

# We need your support

As you have read elsewhere in this Newsletter, Emmaus Gloucestershire achieved its goal to be operationally self-sufficient and able to contribute four days of sales to solidarity during the year. However, we still need your support!

## Can you help us?

Tell a friend about Emmaus, and the great work we are doing. Most importantly, support our social enterprise operations by **DONATING** reusable household items and white goods, and **SHOPPING** at one of our fabulous stores for a great bargain. Our in-store surveys have shown that positive word of mouth is the best advertising – you can help advertise Emmaus!

Contact one of our shops about **VOLUNTEERING** opportunities. We are reliant on volunteers performing a wide range of supportive roles, contributing time, flexibility and skills. Volunteering is a great way to make friends and help us achieve our aims.

We are committed to increasing our impact on the problem of homelessness by

helping more people. We can do this by freeing up resources to perform more out-reach, and to explore services and partnerships that will provide support and opportunities for Companions. Most importantly, we can continue to make payments to Emmaus UK for the Solidarity Fund to help new Communities to be established within the UK. Your **MONETARY DONATION** to Emmaus Gloucestershire will help us achieve these goals. Don't forget to GIFT AID IT!

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

**Thanks for everything!**

Visit one of our shops today!

### Secondhand Warehouse

**Chequers Road  
Gloucester GL4 6PN  
Tel 01452 413095  
Mon - Thur, 9am - 5pm  
Fri & Sat, 9.30am - 5pm**

### Cheltenham Charity Shop

**18/19 Henrietta Street  
Cheltenham GL50 4AA  
Tel 01452 269734  
Mon - Sat, 9.30am - 5pm**

### Nailsworth Charity Shop

**Market Street  
Nailsworth GL6 0BX  
Tel 01453 835036  
Mon - Sat, 9am - 4pm  
Thur, 9.30am - 4pm**

## Support Emmaus Gloucestershire

### 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 CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling,  
Kent ME19 4JQ (Sort code 40-52-40; Account no. 00016747)

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 Gloucestershire, Chequers Road, Gloucester GL4 6PN**

**Tel: 01452 413095 Email: info@emmausglos.org.uk www.emmaus.org.uk Registered charity no. 1067483**

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## Cheltenham shop move

We have successfully moved our Cheltenham Charity Shop into newly decorated, larger, and brighter premises!

Over a period of four weeks, Companions assisted in repairing and decorating the old shoe shop which had been vacant for years and had suffered from water damage. While the decorating was being completed, Companions, staff and volunteers prepared stock in



**Above: Our fabulous window displays pull in the punters at Cheltenham**

the old shop ready for the move.

We opened for business on 22nd April and achieved a record first week in sales of more than £2000! Follow-on customer reaction has got that “feel good factor” and we are certain that Companion involvement and pride in the new shop will be key to our success.

The Companions and staff are taking advantage of the larger space (3 times the old shop), selling a greater range of products including furniture, TVs, clothing, books and that customer favourite – bric-a-brac. Collections and deliveries are from the main warehouse in Gloucester, and the Companions are always on the look-out for items to send to the Cheltenham Shop that might appeal to their customers.

**Please visit** our larger, brighter Emmaus shop, and say hello to the Companions, staff and volunteers –



**Above: Dave prepares a brass vase for display at the Cheltenham shop**

but most of all, take advantage of the shopping experience and bag yourself a unique bargain!

**Cheltenham Charity Shop**  
**18/19 Henrietta Street**  
**Cheltenham GL50 4AA**  
**Open: Mon-Sat 9:30 to 5:00**

## A good financial year

Emmaus Gloucestershire finishes its financial year on June 30th. Our 2007/08 performance exceeded expectations, allowing us to make some good decisions about our future and in line with our ethos. Several key factors contributed to our performance:

- We saw an increase in sales immediately following the floods of July 2007. Many people were coming in and buying furniture to tide them over while they were processing insurance claims. Some of this furniture was re-donated later in the year.
- We were below expected expenditures on salaries as we had key posts vacant during the year. Staff, Companions and volunteers stepped in to work extra hard to cover the staff shortages.
- We worked very, very hard to increase our sales. We opened our Chequers Road Second-hand Furniture Warehouse on Saturdays, whereas we were previously open only Monday to Friday. In addition, Companions worked at our

Cheltenham shop to help cover staff shortages and to contribute towards its success. This required developing work rotas for Companions and staff to cover six days per week at two different sites.

The success has allowed us to make some key decisions, including

- Paying £10,000 into the Emmaus UK Solidarity fund. Emmaus Gloucestershire received over £300,000 in grants from Emmaus UK to assist with setting-up our Community and buying Chequers Road. We feel an obligation to repay these grants so as to provide funds to establish other communities. To date, we have repaid £25,000.
- Donation of nearly £7,000 to local, national, and international projects supporting the homeless, destitute or most impoverished people.
- Setting aside £45,000 as a reserve for much-needed maintenance and improvements to our Chequers Road facility.
- Early repayment of £10,000 of the loan from LloydsTSB which helped finance the purchase of the lease of the shop premises in Market Street, Nailsworth.

A big thank you to the Companions, volunteers, staff and trustees for working hard all year to allow us to weather a staff shortage and make a healthy surplus!

## Ian cycles for Children in Need

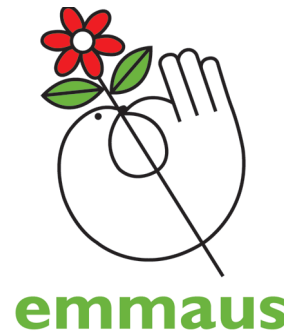
On an overcast day in November 2007, Ian climbed on a bike for a 50 mile cycle ride from Gloucester to Oxford to raise money for Children in Need.

The weather was uncharacteristically cooperative, being dry and with little wind. The entire journey took seven hours to complete, including a stop for a nice lunch. Ian, a Companion at Emmaus Gloucestershire, was accompanied by his friends Scott and Tim from Oxford. Ian raised almost £500 for Children in Need!



**Ian and Scott in the car park at Chequers Road at the start of their journey**

# Emmaus Gloucestershire



The newsletter of Emmaus Gloucestershire – Winter 2008/09

## Brian's story

**Brian has been at Emmaus Gloucestershire for five months. Before that, he was at Emmaus Brighton & Hove for a month.**

I slept rough, on and off for about 13 years. The council sent me forms about the rent on my flat. I filled the forms in but they got sent back a couple of months later because I had filled them in wrong. I am not that good a reader or writer you see. I filled the forms out again but they were returned again. The next time I took them in myself and sat with the person who filled them in for me. They said everything was sorted. Four or five months later I got a bill through for £3,000. The council had lost all my documents. I told them it wasn't my fault, but they still took me to court. That was why I became homeless. I couldn't afford to pay, so I had no choice. I haven't got much family. I have a sister but she lives in America and I don't have her address. We are not close. It's difficult if you don't have family.

I stayed in night shelters for a bit and then got myself a tent. I stayed in a different place every night. I worried about people taking my things. When I put my tent up I was by myself. I'd never tell anyone where I was going to be. I even lived in a disused Bingo Hall and Gym for a short while. There was a sauna in there! That luxury didn't last long though.

I think the death of my mother was the beginning of things going wrong. I was about 30 when she died. I had a very close relationship with her. Before my Mum died things were alright. I worked in catering. I did a lot of washing up because I am not a good reader, but I was happy enough. When she died my

life changed completely and I moved out of the flat I shared with her because of the memories.

I used to work for a church and I got friendly with them and they suggested Emmaus. I thought I'd give it a go. Brighton was too big for me because there were too many Companions there. At this Community work and home is more separate. I have been very happy here. We all muck in and help each other out. You can have a laugh. It's nice to come down to the TV room and be with other people, or you can be in your own room if you prefer.

They give you help here and they will help me with any forms I have to fill in. When I want to move out of the Community they will help me to find a place to live. This is different from a hostel. Here you have work to occupy your mind. I'd like my own place and I'd like to be working. Emmaus is half way back into the real world. It's like a bridge.



Above: Brian

### From the General Manager

Welcome to our newsletter where you will read about the successes of the Emmaus Gloucestershire Community. For those of us who are part of the Community day-to-day, it is far too easy to let time pass by without sharing a bit of ourselves with our supporters. There is a big benefit to preparing the newsletter – it helps us reflect on our successes and say to each other, “well done” and “thank you”.

I would like to start by saying a big **thank you** to the Companions for their support over my first year in post. I have often been reminded that it's about “the people”, and their encouragement, constructive criticism, and American jokes are helping me grow into the post of General Manager. I am continually amazed at how many times Companions quietly rise to the occasion when we need to get things done or in support of each other. They are the best people to work with and for.

And a word too, to you, our supporters. Emmaus Communities rely on your support, patronage, volunteering and custom to achieve self-sufficiency and further our ability to help more homeless people. In this newsletter you will read about our success over our last financial year which resulted in a surplus. This is further proof that the Emmaus model works. We ask that you continue your support, and help spread the word by telling your family, friends, and neighbours about Emmaus, and by donating money, time, and reusable items to our charity. The more you help us, the more we can help others.

With best wishes

**Maureen Margrie, General Manager**



## From Our Community Manager

I had the pleasure of joining Emmaus Gloucestershire on 6th May 2008 as Community Manager.

My previous employment included working with the homeless in Gloucester at supported accommodation hostels, and as Housing Advisor at HMP Gloucester. Directly prior to joining Emmaus, I carried out the role of Outreach Coordinator, which involved the organisation and co-ordination of the Gloucester Allocation Provision Service, mainly working with the support services within Gloucester to gain accommodation for homeless people.

I bring to Emmaus the experience I gained from my previous employment and the knowledge of local support services to benefit both staff and Companions.

Prior to applying for this role with Emmaus, I had minimal background knowledge of its history and of its current day-to-day activities, but the more information I read the more excited I became about wanting to join the movement. The whole ethos of Emmaus – the giving of a purpose to people's lives, with Companions living and working together as a Community – is so meaningful and encouraging to me.

It is with this in mind that I enthusiastically look forward to fulfilling my role as Community Manager at Emmaus Gloucestershire.

**Karen Brown**

## Skills Pledge

At Emmaus Gloucestershire we have declared our intent to invest in our people by undertaking a Skills Pledge as part of the government's Train To Gain programme. We have submitted our Statement of Intent, and begun our skills gap analysis for staff. Working with our Train to Gain Skills Broker, we have identified training programmes for four of our staff.

We are hoping the Train to Gain programme will be extended to other staff, as well as Companions and volunteers later this year. The government is reviewing the proposals, and if made available we shall offer the opportunity of gaining an NVQ to those who do not hold certificates or qualifications above an NVQ Level 2.

Currently, volunteers do qualify for life skills training under the Train to Gain programme. We are taking advantage of this to secure government funded literacy courses for some of our Companions.

NVQs are earned on the job. A qualified assessor oversees the candidate's progress and demonstration of skills and competencies to award the NVQ. Barry Webb, Workshop Manager,



**Above: Christine and Barry in the electrical workshop at Chequers Road**

has just initiated a programme to get an NVQ Level 3 in Performing Engineering Operations. This will provide him with a recognised qualification at a supervisory level in performing domestic electrical appliance repairs (white goods, washing machines, etc).

Christine Webb, Shop Supervisor, is undertaking an NVQ Level 3 in Retail Enterprise. We have plans for Christine to assist Companions in the future in completing an NVQ in retail.

We are excited that Barry and Christine will be able to receive a qualification for the skills and expertise they have learned and use on the job every day.

## An economically effective model

**Research by Cambridge University has demonstrated that Emmaus Communities can have a significant benefit for the local economy.**

The team, led by Christine Whitehead, Professor of Housing Economics at LSE and Director of the Cambridge Centre for Housing and Planning Research, carried out their research at Emmaus Village Carlton. They found that the Community saved the public purse over £800,000 a year, equivalent to savings of more than £30,000 per Companion.

Emmaus Gloucestershire had an average occupancy during the year to June 2008 of 18 Companions. This suggests that last year we may have deliv-

ered savings in public spending of over £500,000 in a Community with assets of under £1 million.

The Emmaus UK Federation is holding an event in London on 18th November to coincide with Social Enterprise Week (17th-21st November). Emmaus President Terry Waite and Emmaus Ambassador Jerry Hall are helping to launch the research. Emmaus Gloucestershire is pleased that its Patron and MP for Gloucester, Parmjit Dhandra, will be attending, together with David Drew MP for Stroud.

**Summary and full reports of the Cambridge University study are available to download at [www.emmaus.org.uk](http://www.emmaus.org.uk)**

# Moving on – to Germany

**Doro Kassner moved on to join Emmaus Cologne in May after spending a year at Emmaus Gloucester. Since leaving Gloucester, Doro has kept in contact with Companions and staff with updates about how she is settling into Community life in Germany. Doro has kindly agreed to share with us her experiences of settling into Emmaus Cologne and some memories of her stay at Emmaus Gloucester.**

Though I returned to my homeland Germany in May 2008 to live, work and help in Emmaus Cologne, I will not and cannot forget what Emmaus Gloucestershire means to me. With unconditional patience and companionship from Companions and leadership, it slowly helped me out of despair, anger with God and the world, and a complicated family situation.

When I came to Emmaus Gloucestershire I was physically and mentally frail

and I worked for a long time in the up-keep of the house doing the cleaning, which I could do in my own pace. This slowly strengthened me and gave me stability. The companionship of the Companions and the gentle guidance of the leadership gave me back my self esteem and belief in a better future. I then worked many months in furniture sales, a role that I enjoyed.

I want to thank deeply the Companions who put up with me and my bad



**Above: Doro**

temper many times, as without them I would be literally going nowhere and maybe sitting and crying in a flat with loneliness.

But now I see light at the end of the tunnel, my family welcomed me back, the bonds are stronger and I can see a future with my daughter. Thanks to all of you – I will not forget you!

Best wishes and you are very welcome to visit me here, **Doro**.

## Changing Faces

**Since our last newsletter in December 2007, there have been some changes in our organisation we would like to share with you.**

We now have two Responsible Companions who take on extra responsibilities in the community home, providing a first point of contact in the absence of staff, managing the community home lock-up at night, and supporting other Companions as they adjust to life in the Community. Responsible Companions work in support of the Community Manager, providing input to staff and are involved in engaging Companions in the running of the Community. We hope to continue to provide opportunities for Companions to take on additional responsibilities at the community home and in our businesses.

Three staff members have moved on since our last newsletter. Ray Clark, Community Leader; Julie Taylor, Finance Manager; and Steve Jaggars,

Cheltenham Shop Manager. We thank them for their contributions to Emmaus Gloucestershire and wish them well in their endeavours.

We also owe a big thank you to the Companions, staff, and volunteers who stepped in to help us cover for the staff vacancies while new people were recruited and trained. It is particularly during times of difficulty that you understand the positive power of community and helping each other.

We have recruited and appointed a new Community Manager, Karen Brown. She has fully stepped into her role and we are excited that she has joined our Community.

During the past year, we determined we needed extra help to manage our business activities and ensure we are maximising opportunities for Companions to develop skills and participate in the business. As such, we have added a new role, Business Manager. Dave Taylor joins us from Emmaus Bristol. Dave was with Emmaus Bristol for over 4 years, having originally joined as a Companion, but soon found himself putting his business experience to use helping others. He

progressed to the role of Workshop Manager prior to joining us at Emmaus Gloucestershire. Dave is an avid sailor and skier in his spare time – Welcome Aboard!

Geraldine Jacobs was recruited as Cheltenham Shop Manager, and was on hand to assist with our new store opening. Geraldine has prior retail experience and is finding that growing our shop in Cheltenham is both challenging and rewarding

Helen Pemberton joined us as book-keeper at the beginning of 2008. She has settled in well at Chequers Road, and done a fabulous job completing our year-end accounts – which our auditors said were in great shape.



**Above: Dave Taylor, Business Manager, at our Chequers Road Second-hand Furniture Warehouse**

# Donating a day's sales every quarter!

Every year we target setting aside four days of sales revenues as solidarity donations, thus working towards **helping the most needy first.**

Every quarter, the Companions discuss and nominate recipients of the donations at Solidarity Meetings, with 1/3 donated in Gloucestershire, 1/3 nationally, and 1/3 internationally to Emmaus projects. We always target supporting the homeless, destitute, or most impoverished people.

**Since July 2007, Emmaus Gloucestershire has assisted the following projects:**

- Gloucestershire Flood Relief
- Shelter Homeless Services, Gloucestershire
- Children in Need
- Emmaus Sheffield
- Emmaus South Lambeth
- Bosnia Safe House for Victims of Human Trafficking
- Benin, Africa Water Project to Build a Well
- London Marathon – for New

Emmaus Communities

- Gloucester NHS – Baby Buggy for homeless mother
- Loan of Van, Diesel and Fees for Emmaus Paris Sale
- Emmaus Oxford for Purchase of Van
- Gloucester GEAR Project

**In addition to donating 4 days of sales per year, we also assist others outside our Community:**

- Barnwood Community Fair assisting in setting up & breakdown
- 25% discount on furniture sales to people referred to us by agencies
- 25% furniture discount to individuals on income support
- Assistance during floods of 2007 to distribute water and help a family in need to prevent their home from flooding
- Volunteering at GEAR Sunday lunch project

Through your patronage of our stores, and the hard work of our Companions, staff and volunteers, we are... **helping others!**



**Above: Norman Knight presents £500 to Brian Jones of GEAR**



**Above: Emmaus Oxford used the donation of £1,000 from Emmaus Gloucestershire towards the purchase of their van which is already being put to good use collecting and delivering furniture**

## Fosseway gets into the swing for local charity

Staff at Fosseway Living in Cirencester have been teeing off in style to raise nearly £5,000 to help Emmaus Gloucestershire. The social landlord held a charity golf day on July 4th at Puckrup Hall Golf Course in Tewkesbury to support Emmaus.

Maureen Margrie, General Manager, joined in the golf but unfortunately did not win any prizes. John Noble, Chair of Trustees, gave a riveting and emotional talk about Emmaus Gloucestershire to the golf day participants at the evening meal. We are sure this helped those in attendance open their wallets and contribute towards the fundraising efforts.

Stephen Cook, Managing Director at Fosseway Living, said: "Everyone had a great day out and enjoyed raising money for such a worthwhile cause. Emmaus makes such a difference to those who have become homeless; we really wanted to get together and show our support."

Maureen Margrie says; "We were delighted that Fosseway Living chose to raise money for us. In line with the purpose of Fosseway housing to provide social housing, the Community has decided to establish a rent deposit scheme with the money. Companions who are moving on into employment and rented housing as

part of their support plan will be eligible to apply for a loan to cover a deposit on housing."

For more information about Fosseway Living - a registered social landlord that provides housing services to over 7,000 households in the Cotswolds and surrounding counties - call 0845 050 4034 or visit [www.fosseway.com](http://www.fosseway.com).



**Above: Golfers giving it their all for Emmaus Gloucestershire**