



# THE Gap

The newsletter from  
The King's Arms Project

**Sept 2009**

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## THE 'EXTRA MILE' MAKES ALL THE DIFFERENCE!

### ONWARD FLOATING SUPPORT SERVICE

August saw the publication of the Onward 'Peer Review' Report. Funded by the Bedford Charity, researcher Dr Megan Ravenhill spent three months looking at all aspects of our Onward service, interviewing clients past and present, talking to staff and looking at the wider context of floating support in Bedford. Her conclusions applauded Onward's approach to floating support and highlighted the reasons for their success in dealing with some of the 'hardest-to-reach' homeless in the town.

Two quotes – one from a client and one from the report itself speak volumes for the commitment, dedication and sheer hard work that are put in by the Onward team on a daily basis.

*"They have been through the mill with me. But they've picked me up and put me back on my feet. I didn't care how I looked and smelt...I told [staff] 'you'll give up on me like everyone else', but she hasn't...they don't sit in judgement over you. I still can't believe it is 3 years and 1 month they have stuck with me, that's dedication – and I am hard work. I was impossible to work with. They never made me feel guilty. They treated me like a human being".* Onward Client.

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### 20<sup>TH</sup> BIRTHDAY CELEBRATIONS! see inside

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### THE 'EXTRA MILE' MAKES ALL THE DIFFERENCE! (cont)

*The most successful parts of Onward's support are the difficult to measure little 'extra miles' they go for clients. When clients struggle to keep appointments and stay engaged with the service, they meet clients where they are at, on a park bench, or by the river. If clients are too distressed to deal with the resettlement process they listen, meet them for coffee or breakfast and let them talk. By not judging people, treating them as human beings, they gradually move people on'*  
Dr Megan Ravenhill Onward Peer Review 2009

With conclusions and recommendations which suggest ways to further improve the Onward work, alongside thoughts for other local services to enhance provision, the Bedford Charity are planning to hold a seminar to share the findings of the report and to stimulate a practical response to its conclusions.

#### WATCH THIS SPACE FOR FURTHER INFORMATION

To read the Executive Summary of the Report visit



#### 1989-2009 Seeing Lives Transform!

**Our 20th Birthday BBQ back in July for team members past and present was a fantastic success.** It was great to see so many pack out the Nightshelter garden. Barton House manager **ZoeJoy Harries** said: *'It was good to catch up with so many people from the past as well our current team. It was amazing to look back and remember all the lives that have been transformed (both staff and residents) over the years; I became acutely aware that we wouldn't have been there were it not for the passion, hard work and dedication of all the team members who had given so much to Project over the years'*

The festivities continue with a Celebration Evening at the Shakespeare Hotel on Thursday 12th November at 7.30pm for our supporters, partners, local funders and representatives from other agencies. There will be a hot buffet, live music, presentations about our work and a silent auction in aid of Project funds. To book your tickets (£13.50 each) visit: [www.kingsarms.org/birthday](http://www.kingsarms.org/birthday) or contact 01234 306501 for more information.



Mike Hyden organises the teams!  
see below

#### FNM IS BACK!

**Friday Night Meeting started back in action on 4th September after their summer break.**

The final evening at the end of July was a 'Picnic in the Park' which involved not only a fantastic meal but also fun and games including rounders and five-a-side football. (see picture on front page of the winning team!) The evening was made even more special with some perfect picnic weather too.

Staffed entirely by volunteers, our outreach meal at the Guildhouse each week is a vital part of Project work and provides a valuable service for the guests.

One said "FNM gives me a chance to escape the crisis at home and talk with people." Outreach Worker **Becky Ross** summed up what FNM is all about: "I love ....FNM - it's about more than just a meal, it's about showing people they are valuable and important."

#### BARTON HOUSE UPDATE

**'Our 'Pathways Programme' at Barton House continues to grow and a new autumn programme of activities is underway.** Team member **Paul Prosser** writes.

*'Pathways' second series of mini-courses is well underway at Barton House at the moment with the 'Sports and Exercise' course. This has seen residents out and about on the water in kayaks, on the road on bicycles and on foot, competing on the putting green as well as walking through country parks.*

*There has been fun, thrills and spills with residents and staff members both landing themselves in the River Ouse trying to complete with one of Programme Leader Neville Ackerman's adventurous river games, as well as holing themselves crowd-enthralling putts on the putting green!*

*One resident said that he has enjoyed having something to look forward to every week and it has been a great way to replace time that might have been spent being tempted by old habits.'*

*'During August residents were given the opportunity to spend a week away camping in Worcestershire. Two of our residents took up the offer and went with some of the staff team to 'Encounter Camp'. This is a Christian-run camp very much geared towards those from a homeless background with daily activities where the campers enjoyed worship, talks, prayer and had a real opportunity to spend time discovering how much God loves them.*

*The weather was fortunately very good and it was great to spend quality time together. We look forward to taking more residents next year if possible!*





## FUNDING

Over the summer we've been thrilled to be awarded some additional grant funding; **£1,000** from the **Albert Hunt Trust** for our Onward work and **£3,500** per year for two years from the **Beatrice Laing Trust** for our Pathways Programme at Barton House. This award together with **£3,000** from **The Steel Charitable Trust** has given the Programme a fantastic start

## WHO'S WHO

### OUR MANAGERS

NIGHTSHELTER

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BARTON HOUSE

**ZoeJoy Harries**  
01234 345756

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**Sarah Baldwin**  
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### OFFICE TEAM

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01234 290691

**Dave Monk**  
Development Officer

**Rob Pearson**  
Administrator  
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## STAFF NEWS

**Support from students working their summer vacations has been invaluable over the past couple of months.** We are saying goodbye to **Tom Povey & Abi Bonner** (Nightshtelter), as well as **James Wright** (who served in both Barton House and the Nightshtelter), all of whom are returning to university this autumn. Thank you guys, you are always welcome!

A big thank you too to **Debbie Guel** who has really helped over the summer by providing cover for us, sometimes at very short notice.

Following her engagement (see last edition) **Nesta Williams**, manager at Barton House, left the Project in mid-September. We have so much appreciated Nesta's devotion and commitment to the Project over the years at both the Nightshtelter and Barton House and we wish her all the very best for the future.

A very big welcome to **Joy Hardman** and **Ruth Atkinson** who have joined us as support workers at the Nightshtelter and to **Chris Willis** (formerly working at Emmaus Carlton) who has joined as Assistant Manager/Support Worker also at the Nightshtelter.

## HOW YOU CAN SUPPORT US

- **DONATE ONLINE:** visit our Project pages at [www.kingsarms.org/project](http://www.kingsarms.org/project) & click 'Support Us'
- **BUY ONLINE VIA OUR WEB SHOP!** [www.buy.at/KAP](http://www.buy.at/KAP) support us when you buy on-line from big name retailers such as Amazon, M&S etc
- **REGULAR GIVING**
- **ONE-OFF GIFTS**
- **ORGANISE A FUNDRAISING EVENT**  
Contact Dave Monk [dave@kingsarms.org](mailto:dave@kingsarms.org) or phone/write to the address on page 1
- **FIND OUT ABOUT JOB OPPORTUNITIES**
- **VOLUNTEER TO HELP**  
Contact Karen Carr [karen@kingsarms.org](mailto:karen@kingsarms.org) or phone/write to the address on page 1