



emmaus
Village Carlton

working together to end homelessness



Annual Review

2018/2019

Working together to end homelessness

Contents

Welcome to our latest annual review	3
About us	5
Some of our achievements in 2018/9	6-7
Our impact – improving people’s lives	8-9
Volunteers	10
Our plans for the future	10
Strategic goals	11
Thank you	11

“Thank you for supporting such a worthwhile cause, without which none of this would have been possible.”



Welcome to our latest annual review...



Steve Arnold Chair of Trustees

Emmaus Village Carlton has been at the forefront of local efforts to combat homelessness since 2001. We provide a unique model of support, providing not only a bed for the night, but also training, companionship and meaningful work based on recycling and resale of donated goods. Being part of a community such as we have here at Carlton, our Companions have the space and time to recover their self-esteem and confidence, improve their skills, and re-establish relationships all with a view to returning to independent living in the future.

Despite all our efforts, local homelessness and rough sleeping has remained stubbornly high. Through a multi-agency approach, in which Emmaus Village Carlton plays a key part, there are initial signs that previous upward trends are being arrested. But there is still much more for us to do. So this year we have updated our strategic plan and expanded other initiatives to help those less fortunate than ourselves, such as increasing the support we give to former Companions to help them settle in the outside world. The Companions themselves have taken a strong lead under their “solidarity” banner, fully embracing the ethos of the Emmaus movement to help others less fortunate than themselves.

We hope this annual summary report gives you a real sense of our achievements, the difference we have made and our plans for the future.

Thank you for supporting such a worthwhile cause, without which none of this would have been possible.



Angela Foll Chief Community Officer

When I was appointed the Community Director (now known as Chief Community Officer) in August 2017 I realised very quickly that Emmaus was a unique and special charity. The support goes way beyond the offer of a home. The chance of work, training and a secure and supportive environment allows companions to rebuild their self-respect, confidence and self-esteem. The chance to allow companions to stay with us for as long as they need is incredibly important, and enables each individual to progress at their own pace and provides an opportunity for people to move on positively with their life.

Financial self-sustainability through social enterprise is a key element of the Emmaus ethos. For Emmaus Village Carlton our shops and bistro is our main source of income, so our customers are fundamental to our success. During 2018 we undertook regular customer surveys and these demonstrated we have incredibly loyal customers who return time and time again. 100% of our customers would recommend us and these are some of the great things they said:

“Great ethos. People lovely & friendly & very helpful. Nice atmosphere”
“You do a fantastic job. Everyone is so kind, friendly & welcoming”
“Brought friend who was very impressed with store and bistro”
“Best group of companions. Lovely company”

But what was also clear is that a lot of people, even locally, have not heard about us and we need to spread the word more!

In my first twenty months at Emmaus Village Carlton, the community has achieved some great things, but there is much more to be done. It is a real privilege to work for Emmaus Village Carlton and with such a dedicated team of staff, companions, volunteers and trustees, and all our stakeholders and customers, who, one way or another, make a real positive difference to people’s lives.



About Emmaus

Who are we?

Emmaus Village Carlton was set up in 2001 on the former St Margaret's approved school site. Occupied on a large site located on the outskirts of Carlton, 10 miles west of Bedford, less than 20 miles from Milton Keynes and on the border of Northamptonshire and Buckinghamshire. We offer a home for up to 42 Companions, formerly homeless people.

What we do

For many people who have experienced homelessness, losing their self-esteem can be the most damaging part of their experience. Being on your own, with no support around you can be soul destroying, leaving you feel worthless.

Finding a way out of that situation isn't easy, particularly when the only options are temporary fixes, offering a bed for the night with little to occupy your days, or restore your self-worth.

Emmaus is different. We don't just give people a bed for the night; we provide a home for as long as someone needs it, meaningful work and a sense of belonging.

Emmaus gives people the time and support to deal with any issues they might have, restore a sense of purpose, confidence and self-esteem through work, and where possible, re-establish relationships with loved ones.



50% OFF



Some of our achievements in 2018/2019



Social enterprise

Garden: We have started to work with Groundwork, a national charity to re-invigorate our garden. As a result we have started producing our own food to use and sell on site. We even achieved Emmaus International recognition!

Recycling activity: Stopped using plastic straws, cups and bags, introduced branded reusable mugs, started composting, waste food collected and used in our local anaerobic digestion plant.

Events: Throughout the year we have introduced more sales, promotions and events across the site to encourage more visitors, for example, an Easter egg hunt, monthly up-cycle workshops, wedding fayre, art exhibition, Halloween and Xmas scavenger hunts

Retail: With the active support and drive from our staff and companions, we have completely refurbished our boutique and haberdashery areas. Early indications show sales income has increased by 11% in these areas.

Space: We have also successfully rented out all our spare offices and studios in our Dom Gregory building, and marketed our bistro as an events venue for group bookings.

Trading income: During 2017 / 2018 financial year our trading income was up by 9% compared with the previous year, and so far this year our trading income has grown even more. We must thank all our customers for their continued support and everyone who works in our social enterprises for all their dedicated work to make our shops and bistro even more successful.



Solidarity

Solidarity is central to the Emmaus ethos. It means looking out for and helping others our Companions consider are more deserving than themselves. The act of solidarity can be very powerful for Emmaus companions as it is often central to rebuilding lost self-esteem, proving that everyone has the capacity to make a difference to the lives of others. We continue to be proud and humbled by the commitment and dedication of our companions to solidarity.

Every Wednesday evening a group of companions go to Northampton town centre on their self-titled 'Rucksack Stomp' and every fortnight to Bedford town centre to distribute hot drinks and food as well as sleeping bags, mats, tents, warm clothing and more to those sleeping rough. They are often meeting people at their lowest point, so they talk to them and find out what they need, and signpost to other sources of support where possible.



Companions

Transition: At the end of 2018 we converted a former staff house into a shared house for former companions that had secured external employment. This has allowed us to extend the time that former companions can stay living within the community from 6 to 12 months, making a real difference to their prospects of successfully moving on into true independence. During this extended period, our support team will continue to be on hand to offer support as required.

Training: Offered training in basic food hygiene, bike restoration, first aid, fire marshalling, PAT testing, forklift, warehouse and storage principles, manual handling, health & safety and barista training.

Counselling: Offered over 400 individual counselling sessions.

Move-on: Developed comprehensive support and move-on programmes in consultation with companions. This has resulted in an average of 13 companions moving on successfully into alternative accommodation and/or employment per year.

Referrals: To increase other agencies' understanding of our organisation and our referral process, we have started holding Professional Open Days. We held our first open day in June 2018 and a second in October 2018. This gives an opportunity for potential referral agencies to meet the support team, have a tour of our site and network with other professionals. We will be holding more open days in 2019.



Mrs Helen Nellis,
HM Lord-Lieutenant
of Bedfordshire



Our Patrons

We were privileged to announce in June 2018 that Mrs Helen Nellis, HM Lord-Lieutenant of Bedfordshire had agreed to serve as an official Patron for Emmaus Village Carlton. Mrs Nellis said: "I have long been impressed with the innovative and compassionate support that Emmaus provide for their companions. It is a real privilege to become one of their Patrons and I look forward to working with them enormously."



Management and Governance

Structure: Introduced a new staffing structure with greater clarity of staff roles, responsibilities and reporting lines.

Staffing: Due to the success of our positive moves we have introduced a new post of Progression and Resettlement Worker to the staff structure. This will enable us to support our former companions more proactively and effectively, whilst leaving the support team to offer more dedicated support to existing companions.

Financial controls: Improved financial monitoring, recording and controls.

Policies: Complete review, updating and implementation of our policies and procedures.

Telephone: Installed a new telephone system.

Since we opened in December 2001:

715 Companions have spent a total of



152,955 nights within the community

Last year:



£16,550 was made in solidarity payments

Our trading income was up by

9%

compared with the previous year



94%

Increase for positive interactions on social media

746,532

Opportunities to be seen in print media was achieved thanks to actively increasing our marketing activity



We moved on over

20

companions

Our impact

Improving people's lives



“Living at Emmaus has been great and the bond forged with the other companions has been vital to my progress.”

Steve's story

I spent all my life working hard in very good positions for very good companies. I had travelled all over and to the outside world I was living a great life and doing some amazing things. This was true to a certain extent, but beneath it there was a different person, someone who was struggling with keeping up with this persona and eventually this led to me having problems with alcohol. I walked away from employment as my depression levels hit rock bottom. This was the beginning of problems that I never thought I would ever face, surely it couldn't happen to me, but it did.

I was privately renting and unfortunately the landlord had to sell his property, which meant I had to vacate the property. A combination of not working and limited availability of flats led to me being homeless and a referral to Emmaus.

Living at Emmaus has been great and the bond forged with the other companions has been vital to my progress. The stability I get from being around like minded people is something I am always thankful for. The support from Emmaus staff, whether that be in structured support work or just someone to lean on sometimes also adds to that sense of stability.

I recently felt ready to move on from Emmaus and was thrilled when I landed my dream job as a Rough Sleeper Case Worker, working with people who are homeless in Bedford. It's giving me a chance to give something back; to give people hope and show them there's a way out and that someone does care.

If it wasn't for Emmaus, I would never have turned my life around in this way, and I'll always be grateful for their support.



“I had no self-confidence but having a room of my own was a big deal. You can't underestimate the feeling it gives you to finally have a safe place to call home.”



Nigel's Story

I was at school when I first experienced mental health problems but no-one recognised what it was. I was labelled as disruptive, fell into the wrong crowd and started drinking. When I left school I'd binge drink and became dependent on alcohol. For years I balanced my addiction with work but it finally caused me to lose my job. Life went downhill instantly; I stopped paying bills and lost my home.

I ended up on the streets of Luton, rough sleeping for four months and eventually sectioned under the Mental Health Act. That was a turning point. It made me realise I had mental health problems and needed help. My drinking exaggerated those problems and I asked for support to help me stop.

When I came out I finally had access to mental health support and eventually applied to join an Emmaus community. At first I had no self-confidence but having a room of my own was a big deal. You can't underestimate the feeling it gives you to finally have a safe place to call home. The staff encouraged me to continue work on my mental health and a few people there also had drinking problems so we supported each other. Work gave me a routine after the chaos of my life beforehand.

After 18 months at Village Carlton I was ready to move on and the team helped me settle into supported housing. I come back to volunteer every week; I owe Emmaus so much and it's my way of giving back. I know my mental health problems are never going away but I'm so much more confident; I've even started to apply for jobs. Emmaus helped me get back on my own two feet and I'll always be grateful.



Volunteers

Our volunteers are incredible important to us. We have some volunteers that have supported us from day one. Without them we would find it very difficult to run such a successful charity. We are all very proud and appreciative of what they do for us.

In 2017 our volunteers were awarded The Queen's Award for Voluntary Service, the highest award given to local volunteer groups across the UK to recognise outstanding work done in their own communities.

Our plans for the future

There is no denying times are tough at the moment and much needs to be done if the homeless crisis we are experiencing in the UK is to be overcome. Emmaus communities do make a difference, so to ensure we continue to thrive and grow to support more homeless people, it is important that our strategic plan for 2023 recognised and responded to the rapidly changing environment in terms of homelessness, the charity sector, retail, social engagement, government policy and homelessness.

In June 2018 we started consultation with our companions, staff, volunteers, trustees and our partner organisations to develop our five year strategic plan. From these consultation workshops we agreed our mission and aspirations for 2023.



Community

Mission: To grow our community for people who are homeless and to provide hope, opportunity and solidarity to those in need.

ASPIRATION FOR 2023: By December 2023 Emmaus Village Carlton will be a financially self-sustaining, inclusive and an outward looking community.

Strategic Goals

We also agreed three priority strategic goals to help us achieve our mission and aspiration by 2023. These are as follows and in priority order:

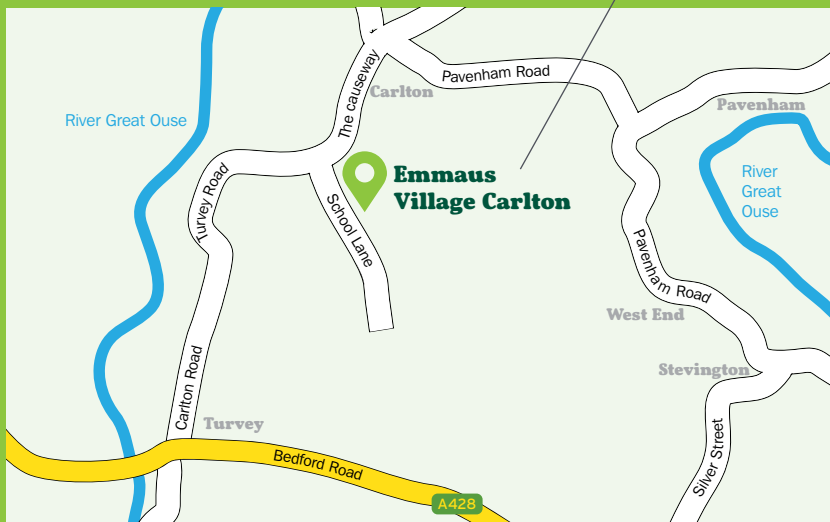
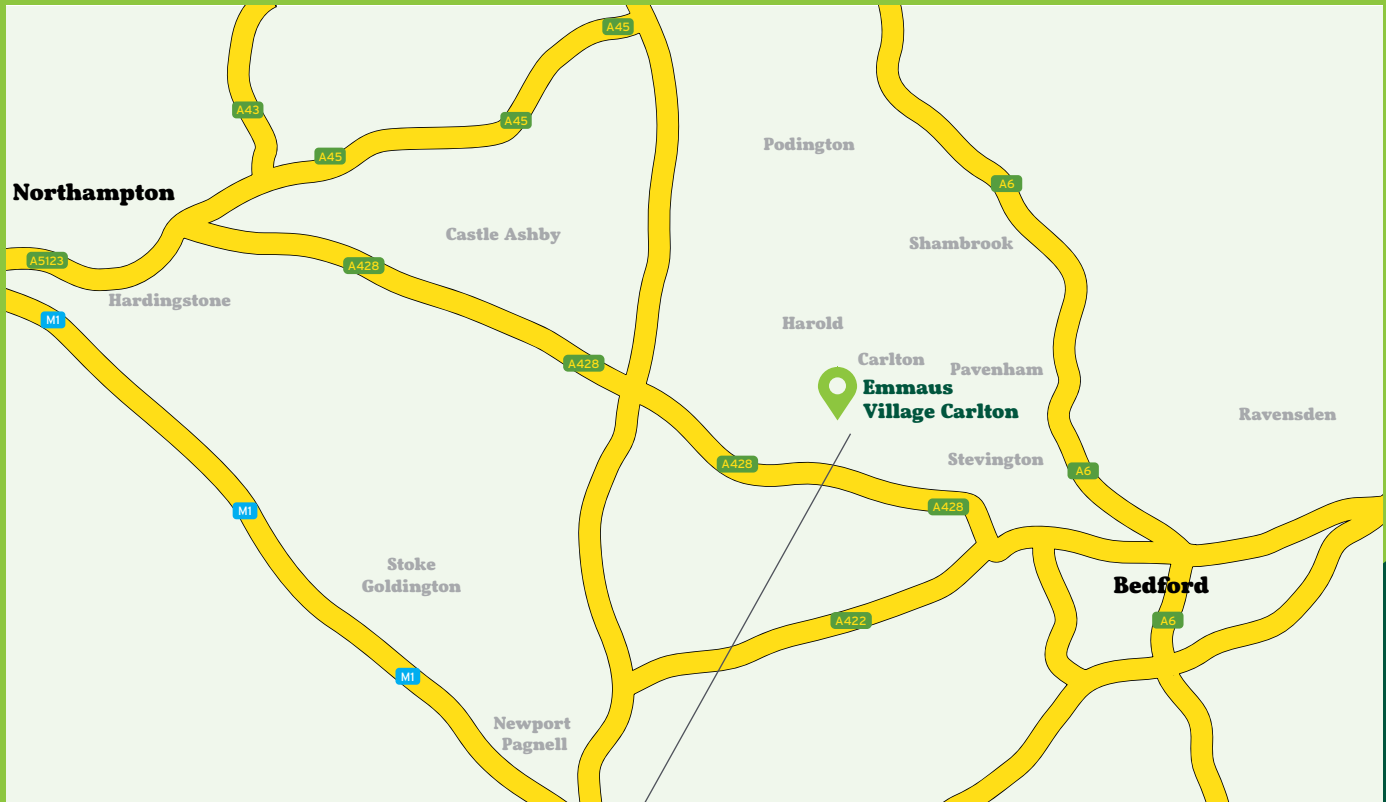
- 1 To focus on maximising income opportunities within the existing site of Emmaus Village Carlton, including the development of online sales and Gift Aid.
- 2 Explore the viability of off-site retail outlet(s) to increase income opportunities and if financially viable and sustainable, to implement.
- 3 Investigate the viability of increasing the number of homeless people supported through either an additional Emmaus community or a non-residential proposition.

The projects and activities we have collectively identified to achieve our three priority strategic goals are detailed in the full version of the strategic plan, for example:

- set up an on-line sales facility
- increase Gift Aid revenue
- refurbish The Chapel and Dom Gregory building
- support companion move-on
- increase volunteer numbers
- improve internal and external communications
- reduce waste
- increase proportion of goods which are sourced locally and/or are fair trade

Thank you...

to all our loyal and committed community of companions, staff, volunteers and trustees, our patrons, partner organisations, and of course our customers. Your valuable contribution and support, however small, enables us to make a real positive difference to formerly homeless people. We could not do it without all of you.



Our Home Store & Bistro opening times:

Tue–Sat 9.30am–4.30pm | Sun 10.00am–4.00pm

How to find us

By Car: From Bedford take the A428 towards Northampton. When you get to the village of Turvey take a right just after the Village Hall on to Carlton Road then take the first left and follow this road until to get to School Lane where you will see a signpost for Emmaus, follow the lane all the way to the top.

If you are travelling from Northampton direction when you arrive in to Turvey take a left before zebra crossing on to Carlton Road then take a right and follow this road until to get to School Lane, where you will see a signpost for Emmaus, follow the lane all the way to the top.

Public transport: Buses run from Rushden and Bedford for timetables see the Grant Palmer website, bus route 25 stops in the village of Carlton and you would need to walk ½ mile along Turvey Road to get to School Lane from the bus stop. There are no buses on Sundays or Bank Holidays.

Emmaus Village Carlton

School Lane,
Carlton,
Bedfordshire,
MK43 7LQ

Phone: 01234 720826

**[www.emmaus.org.uk/
village_carlton](http://www.emmaus.org.uk/village_carlton)**



[www.facebook.com/
EmmausVillageCarlton](https://www.facebook.com/EmmausVillageCarlton)



[@EmmausVC](https://twitter.com/EmmausVC)

Registered Charity Number: 1083113