

I came to Emmaus Gloucester in 2006 because I thought that Emmaus' work in creating and maintaining an environment in which people could find a new balance in life was manifestly worthwhile, as also was encouraging recycling. I wanted to support these causes, and I knew that I could, myself, learn as I did so

**Tim David**

**Far left: Clare Mathews**

**Left: Tim David**



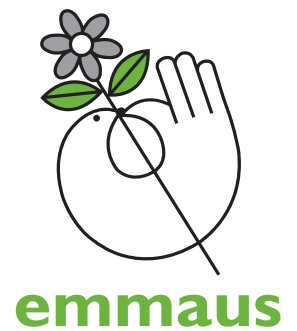
**Above: Anita Roddick at Emmaus Gloucestershire in 2006**

## Anita Roddick

The sudden death of Anita Roddick on 10 September was a particular cause of sadness to those of us who had come to know her during her involvement with Emmaus.

Anita visited the Bristol and Gloucester Communities in December 2006. She was hugely impressed by what she saw and subsequently wrote, in a magazine article published shortly before she died, 'No homelessness service would claim to be the only solution, but it seems to me that this one gives people the very best chance possible.'

# Emmaus Gloucestershire



The newsletter of Emmaus Gloucestershire – Winter 2007/08

## Making a difference

I am new to the Emmaus movement. Prior to my introduction to Emmaus Gloucestershire in April 2007, I had never heard of Emmaus or Abbé Pierre. I have since had the pleasure of spending time with Companions, staff, trustees and volunteers from our own Community, as well as in Emmaus UK, Bristol, Brighton, Greenwich and Mossley. I have also attended the Emmaus International Conference in Sarajevo. The history of Abbé Pierre and the early Companions, and the saving of countless lives during the bitter winter of 1953-54 in Paris moved me beyond words. All of this, plus what lies ahead, will contribute to my development and commitment to the Emmaus ethos: serve first those who suffer most.

At Emmaus Gloucestershire, solidarity begins with the welcoming of homeless people to our Community and engaging them in our purpose. As individuals join us and gain stability and develop new capabilities, we also move forward with the work of the community to achieve self-sufficiency and generate surplus to help others. Sometimes, this means the Community must support one of our own through an act of solidarity to relieve their personal suffering, but it also mandates that we look outward to offer others a helping hand. By our work and through the support of friends and the general public, we are able to have a positive impact on 23 Companions' lives, and to give back to other causes in our community, the UK, and internationally. The Companions, in turn, give their labour and support to help others who suffer.



**Above: Maureen Margrie who joined Emmaus Gloucestershire as General Manager in July 2007.**

It is for this purpose that I enthusiastically work with all who are part of Emmaus, for together we can make a difference right here in Gloucestershire.

**Maureen Margrie**

**Maureen joined Emmaus Gloucestershire as General Manager in July 2007. She is originally from the USA where she acquired a BA degree in Operations Management and Management Information Systems. Maureen's career has included private and corporate business, programme, and change management. After years of helping profit-making organizations achieve improvements and engage employees in positive change, Maureen is thrilled to be focusing her skills and beliefs in the non-profit sector. She settled in Churchdown in 2002, and is happily married to Andy Margrie (an Englishman!). Maureen is grateful to Andy for encouraging her to apply to Emmaus, and for taking her to Gloucester rugby games.**

### Welcome

The period since our last Newsletter has been packed with events, changes and development. On this page, our new General Manager, Maureen Margrie, introduces herself; and on page 4, her predecessor, Steve Raftery, says his Farewells. Maureen's position is now a full-time one, and this is indicative of our determination to work even harder to seize all opportunities open to us

On page 2, we focus on the efforts being made to provide individualised development plans for each incoming Companion – and then to ensure that these are carried through to the benefit, firstly of the Companions themselves; and, in consequence, of our Community. And on page 3 we have two inspiring stories of the tremendous progress that can be made by determined men in a supportive environment.

On page 4, there is the lovely story of how the move to our new premises in Nailsworth was engineered by the staff and volunteers there. In the next Newsletter we shall be able to tell you about our move in Cheltenham – currently planned for February 2008.

Elsewhere, there is mention of what happened here on Emmaus Day, in September – the Gloucestershire floods then still very much in mind. And of the Emmaus Europe Assembly in October, which was attended by our Chairman, John Noble

The Community is a stable and happy one, and we shall strive to take this a stage or two further. In this, we will be enormously helped by all our supporters. Please consider volunteering your time and skills, fill in the form on page 6, and return it to us. We shall be extremely grateful.

# Companion Development

**The development of Companions is essential both to each individual and also to the Emmaus and the wider communities. What is more, we (both staff and organisation) gain understanding from the individual's development process.**

When Companions arrive, many bring skills that can be immediately utilised. However, there are also many who believe they have no skills because they have never had the opportunity to demonstrate their potential. At Emmaus Gloucestershire we encourage each individual to realise their talents and ambitions – not because it is what is expected of them by Emmaus, but because that is what they have decided they want to do.

The first step is to work out a support plan together with a member of staff. To be able to help a Companion to develop, we must show that we respect them as individuals and recognise their capabilities; we must neither criticise nor patronise; and we must treat them how we would like to be treated ourselves. Some people know what they want to achieve, while others will need time to find what they are good

at or have an interest in. On discovering this niche, we - staff, individual Companion, and often an outside agency such as a training organisation or local College - can work out an individualised development plan.

The development plan may include the learning of basic life or other skills, or re-learning how to build relationships with others or how to regain confidence in themselves. Most of us take these basic life skills for granted: the ability to read, write, communicate, handle our finances, work domestic machinery, have fun without causing damage/injury to people or property, be tolerant and respect the rights others etc. These are things that should have been learnt while growing up; but to some, that learning opportunity was not there. In these circumstances, such achievements are as important to the individual as man's first step on the Moon.

## Emmaus Day

The planning for Emmaus Day started at a weekly Companions' Meeting. One of the main objectives was to raise the profile in the Community of the concept of helping the neediest first. So the Companions were asked where they would like the proceeds of sales made

on the Day to go. There were many suggestions, but a short-list soon emerged. As the Community had been involved with the floods in Gloucester, seeing at first-hand the suffering of, and loss to, local people, the Companions decided that the Gloucester City Flood Fund should be their first choice. Second was Sheffield Emmaus because they had had a break-in, as a re-

We have many plans for the coming year which utilise courses provided by local authorities, colleges and Emmaus UK. One Companion wants to go to China to teach English; and we, along with the individual and Emmaus UK, are funding his participation in a course in Teaching English as a Foreign Language that will enable him to achieve his ambition and to start a new life. We shall also be providing an attachment with the Territorial Army for one Companion to enable him to see if he is suited to life in the Army. Future courses will include such diverse things as Retail Law, Manual Handling, Driving Lessons, and Drugs & Alcohol Awareness. We shall also be helping one Companion with a course on 'Working with Volunteers' through Lampeter College in Wales. The course is built around the individual's circumstances and capabilities, and will enable him to achieve a nationally-recognised certificate which can also count toward a degree.

In all these ways, and in many others, we try to achieve the objective of helping the members of our Community to find and develop new skills and interests.

**Ray Clark**

sult of which there had been considerable losses. The final act of solidarity was to the Emmaus International water project in the Republic of Benin – again, the difficulties we had had with water made Companions appreciate the vital necessity of fresh water in the Third World.

The Day was a resounding success. Companions, staff, volunteers and trustees gave their time and energy at all of our three locations – and, as you can see, cakes were much enjoyed! Even more importantly, we raised nearly £2000 for our three recipient causes.

So, we were successful in raising money – and also in consciousness-raising, as the Day's activities brought home to Companions the need to help others without seeking any reward in return.

**Ray Clark**



**Left: Julie Taylor with customers, at tea-time on Emmaus Day**

# Taking on new responsibilities

**After discussion with staff and trustees, we recently decided to appoint a Responsible Companion. This person had to have been in the Community for at least 6 months and would be chosen by the Companions themselves. The Responsible Companion would take on extra duties and act as the Companions' representative on issues involving them and the Community in general. This process resulted in Derek Turner being made Responsible Companion – and here is his story.**

I originate from Blackpool. After school, I enlisted in the RAF and spent the next 16 years as a Military Transport Driver. I was awarded a Long Service & Good Conduct Medal – and have recently received the Veteran's Badge and Certificate from the Under-Secretary of State for Defence. I then left the RAF and worked as a tanker driver for 15 years. Unfortunately, there was a break-up in my relationship, and in June 2006 this resulted in my coming to Emmaus Gloucestershire – where I felt that I could re-adjust to life. I became a Companion and, unsurprisingly, took on the driving of the Emmaus

van, picking up and delivering donated items.

When the idea of a Responsible Companion came up, I decided to put forward my name. The Companions voted and I was elected for a trial period. The responsibilities are many and varied. Importantly, they include bringing issues that are causing concern to the Companions to the attention of staff. I am also involved in welcoming new Companions and helping them to settle in. I have attended several courses to help me in my role – one of which was a Drugs



**Above: Derek enjoys fishing in his spare time**

and Alcohol Awareness programme. I enjoy the extra responsibilities and find that the hard work and the feeling of being trusted are very gratifying and good for my self esteem.

In my spare time I enjoy fishing, and often take several Companions out at weekends – but there never seems to be a camera available when we catch that 'special' one!

I should like to continue in my present role for as long as it seems useful, both to the Community and to me, personally.

## Clearer prospects

**Keven Raudzsus shares his experience of becoming an Emmaus Companion and of what he has achieved since joining the Community.**

I came to the UK not really knowing what to expect. Unfortunately I brought with me an addiction – the love of being intoxicated. All my life I had worked hard and played harder; and in the first couple of years here, I still managed to do this. But inevitably this became my downfall, and I found myself living in a car park and selling the *Big Issue* to survive.

There are only two ways to get out of this: death or sobriety. I thank the Lord that there were people who saw some good in me. First a friend literally dragged me to a doctor – I could hardly walk any more. The doctor gave me six months to live. Nice wake-up call! Then a friend from the Salvation



**Above: Keven at work in Emmaus Gloucestershire's Chequers Road shop**

Army managed to get me funding to go into rehab. But for his friendship and the belief that the Salvation Army put in me, I would not be here today.

In rehab, I found the will and the stamina to start my life again; but unfortunately I also found when I left that I had no prospects to better myself. Then I was introduced to Emmaus. I visited the Community in Gloucester, and was delighted with what I found: a stable and caring home, with good prospects of

advancement. I was made to feel welcome and allowed to fit in like all the other Companions. With will and work, my prospects at Emmaus are so much clearer – it's been great, and life is full and enjoyable. I have a room which is my own domain, a home within a home. It has everything – with the exception of a jacuzzi!

When I arrived at Emmaus, I set myself some goals for the year ahead. These I have managed to achieve in six months! They were: an addiction-free lifestyle – achieved. Getting my teeth fixed – done. UK driving licence – got it. Stable work environment – have this. Computer literacy – getting there. Hobbies – have plenty. Maybe these do not sound like much, but I know that, if you set yourself goals, these must be reachable as otherwise you could become disillusioned – so, small steps first.

Now I am looking forward to my next six months at Emmaus, and hope to continue to be a happy and productive part of this community.

# Cutting the ribbon

**In April we prepared to move the Emmaus shop in Nailsworth from its familiar location on Wheelwrights Corner to larger, brighter, double-fronted premises in Market Street. Paula MacLean reports.**

In the days before the opening, Margaret lured passers-by into the old shop to purchase piles of books, clothing and bric-a-brac at rock bottom prices. Meanwhile, I steered precariously-loaded supermarket trolleys through the streets of Nailsworth to the new location, where 'Beth and Sam, the designated scrubbers (!), rolled up their sleeves, begged buckets of hot water from adjoining shops and set to work with brushes and sugar soap.

With 24 hours to go till the 'Grand Opening', there was shelving to be positioned, carpet tiles to lay - but still



## Whatever Next!

One of our volunteers was sorting a huge selection of donations when she came across a small box – the sort of thing in which you might expect to find a ring or a piece of costume jewellery. Imagine her surprise when she discovered that the contents were five teeth, complete with gold fillings!

A staff member, on her next dental check-up, was delighted to find that her dentist was happy to pass on the contents of the box to a goldsmith who would give Emmaus the value of the gold.

A very worthwhile, if rather unusual, recycling exercise!

## Farewell

'We need some help in planning an extension to the Community Home.' These were the words used by John Noble to describe the 'part time' role the Trustees had in mind for me. Little did I know what I was letting myself in for!

I sometimes describe Emmaus as 'Homelessness's best-kept secret' as that (surprisingly) is how it often seems! Once people do understand the key features in the Emmaus philosophy, there is an immediate groundswell of support. These features are quite simply

- helping homeless people, and enabling them to be successful in their own terms



**Above: The Bishop of Gloucester cuts the opening ribbon**

no water, phone or electricity. Margaret was cheered by increased sales of left-over stock and cappuccinos delivered by a sympathetic restaurateur. I continued the trolley trail and 'Beth and Sam scrubbed on. In the event, with the help of devoted volunteers and the support of Companions and Gloucester staff, all was ready in time

The day began with notice of the event being voiced by the Nailsworth Town

Crier, Tony Evans. The Deputy Mayor, Cllr. Norman Kay, attended the opening on behalf of the Council, and at mid-day the Bishop of Gloucester, the Rt. Revd. Michael Perham officially opened the new shop. A long line of customers were queuing expectantly, and business was brisk – indeed, as had been hoped, the previous daily sales record was broken. A splendid result, and a fitting tribute to all those involved!

A big 'Thank you' also to the people of Nailsworth and surrounding areas who, by donating and purchasing goods, have helped make such a success of the Emmaus recycling process.

**Left: Staff, volunteers, Companions – and the Town Crier – outside the new shop**

- trying to raise as much income as possible through the recycling of household goods, so that one day the Community is entirely self-sufficient
- as a consequence, being able to support other worthy causes

During my time, there have been many ups and downs, but the main satisfaction has derived from working alongside a great many talented and dedicated people – many thanks to you all.

**Steve Raftery**



**Above: Ray Clark, Anne Noble, Steve Raftery and Sam Power**