

Community Newsletter



emmaus
North East
working together to end homelessness



Lucie's Pantry, our social supermarket

In October 2019 we launched Lucie's Pantry, the first social supermarket in the North East. A social supermarket is different to a foodbank as people struggling to make ends meet become members and pay £2.50 each week to receive £15 worth of food and household items. Membership is limited by need and distance and we currently have 45 regular members, showing that there is a real need for the service.

Marina has been using the pantry for two months. She said: "Lucie's Pantry makes lots of difference. I'm finally able to buy things for my son. With the money I save I can purchase other essentials that he needs like clothes and shoes."

Carl has been a member of Lucie's Pantry for 4 months, he said: "It helps a great deal. It's the best thing that ever happened to me. Without it I could not afford a big shop. It's a lifesaver."

To allow supporters to donate to Lucie's Pantry directly we've partnered with Spareable, an app that enables donors to shop from a list of items we need. Purchased items are then sent directly to Lucie's Pantry.

We have continued to run Lucie's Pantry throughout lockdown in order to keep supplying items to those in need during this period. The pantry relies on donated food and household items, so if you are able to help please do contact us or use the Spareable app to purchase items directly for Lucie's Pantry.

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Stuart's new home

We offer support for as long as someone needs it and help them move out of the community when the time is right for them.

Stuart has been supported by Emmaus North East for the past nine months, and recently felt ready to move into a flat of his own.

Stuart said: "The training and experience I got from Emmaus made me feel more confident. After a few months I felt ready to progress and get my own place. Currently I'm trying to decorate and sort the flat out. It seems very quiet after living in the community but in a good way.

"Emmaus is an absolutely fantastic organisation for people who are at risk and need help. I'm going to keep volunteering in the shops or wherever I can help!"



Reopening our shops

In line with government guidance we shut our shops when the UK went into lockdown.

It was the right and only thing to do but it meant we lost vital income needed to fund our community.

We're keen to reopen as soon as we're advised it is okay to do so but the safety of our customers, companions and staff is our first priority.

Therefore we will be implementing the following measures when our shops reopen:

- Completing risk assessments specifically for COVID-19
- Frequent hand washing for those working in the shops
- Regularly cleaning surfaces
- Ensuring 2 meters distance between people
- Revised collection, donation and delivery points away from the main shopping areas

We are planning a phased reopening to learn how we can best manage the safety of everyone in each of our shops.

We will continue to monitor official guidance carefully and will announce any changes to our services on our website and social media channels.

To keep up to date with our reopening, please visit emmaus.org.uk/north-east/



Life in Emmaus during lockdown

The people we support isolated together as a single household.

Ade has been living at Emmaus North East for five months. He shared what changed during lockdown:

"Normally I drive the van for deliveries and collections, and I enjoy interacting with customers in the shop. You get used to being out and about and it felt like we lost something when that stopped in lockdown. Interaction with all the other people was a big thing I missed.

While we were in lockdown I used the time to revise for my social care level three course and for the hazard perception and theory test of my HGV driving course.

Everyone in our community worked together well. You have to nudge and keep an eye on a few individuals to make sure they are OK but they've all done well. I've got to know the lads a lot better as we spent more time together talking and finding out more about each other. We are all still supporting each other, and I am in contact with people in other Emmaus's through social media.

Its been great having the staff around too. It can't have been easy for them as they have their own families and worries but they were with us every day.

It will be brilliant getting back to normality, having a laugh with customers and getting our rapport back. I think we are going to be busy with collections and stocking the shops. I'm just really looking forward to getting back to work and a structure.

Thank you to everyone that supports Emmaus for all your help in the good times and the tougher times at present. Once the virus is finished let's hope we can all come together as one and continue making Emmaus North East and our local community a better place."

John, our Community Manager, continued to work in the community as essential support staff throughout lockdown. He said: "Supporting everyone that lives in the community has been a pleasure through lockdown and the support and companionship they have shown each other is what the Emmaus spirit is all about. Sharing the good and the bad times and always being available for each other."

Saying thank you

During lockdown we created a banner to say thank you to NHS staff and key workers. Some of the people we support have received help and care from NHS staff and key workers in the past so they wanted to show their appreciation for the brave staff continuing to work throughout the crisis.





Walking Hadrian's Wall from home

Usually we rely on our charity shops to raise funds to keep our work running. With our shops shut we've lost vital income needed for us to continue providing support to people who have experienced homelessness.

Peter Churchill, one of our trustees, saw the problems this loss of income could cause and decided to help out. Using his daily exercise, Peter walked the length of Hadrian's Wall from his front door. That's 84 miles in 28 days!

Peter said: "The COVID-19 pandemic forced Emmaus North East to close its shops, one of the main income sources, putting all those it supports at risk. By raising vital funds with my walking challenge I hope to help keep a roof over their heads."

Support Emmaus North East

Donate to us

We depend on income from our shops to keep our services running. Whilst our shops have been shut we've lost vital income.

Help us continue to support people in need by donating securely online at emmaus.org.uk/enedonate

Challenge yourself

Set yourself a challenge and get friends and family to sponsor you. Just make sure that your activity complies with current government guidelines on social distancing.

Donate to Lucie's Pantry with Spareable

Spareable allows you to purchase items which are then delivered directly to Lucie's Pantry. Download the app to shop the list of items we need most.

Get in touch

Call 0191 497 5302 or visit us at <https://emmaus.org.uk/north-east/>
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Emmaus North East is a charity registered in England and Wales (1064470).

