

Newsletter

Feb 2016

ST CUTHBERT'S
DAY CENTRE

PROVING THE COMMUNITY CARES



St Cuthbert's Centre was founded in 1987 and registered as a Charity in 1990.

Our Mission Statement is "Proving the Community Cares". We achieve this by providing an open, welcoming, safe and informal sanctuary for over **750 individuals**, who have visited the Centre over **13,400 times** this past year.

Open Monday—Friday, 10:30am—3:30pm

Our Strategy and Purpose

To provide and deliver immediate primary services to a very diverse but clearly defined adult client group. This ensures that no one is discriminated against or excluded. These include homeless people and rough sleepers, people with varying degrees of mental health issues, substance misuse, those 60+, and all those living on or below the poverty line.

What We Provide

- Support and structure to the often chaotic lifestyles and complex needs of our client group. Our clients are our priority; we establish their support needs and ensure that they are met.
- heavily subsidised meals.
- A meaningful activities programme.
- Free shower, laundry facilities, clothes resource, use of computers/Wi-Fi and telephone as well as free sandwiches, other food items and toiletries upon availability.



Proving the Community Cares for 25 Years!

Left: Our Christmas Dinner Celebrations for anyone over 60
Sunday 13th December 2015



Pictures: Left—(From left to right) MP for K&C Cllr Victoria Borwick, The Mayor and Mayoress Robert and Elizabeth Freeman, Our Chairman Kate Southwell, Cllr Linda Wade, Our Manager Stephen Milton, Cllr Malcolm Spalding.

Below— Serving the dinners, The two cakes donated to us, Harrods (left) and Peter Jones (right). Bottom—The 25th anniversary celebration.

Proving the Community Cares—1990 to 2015

Our Open Day—Celebrating 25 Years!

On the 17th July 2015, St Cuthbert's Centre celebrated our 25th anniversary by organising an open day. It was attended by the Mayor and Mayoress, The MP for Kensington and Chelsea; Cllr Victoria Borwick. As well as many representatives from supporting trusts and businesses, similar organisations and of course our clients.

We enjoyed a turkey dinner with all the trimmings followed by a homemade blackberry trifle as well as two donated celebratory cakes especially prepared for the occasion from Peter Jones and Harrods.

MP for Kensington & Chelsea
Cllr Victoria Borwick:

'Last July, I enjoyed visiting St Cuthbert's Centre, a small independent charity, for their 25th anniversary open day. I had the opportunity to talk to many of their clients, including rough sleepers, those living with mental health issues and substance misuse, and those over 60. Their resilience and good humour was truly inspiring. It was clear that a great

deal of planning, hard work and care had been taken to ensure everyone had fun.

I found that St Cuthbert's Centre's staff and volunteers are deeply committed to their mission to improve the quality of life of the most marginalised and vulnerable members of the community. A

sentiment that I too feel strongly about.

Through organisations, such as St Cuthbert's Centre, and their mission statement 'proving the community cares', we can ensure that every effort has been made to provide a safe and friendly environment with dedicated staff, essential facilities and a variety of beneficial activities.'



Pictures: Left—Sunday 13th December Christmas dinner celebrations.

Below: The Christmas presents
Below right: Eastbourne pier and flowers both photos taken by Vincent our Volunteer Coordinator

Last month we hosted our two annual Christmas dinners. One on Sunday 13th December for anyone over 60 and one of Christmas day for homeless people and those alone. The dinners again proved to be a success with us receiving great feedback from our guests.

We would like to take this opportunity to say a huge thank you to our many supporters including Harrods, Waitrose and Fidelity for their incredible generosity and continued support over the years. Your contribution was invaluable to ensuring these dinners were a success and that all those living on or below the poverty line, who might have otherwise been alone or on the streets over the Christmas period, had somewhere to go and enjoy the festivities.



Recent Developments

2015 has been a busy year for the modernisation of St Cuthbert's Centre. We have raised the funds to replace many of our appliances such as our dishwasher, washing machine, drier and cooker as well as replacing our old chairs with new sturdy chairs. We also finally raised the money to replace our old telephone system, which came with the building over 25 years ago and was so obsolete, the engineer had never heard of the model.

Christmas Dinners—13th and 25th December



We are also making progress with raising the funds to carry out major refurbishments to our hall, shower room and toilets as well as installing a disabled access ramp at the entrance of the building. We are already negotiating with an architect and drawing up plans and quotes for the works. It is a huge project, which we estimate to cost upwards of £200,000. We hopefully aim to start works by summer 2017.

New Outreach Nurse

As of last November, St Cuthbert's Centre is pleased to announce that we have a new outreach nurse practitioner who visits the Centre on Mondays. She can offer general physical examinations, assessments of minor injuries and ailments, help to register with a GP and referrals onto other specialised services.

'St Cuthbert's is an amazing Centre, the staff are kind and caring. I always feel welcome and that good support is given to the clients. It is good that there are places like this that offer a strong, social based support opportunity within the community. The difference it makes to peoples' lives is noticeable.'

Gabrielle – Outreach Nurse

Summer Outing—August 2015

On the 5th August 2015, St Cuthbert's Centre took 40 of us to a seaside outing. Last year's choice was Eastbourne. Every year St Cuthbert's Centre raises the funds to send our clients to a coastal destination of their choice. We do this by distributing voting slips with 5 selections and tallying the most popular destination (regulars only). We will start the process of collecting votes for this year's most popular destination in the spring for this year's summer outing.



Our Fantastic Team of Volunteers

St Cuthbert's Centre would not be able to carry out our much needed work in the community without the dedication of our many volunteers, some of whom have been supporting us for the last 9 years. We would like to take this opportunity to thank you all for your hard work, high spirits and generosity. Our team of volunteers are an integral and essential part of our Centre and significant benefit to the community on the whole.

On the 5th June 2015, five of our long-term volunteers were awarded a certificate to acknowledge and thank for their commitment and dedication in providing over 100 hours of voluntary work. We are in the process of applying for the Kensington & Chelsea Mayor's Awards for 2016 for another five long-term volunteers.

Below, some of the testimonials from our volunteers

'I have been volunteering since I was 16 years old and I am now 72, I must say that this has been the best place that I have ever volunteered. St Cuthbert's Centre has a unique atmosphere, we all have so much fun! It is very satisfying to help a demographic that benefits so much from the existence of a place like this. It is a privilege to have to opportunity to actually give relevant, meaningful, hands on support.'

Jane

'I have been a volunteer at St Cuthbert's for almost two years.

In that time, I have been provided with opportunities to demonstrate my commitment to a cause

I passionately believe in.

The management and staff have created an environment in which giving something back is both a pleasure and an honour.'

David

'I have been volunteering at St Cuthbert's Centre for nine years. The people I work with are very nice'

Joyce

A few words from Vincent, our Volunteer coordinator at St. Cuthbert's Centre

'I have been the Volunteer Coordinator for a number of years now and enjoy meeting new volunteers, and having the support from the staff and the long term Volunteers at St Cuthbert's Centre.

Last year I was busy with meeting and inducting new and existing Volunteers, some are still volunteering here, whilst others have moved on, and gained full time

employment. Everyone at the St Cuthbert's Centre wishes them well in the future.

We have had a lot of volunteers from the Hammersmith and Fulham, and Kensington and Chelsea Volunteer Centres and we would like to say a big thank you to them both for supporting us.

We also organised two free Christmas dinners this year, which was supported by a lot of Volunteers, both locally, and those from further afield. We could not do these events without the help of all these Volunteers, so thank you.

Volunteers from all over London, and from all walks of life have worked and given up their valuable time for St Cuthbert's

If you would like to join our great volunteers of St Cuthbert's centre please call Vincent on 0207 835 1389'

Below: Two of our long-term volunteers; Ken and Joyce collecting their awards for over 100 hours volunteering in the community. 5th June 2015



K&C Health Fair 2015

Last year St Cuthbert's Centre was pleased to send two members of our team to represent our Centre at the Age UK Kensington and Chelsea Health Fair on 2nd October 2015. The turnout was the biggest to date with over 500 people across the borough and neighbouring areas attending.

2015's health fair was a busy and vibrant affair with live music and singing, a fashion show and various workshops as well as stalls providing health checks, complimentary therapies, pampering and beauty treatments. We were pleased to have the opportunity to meet the many different organisations and representatives attending and hope to develop strong links with many of them in the future.

Our stall sold hand knitted hats, scarves and other items lovingly made by our knitting group participants. We are pleased to announce that we raised just under £200 from the proceeds.

St Cuthbert's Knitting Group

Our knitting group was launched in September 2014 in conjunction with Age UK and it is still going strong to date. As well as an en-



joyable activity for people to socialise in the area, we also established the group as a winter initiative to donate our hand knitted items to rough sleepers over the harsh winter months. We have been successful over the past two years with many rough sleepers receiving our handmade knitwear.

If you are interested in joining our knitting group, please just drop by on Tuesdays from 1pm – 3pm, even if you are a beginner. We have an experienced volunteer who is happy to help you improve your skills.

'Thank you for inviting me to join your knitting group. As one reaches a certain age, people are unfortunately presented with fewer opportunities to help in the community. I am grateful that I have been given this opportunity to pass on my knowledge. It gives me a purpose and benefits me both mentally and physically, it even eases my arthritis.'

Mary – Our knitting group instructor

'This group is small, but very friendly. It's a nice retreat to come to instead of sitting home alone. Mary, our teacher, is very helpful and sweet.'

Knitting group attendee - Anon

'Its been a privilege to be able to attend the knitting group. I met a

lovely lady named Mary, she helped me with my stich work and makes me laugh. Am very pleased.'

Knitting group attendee—Anon

Our Computer Skills Programme

As well as our knitting group, we are pleased to report that our computer skills programme is still popular with many clients, many of them returning week after week to learn new skills and brush up on old ones.

The majority of the participants are over 60 years old. This we feel is indicative of the rapid shift of all aspects of society going digital and the pressure is really put on anyone who doesn't keep pace with these changes. Many organisations even insist that certain applications have to be completed online. This can unfortunately alienate people, not because they are reluctant to change, but because they may be intimidated by the technology. We are glad that we have been able to help so many people feel comfortable with using computers, tablets and mobile phones.

'It has been a rewarding journey to work with people who have never had the confidence to use a computer before to getting to the stage of buying their own laptops. I have even become an email correspondent to several of my regulars.

Social media is often maligned or considered irrelevant to learn as a new skill, but I disagree. One of my regulars was delighted when she found that she could contact a

Pictures: Above—K&C Health Fair 2015 setting up for the day.

Left—Selling our knitting group's hand-made knitwear to attendees at the Health Fair.

family member in Canada via Facebook on her phone. She even received a response to her post within the half hour session. For this individual, suddenly the whole world has become a much more accessible place. This is a sentiment that resonates so strongly with St Cuthbert's Centre's ethos of reducing isolation in the community.'

Rosie – Administrator/Computer Skills Programme

Other Activities on Offer

We also have a variety of other activities available at St Cuthbert's Centre such as our Reading Group for over 50s which takes place on Mondays from 11:30am – 12:30pm. Our Arts and Crafts class on Mondays from 11:30am – 2:30pm and Bingo on Fridays at 2pm.

Future Activities

St Cuthbert's Centre has received funding from Peter Jones to procure equipment in order to launch a photography group. We intend to setup a weekly workshop for participants to learn these skills over a period of 6 months (per participant).

St Cuthbert's Centre, in our ongoing commitment to promoting our social ethos and reducing isolation

in the community, is in the process of developing new activities targeted to people over 60 such as a reminiscence group, which we hope to encompass film screenings, literature and music from the 30s, 40s, 50s and 60s. We also have future plans to create a respite base at St Cuthbert's Centre for sufferers of dementia and their carers.

Our Clients

During our last Client Satisfaction Survey (2015) we asked our clients why they attend St Cuthbert's Centre. Below are the results.

As well as visiting us to use our essential facilities such as the shower, laundry and clothes resource, it is heartening to see so many comments about our atmosphere and relaxing environment. We feel that it is important to encourage socialising as a means of generally improving people's wellbeing and strive to maintain a friendly, welcoming and safe place.

Below are some quotes from our clients:

'It is the best run centre providing excellent services and support. The staff are friendly and very helpful.'

'Peace, perfect peace. No drinking, aggro, profanity etc. Shower, laundry, good, cheap food.'

'It's so friendly and has a social ethos which is good!'

(Data extracted from our Client Satisfaction Survey 2015—link on our website)

General Stats from 2015

Each month over 1,000 home-made, hot and nutritious meals are prepared in our kitchen by our amazing cook and served to our clients.

We have provided 872 one to one advice and counselling sessions (10% rise from the year before).

283 of our clients found temporary accommodation and 27 found permanent accommodation.

Last year 44 of our clients found employment; 13 found full time work, 11 found part time work and 20 secured short term contracts.



The Queen's 90th Birthday

To Celebrate this momentous occasion we will be organising a free dinner for our clients and attendees.

This will take place on Friday 13th May 2016. We will have more information about our plans in the coming weeks.

Why Not Visit St Cuthbert's?

If you would like to come and see our Centre for yourself, please feel free to give us a call or email. We would love to show you around and explain in more detail about our activities and the services we provide.

dropin@stcuthbertscentre.org.uk

020 7835 1389

