Arc Inspiring News
November 2021 Edition 13

A YEAR ON...

TENANCY SUSTAINMENT FUND

Moving from supported accommodation to living alone can be a tricky transition for those moving on from Arc. However, for a year now, we have been able to offer our clients our Tenancy Sustainment Service thanks to funding from Somerset West and Taunton Council. This service supports clients who are moving on, to try and get them settled in and to help them thrive in their new home. The services offers assistance with anything related to moving on, from setting up bills to connecting to the local community, in the hope that this will provide a good basis for becoming completely independent. The feedback from this support has been hugely positive from the 21 clients who have received it so far. Here is what Guy, former Arc resident, had to say:

"When I moved from Arc, I was happy. I live in a quiet area which is good for me. Charlie (Pathway Worker) gave me support before I moved, and when I went, she helped swap my housing benefits, do my council tax, and helped me pay less on bills. Charlie came to my new house, and walked around the area with me, to help me settle in. I don't have friends or family to help, but the support I got was amazing, and probably kept me from moving back to Arc."





ARC'S GP SURGERY

It's been 1 year since we opened our in-house GP clinic at our Reach Centre. Our wonderful GP and clinic have been invaluable for those experiencing homelessness, providing a safe space for comprehensive mental and physical healthcare as well as all important signposting to relevant organisations. As you will have heard, we are currently in the process of expanding our Reach Centre to provide even more support, ensuring that everyone in our care can reach their maximum potential. We will be officially launching the extended service in 2022 - stay tuned!

Could you help someone in a housing crisis with one of the last steps of their journey?

You may have read about our Move In fund back in March's newsletter. The fund was originally granted by the Somerset Community Foundation, and this wonderful project has allowed us to assist client's moving into their own accommodation with purchasing furniture, appliances, and furnishings to make their new home, well, a home! Moving on and becoming independent is such a huge achievement for our clients, yet previously, we had witnessed individuals struggling to afford to furnish their home. Through providing essential household items such as fridges, cookers, washing machines, sofas, carpets, and bedframes, we have found that the Move In fund is invaluable to providing a positive move for our clients, but also in helping them sustain their new tenancy and independence. We also saw how important it was to assist with the cost and organisation of installation as many clients had not had to deal with this before and felt overwhelmed by the process. However, the original funding has now been depleted, and we are looking for support from our wonderful donors to help us top it back up again so that we can continue to provide this method of support that we have seen so many individuals benefit from. We hope that you are able to donate towards this vital cause today.

What our clients say:

"Receiving my white goods package from Arc was such an amazing weight off my shoulders. It allowed me to relax and not worry about how I was going to store food, wash my clothes and generally live a normal life. It is awesome going to the shop and buying simple things like ice cream!" - Rob, former Arc resident

What our support staff say:

"When some clients have moved in with us, they just turn up with a bag of clothes and as we (Arc) provide only the essentials (i.e beds / wardrobe / chair / fridge), when they work so hard to get their own accommodation, it has been hard to find / fund the necessities needed for living. In the past we have had to move people into flats with no furniture, just a mattress on the floor and that is no way to live, sometimes causing clients to give up and fail. This funding provided gives the clients a real chance at progression and success moving forward with their lives after Arc." – Sherri, Service Delivery Manager at Arc

Christmas at Arc

We ensure that our clients do not miss out on any Christmas cheer! Each Arc client receives one of your amazing shoeboxes and each property receives one of your hampers full of yummy goodies - find out more below!

Each client will also be offered a traditional Christmas meal, including delivery of meals to satellite properties, or provision of ingredients so properties can make their own

There will be a huge Christmas buffet, full of party food, with Christmas music, games, and plenty of fun!

Thank you for allowing us to provide festivities through your amazing donations!

Arc's Homeless Shoebox and Hamper Appeal

It's our aim to put a smile on our client's faces at Christmas, but we need your help!

Christmas can be a difficult time of the year for those experiencing homelessness, so each year, our shoebox appeal supplies every Arc client with a shoebox filled with gifts and every Arc property with a Christmas hamper to spread some festive joy!

Shoeboxes

What to include in your box:

- Mug/travel mug with hot drink sachet
- Toothpaste
- Toothbrush
- Roll on deodorant
- Shower gel
- Shampoo
- Shower loofah
- Sweets/chocolate
- 'Novelty' Christmas socks
- Unisex hats and gloves
- Notepad and pen
- Small 2022 diary

You could even include a Christmas card to wish the person receiving your gifts a Happy Christmas!

If you choose to wrap your shoe box, please wrap the lid and box separately. Please make sure donations are delivered to our dedicated drop off locations by 15th December. If you would rather make a monetary donation towards the cost of Christmas at Arc, please do so by visiting our website: www.arcinspire.co.uk/donate

Hampers

What to include in your hamper:

- Nuts / crisps
- Crackers
- Fruit
- Boxes of chocolates
- Biscuits
- Yule Log / Christmas cake
- Mince pies
- Dates / figs
- Jams / spreads / chutneys
- Breadsticks
- Hot chocolate, marshmallows etc
- Soft drinks (bottles, cans)
- Croissants / pastries

If you would rather give the money to make a hamper, we suggest a donation of £30

Dropping off your shoebox:

We are able to take shoebox donations every Tuesday between 9am and 3pm at 7 The Crescent, Arc's Headquarters. Alternatively, you can drop off at these locations:

Taunton

Helping Hands,
7 Corporation Street
Mon-Fri: 8.30am to 5.30pm
Sat: 8.30am to 2.00pm

A-Plan,
1a St. James Street
Mon-Fri: 8am to 5.30pm
Sat: 8am to 12pm

My Carbon Coach,
2 Bridge Street
Mon-Sat: 9.30am to 5pm

Lakeland,
15 East Street
Mon-Sat: 9am to 5.30pm
Sun: 10.30am to 4.30pm

Wellington

Waitrose,
34-46 High Street
Mon-Sat: 8am to 8pm
Sun: 10am to 4pm

Olive & Rosy,
1 North Street
Wed-Fri: 9.30am to 2.30pm
Sat: 9am to 3pm

Bridgwater

Morrisons,
The Broadway
Mon-Sat: 7am to 10pm
Sun: 10am to 4pm

Asda,
East Quay
Mon-Fri: 7am to 11pm
Sat: 7am to 10pm
Sun: 10am to 4pm

We have 15 satellite properties, each housing between 5 and 15 people. Can you help us to provide our properties with a hamper of treats for residents to share at Christmas? Get together as a group and each buy an item or donate the money so we can put one together on your behalf.

If you would like to donate a hamper, please get in touch with us so we know what size property you would like to support and arrange a drop off for this. You can email Rosie at rhather@arcinspire.co.uk or Alice at ahannon@arcinspire.co.uk

Crescent Cleaning Services

Now officially trading

Our social enterprise has been trading now for just over a month! Here is an update on how it's all going.

When asked about the very first day of cleaning, Jordan Canter, Arc's Social Enterprise Manager, said "first days are where your well thought of plans come under scrutiny but despite a small hitch with a delivery arriving late, the day went better than I could have hoped for. James and Neil had already been taken around the properties and had completed training in Health and Safety, COSHH and Manual Handling before the first day of cleaning so as to be prepared and ready. "

"After a brief introduction to the cleaning materials we were using, James, Neil, and myself loaded up our caddies and started cleaning. We did our first cleans at three of Arc's satellite properties. In all properties we received comments and thanks for how clean it was looking and how nice it smelled. At one property, someone even came out of his way to pop into the kitchen to say thank you for how clean their bathroom looked. At another, we were jokingly told by one client that the downstairs kitchen was now almost as clean as his upstairs one (his top floor kitchen is spotless) and now usable. Nice to have the praise but even better to see how Neil and James reacted to it."

"A number of clients spoke to us about the Social Enterprise as well and really liked what it offered them as pathway to employment after leaving Arc's services, and I'm so pleased we were able to help inspire these individuals on day one alone!"

One of our first employees - James

James was one of the first former Arc clients to join our social enterprise and we were delighted to sit down with him recently to hear about his journeywith homelessness, Arc and Crescent Cleaning Services. James describes his story and experiences he's had in life as 'mad' and feels much of it led from the struggles of coping with his Dad leaving, who meant a lot to James, as well as the difficulties of dealing with his diabetes diagnosis. Though James looks back now and wishes he'd taken a different path, he turned to drugs as a coping mechanism and his life spiralled from here. In 2017, James was arrested and charged, spending 9 months in prison. Upon leaving prison and returning to his hometown, James knew he had to move away from his past life – after what he'd experienced, he couldn't go through it again and he knew it was time for change. Starting out again was difficult and James didn't have a place to call home, so spent his time moving from one mates to the other, sleeping on their sofas. When James' probation worker caught wind of this, he referred James to Arc. We moved James into Lindley House and although it was tough at first, James says he 'knew it was a step in the right direction and the staff were great'!



5 months later, James was ready to move into one of our satellite properties, where he recalls being well supported and spoke fondly of the 'pizza parties' that Arc Pathway Workers would organise! (It's the little things!) Unfortunately, the pandemic then struck, which was tough on James, and he struggled with the isolation. This put a hold on James' ability to move forwards. But finally, one day in November 2020, James received a call about a flat! Arc supported him to move in and he was thrilled to have a place of his own.

In early 2021, James heard from his former Arc Support Worker, Lauren, introducing the social enterprise and encouraging him to get involved. James was excited by this opportunity and so we started the process of getting James interviewed, inducted and trained, ready for day 1 of trading! We asked James how it felt to be back at work – "Good! You're responsible, you're necessary and I like being part of the community. I talk to the clients (in Arc's properties) and say 'we were where you are' to help them see that things can get better!" James says he enjoys that the work is community based and he has opportunity to give back and to help people. Looking back on how far James has come, he says 'I am proud of me' – and so you should be James, we're proud of you too!

Could you sponsor a former client of Arc, like James, to start work at Crescent Cleaning Services?

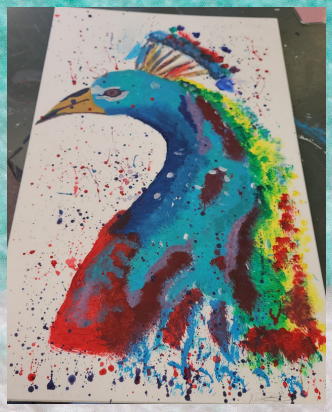
We estimate that it will cost £500 for the first year of employment for each employee of our social enterprise. This includes providing equipment, uniform, training, and anything else which may be needed.

Having your support will make each individuals journey back into employment that little bit easier, making sure that any barriers to employment are eradicated and that the transition is as smooth as possible.

If you would like to know more about sponsoring a Crescent Cleaning Services employee, please contact Rosie at rhather@arcinspire.co.uk.

You can now find Crescent Cleaning Services on social media! Facebook: @crescentcleaningse Instagram: @crescent.cleaning LinkedIn: Search 'Crescent Cleaning Services'

FINDING HOPE THROUGH ART & ARC





Nigel's gorgeous painting of a peacock, and a wonderful piece inspired by S. Lowery

"My name is Nigel and I'm 38 years old. I have recently been inspired by the Veterans and Community Gallery to do some artwork and attend some community activities which has helped my mental health. Just over a year ago my life was turned upside down due to a bad relationship resulting in me becoming homeless and not being able to see my 6 children. My health suffered incredibly with heart attacks. I had high anxiety and depression and was diagnosed with FND (Functional Neurological Disorder). Having all this to deal with made me try and attempt to end my life. Becoming homeless and now having the support from Arc, the mental health team and a very supportive fiancé has allowed me to address my health both physical and mental and I am in a better place. I now take part in community-based activities regularly and art classes and find this very therapeutic for my mental health. I never thought doing something like this would help me change my life around as I have never been good at painting or drawing. Thank you to everyone who has stuck by me every step of the way."

'HEARTS FOR THE HOMELESS'

Our Hearts for the Homeless have been needle felted by volunteers to raise funds for Arc. These are just £2 each, and there are magnets, hanging ornaments or badges to pick from. If you would like to purchase a Heart for the Homeless, please visit our shop: https://arc.sumup.link/ or pop over to our stall at Taunton Independent Market on December 18th!



SURVEY UPDATE

A huge thank you to all of you who took part in our survey, sent via email to those of you who receive our digital newsletter. We have listened to your preferences and will now be sending our digital newsletters as a PDF attachment as this was the preferred option for most responders. Thanks to the responses, we are now aware of accessibility options for those who use text-to-speech software often used in web browsers. We have always uploaded the newsletter to our website so that it can be accessed in PDF format within a browser, and will now provide a link to this whenever we send future newsletters. Please get in touch if there are any other ways we can make the newsletter more accessible for all!

HARVEST FESTIVALS





We are so grateful to Taunton School, the Church of St. James, and Queens College for kindly donating their harvest festival collection to Arc! Thanks to this, we were able to create and distribute food hampers to each of our properties. These hampers were so popular that they emptied in a matter of days! Thank you also to Angersleigh Parish Church for donating their harvest festival monetary proceeds.

WISHING ALL OF OUR SUPPORTERS LOVE, PEACE, AND JOY THIS CHRISTMAS AND A HAPPY NEW YEAR!