

Emmaus

South Lambeth



The Newsletter of Emmaus South Lambeth Issue 1/2009

8,000 free copies distributed

Role model Jerry Hall in West Norwood

Supermodel Jerry Hall descended into West Norwood to promote research illustrating the massive sums of money Emmaus Communities save the taxpayer.

The former wife of Rolling Stones singer Mick Jagger glided into Emmaus South Lambeth's accommodation building on Knight's Hill to decorate a Christmas tree with cut-outs of 15 nurses, 11 police officers, 10 primary school teachers and a skateboard park. The event was to highlight what can be done with the £800,000 saved annually by each Emmaus Community.

In an interview with the *Emmaus South Lambeth Newsletter* Jerry Hall said: "People are surprised how bad luck can happen to anyone, fall on hard times."



The eyes have it: Jerry Hall shows her support for Emmaus South Lambeth

The Texan-born celebrity said she was "so impressed" with Emmaus' work before being shown round the building and one of the Charity's shops. Reflecting on her visit, Companion Philip said: "She's marvellous, so down to earth for such a famous person."

For more fantastic pictures and comments made to one of the Charity's Companions see pages 4&5.

Issue highlights

- **Dulwich Runners up the pace to make large donation** Page 3
- **Jerry Hall pics and chat on the sofa** Pages 4-5
- **Cartoon by Fleet Street's Bernard Cookson** Page 7
- **Big plug for new electrics shop** Page 8

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our success stems from quality

When it comes to the crunch

Emmaus trumpets voluntary

Emmaus South Lambeth is fortunate to have a talented and dedicated staff team, but volunteers are also crucial to our work in providing a safe and positive community for former homeless people. Our volunteers perform all sorts of vital roles, from working in our shops to producing this newsletter.

Many people in the UK volunteer for all sorts of different reasons. Most say they have a desire to give something back to their community or to repay a charity for support they have received themselves. However, many also volunteer for reasons of personal development or companionship – the chance to gain new skills and experiences or meet new people.

Emmaus South Lambeth is already looking for volunteers to help us build our community, help others and provide great value and service for the many local people visiting our shops. If you are interested in learning more about volunteering opportunities with us, contact our office or drop in to our shop or warehouse on Knight's Hill to speak to a member of staff.

Tougher times

We know from previous recessions that people rely on charities even more during hard economic times. Demand for our services goes up as people struggle to make ends meet. Homelessness is particularly sensitive to this, with the number of mortgage defaults and repossessions expected to rise sharply this year.

The Charity Commission (the body that regulates all charities) says nearly 40% of charities claim they have been hit by the economic downturn this year

– by having to provide more services, experiencing greater costs, or both.

And this isn't just affecting smaller charities. The NSPCC (National Society for the Prevention of Cruelty to Children) is planning to shed 150 jobs due to decreased income from fundraising and housing charity Shelter are also cutting more than 40 posts as they attempt to balance their books.

It is at times like this that the work of a local charity such as Emmaus truly

comes into its own. At the sharpest end of our work we directly help individuals who are homeless, by providing them with a safe and secure environment in which to stabilise themselves, get support in all sorts of areas and learn new

skills to take them through to the next stage of their lives.

But our shops and warehouse are also perfect for local people watching their budgets or on the look out for a bargain. Drop in to our two locations on Knight's Hill for a great range of home-ware, entertainment goods and electrical items – all at fantastic prices. And for larger items of furniture our nearby warehouse contains a great selection of quality beds, wardrobes, tables, units and much more. Our affordable and convenient delivery service also means you won't even have to worry about getting it home (See back page for map).

Interested in getting involved?

If you would like to talk about volunteering opportunities within ESL, please contact us on 020 8761 4276 or email info@emmaussouthlambeth.org.uk



Grand gesture: Dulwich Runners present a cheque for £4,000 to Emmaus South Lambeth

When generosity can run and run

It was late September when we received a telephone call suggesting Dulwich Runners would make Emmaus South Lambeth their 'Target Charity' for the sponsored run they hold each year. Bullseye you might say because it is people like Dulwich Runners and other donators help our charity survive and sometimes thrive.

The Committee explained to us it has sponsorship and healthy support for the event. They asked us for help to hand out water to the runners on the day. We jumped at the request and offered assistance setting up gazebos and the tower for the finish line.

Despite being a rainy autumn day 800 fully-booked and paid-up slots were filled for the 6km race. Further applications were being turned down at 7.45am on the morning of the race. An Emmaus South Lambeth Companion finished the race averaging 10 minutes per Km!

There was a children's 1/2km event and a 1km Fun Run for all which saw two of our staff and a Trustee representing us.

Handing out water to someone running is an art and hopefully we will get more practice if Dulwich Runners invite us to their wonderful event again.

ESL on tour in Bristol fashion

In October several of the Emmaus South Lambeth Board members took the short trip along the M4 to the West Country to visit the Emmaus Community in Bristol. The fact-finding mission gave trustees the chance to see what we can learn from more established Communities as Emmaus South Lambeth grows. There we were joined by staff from Emmaus Gloucester for an informative day with Companions, staff, visitors and even Dylan the Community dog.



ESL Chair of the Trustees Alex Murdock (left) presents Emmaus Bristol's Director Richard Pendlebury with a contribution for their shop



ESL trustees join staff at Emmaus Bristol in their warehouse

Emmaus is Online

www.emmaus.org.uk/south-lambeth

Furniture and prices

Check out items and how to donate quality Household goods



Latest news

Read up to stay in touch and delve into our fascinating archive

Picture gallery

Dip into our past events recorded by excellent photographs – Joanna Lumley and other celebrities supporting our charity.



Blogs

Two Companions are posting giving insights into life in the Community.

It's funny and thought-provoking.

Essential info

1. Your nearest Emmaus shop.
2. Volunteering.
3. All about us.

And much more...



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The day Jerry Hall dressed a tree and took root in Emmaus

Jerry Hall, supermodel, actress and former wife of Rolling Stone Mick Jagger, had press photographers clamouring at ESL's accomodation building for the previously homeless. The snappers were there recording Jerry's visit to decorate the charity's christmas tree to highlight how much money we save the taxpayer. Companion (as residents are known) Elizabeth Harrington chatted with Jerry on the sofa. Here's her story:

“ As the only female among 14 Companions and staff, a 'girly chat' with Jerry was most welcome. Children were soon established as a common link and after spending a quiet Christmas at home with just her four children, they will be off to Kenya for a safari. Her youngest, just 10 years old, is particularly excited. When I said I had been a long-time fan of David Attenborough, Jerry Hall told me they are neighbours; very useful for

when she needs tips on the best vantage point to see the animals!

Another feature we have in common is to be members of that dying breed - smokers. When she arrived early, her first request was to be given a moment to have a cigarette, and we solemnly stood outside in the rain under a huge umbrella, discussing how undignified/expensive/smelly unhealthy and totally addictive a habit it was!

She was completely unfazed by the bombardment of flashlights, obeying yells to 'look up/left/over here' with perfect calm and dignity. She told me she had started modelling very young, and had grown used to it as part of the job over the years.

Altogether, she was a charming lady and it was very interesting to meet her. ”



Chin wag: Jerry Hall chats with Companion Elizabeth over some light refreshment



Mug shot: our celebrity guest enjoys some more tea



Very handy: Jerry takes a close look at one of the tree decorations



Past perfect: the Emmaus South Lambeth Xmas tree being decorated by Jerry with miniature nurses, policemen and a skateboard park



Bagging a bargain: Jerry tours our bric-a-brac shop with volunteer Sandy



Deputy Leader John Hession explains more about the charity's Community



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Emmaus South Lambeth

How you can help:

You can help us in the following ways.

- Donate unwanted furniture and household goods.
- Buy from our shops and warehouse.
- Volunteer your time and skills to help us.

Make a donation:

I enclose my gift of: _____

Name _____

Address _____

Postcode _____

Signature _____

Date _____

Cheques should be made payable to Emmaus South Lambeth and sent to:

Mike O'Meara, Community Leader
9a Knights Hill West Norwood
London SE27 0DB

Please tick if you require acknowledgement of your donation



Key features of an Emmaus Community

- Independent of primary state benefits
- Full-time work for all Companions who have joined
- Alcohol, drug and violence-free environment
- Needs met plus spending money
- Everyone has their own room and lives as part of a Community



emmaus



Having a clearout?



Our business relies on quality donations from the public. Items that are especially useful are beds, wardrobes, TVs with remote and chests of drawers.

We offer a free furniture collection service from properties in most SW and SE postcodes as well as Croydon, Thornton Heath and Mitcham.

You can also bring items directly to our superstore at 1 Knight's Hill Square or to the Emmaus container on Lambeth's Recycling Centre in Vale Street.

Unfortunately we have to say 'no thank you' to items if they are broken, dirty, incomplete or not easily saleable. All upholstered items have to comply with fire safety regulations. Unfortunately ESL does not have the facilities to refurbish items.

Please call us on 020 8761 4276 or email donation@emmaussouthlambeth.org.uk to arrange a collection. For details on items we accept visit: www.emmaus.org.uk/south-lambeth and click on donations.



"It was so good of Jerry to decorate our tree – but someone really should tell her that Christmas is over..."

Customer Comments...

“ We have found Emmaus provides an excellent service, with helpful, professional staff and quality furniture at really fair prices. They were able to find us exactly what we needed for our new office, and delivered it for us too. I would recommend Emmaus to any local business or community group, or any individual working to a tight budget. Thank you Emmaus! ”
Alison, Paxton Green TimeBank

“ I am always very impressed at how attractive the windows look, and a great deal of thought seems to go into the window displays. Well done. With best wishes. ”

We are delighted to hear from our customers. You can either leave feedback on www.emmaus.org.uk or email us at: info@emmaussouthlambeth.org.uk

Companions sold on customer training



Tabling a point: Companion Alun (centre) joins in the discussion during training

A group of Companions attended a training session in December to learn more about customer care. The half-day class which resulted in a Certificate of Achievement in customer services, taught the group how to identify who the customers are and how to provide them with better services.

Caroline Sidall, Emmaus UK's training officer also demonstrated how to deal correctly with customer complaints. Commenting on the training session Emmaus South Lambeth's Community Leader Mike O'Meara said: "We are

empowering our Companions to equip them for their future." He also added: "We are committed to invest in our Companions. This year there will be other training courses for our Companions such as money management, stress management, life skills, and foreign language classes."

When asked if he had enjoyed the customer service Alun, one of the Companions living at Emmaus South Lambeth said: "Initially, I was a bit dubious it would be any use but actually it was quite interactive and I was pleasantly surprised how useful it was."

Switch on to our new electrics shop

The transformation of our furniture shop on Knight's Hill into a sparkling new electrics emporium has proved to be a popular move. 'Electrics on the Hill' is the only local charity shop that concentrates on selling exclusively electrical items which have been generously donated by the public.

Currently we are unable to accept cookers, microwaves, and washing machines because we do not have the facilities to carry out essential tests. All accepted items have to be what is called 'PAT tested' – this is done by our Companions to ensure they are safe. Once passed each item is recorded and placed on display.

Electrics on the Hill offers amazing value: where else can you find a portable TV for £10; a fridge from £40; and a vast array of lamps from £3.

We are very easy to find being located 20m up Knight's Hill from the main entrance of West Norwood train station. Do come and visit us, we are confident you won't be shocked by our prices!

Press packed



Focal point: professional photographers busy at Emmaus South Lambeth's accommodation building – to find out why turn to pages 4-5

Where to find bargain buys !

Emmaus Superstore

1 Knight's Hill Square
West Norwood

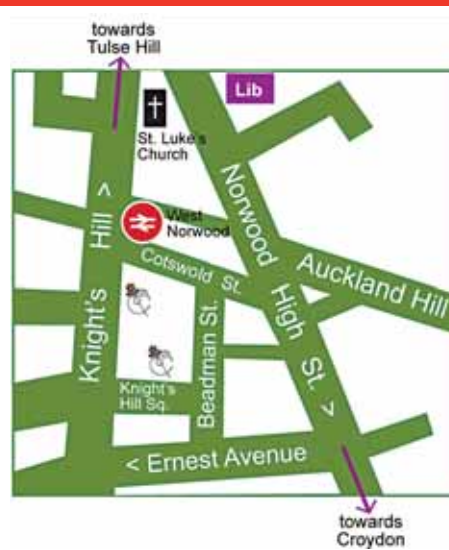
Emmaus shops

7-9 Knight's Hill
West Norwood

Opening Times

Mon - Sat 10am - 5pm

Tel: 020 8761 4276



Emmaus South Lambeth, 9 Knight's Hill, West Norwood, London SE27 0HY

Tel. 020 8761 4276, info@emmausouthlambeth.org.uk, www.emmaus.org.uk/south-lambeth

Emmaus South Lambeth is a registered charity no. 1069610