



WELCOME TO THE NEW-LOOK SUMMER EDITION NEWSLETTER

We have had a busy few months developing our new **Care at Home and Specialised Overnight Service (SOS)**. Care at Home is providing services in the Raigmore and city centre areas, and in August we will start a new run in the Millburn area. **A warm welcome to the Care at Home team and our clients.**

Our SOS service, which we provide in partnership with NHS Highland, Castle Care and Eildon Ltd, is proving a very successful pilot with the overnight service providing an average of 99 overnight calls a week!

We were disappointed when our long-standing Director, Cllr Maxine Smith, resigned from the Board of Directors due to work

commitments. We thank Maxine for all her hard work and interest over the past few years. We will miss you.

We continued to provide activities over the past six months, including **keep-fit classes, 5-a-side football, walking and fishing trips**. Football and keep-fit classes have been suspended for the summer due to a decrease in numbers attending, but we look forward to restarting those classes in the autumn.

We are now turning our minds to our next **team-building day** and would ask all support staff to give some thought as to what would be useful to do this year. Please let me know any ideas you may have.

Gateway General Manager Alex Gilchrist

Thanks to Gateway, I am now getting out more and keeping fit.

news >

We were delighted to be a **Finalist in the Third Sector Organisation of the Year category at the 2017 Highland Business Women Awards**. The ceremony took place at Drumossie Hotel on 17 March, where guests enjoyed a set from the Inverness Military Wives Choir over dinner, followed by an inspiring talk by the keynote speaker, BBC Broadcaster Kirsty Wark.



Karen Patience of Gateway collecting the award at the glittering ceremony.

SOMETHING TO THINK ABOUT

Sometimes it is easy to walk by because we know we cannot change someone's life in a single afternoon. But what we fail to realise is that simple kindness can go a long way toward encouraging someone who is stuck in a desolate place.



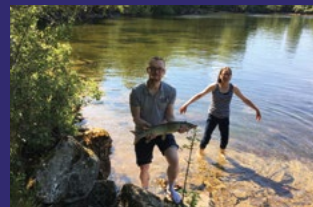
Alex

General Manager

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Care at Home Services
The new service provides a safe, reliable alternative to residential or hospital accommodation.



The Tuesday Social Club enjoying a fun afternoon



Ian and Jane

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Cookery Corner



JAN RYAN

Very sadly, in June we lost one of our longest serving employees, Jan Ryan.

Jan was always enthusiastic about her work, and committed a lot of her personal time to helping others, providing advice and guidance to both service users and colleagues.

The life and soul of any event, Jan enjoyed life to the full. She always had a cheery laugh and a funny story to tell. You could count on Jan to be first in the queue for the fitness classes, and she could show up the youngest with

her stamina and energy. Jan also used her enthusiasm to raise funds for the organisation – and was our prize raffle ticket seller every year!

Jan will be missed by all her colleagues and even more so by our service users who she helped and cared about during her time with Gateway.

Picture: (l-r) Margaret Banks, Billy Banks and Jan Ryan at a recent Gateway team-building day.

COMMUNITY

NEWS FROM GAIRLOCH



Our work here is about enabling people to stay in the local area and helping to build a thriving community. With a real footprint in the Gairloch area, we're motivated by the difference we can make with our community support services.

We've been providing a range of support services in Gairloch, Poolewe and Badachro for around a year now. In that time, we've worked in strong partnership with the local community, the NHS and Social Work to provide a variety of community support services. We work with people with substance abuse issues, learning disabilities, autism and mental health issues, as well as older people. **As part of our Care at Home service, we help local people stay in their homes for longer.**

We run a variety of activities and groups, which are very much about bringing people together to socialise, and accessing local community services. One such group is the **Tuesday Social Club**, which meets at Gairloch Church Hall. With a strong emphasis on having fun, the group enjoys a range of activities such as sing songs, music, games, table tennis and trips out. **It's a time for people to get together, be themselves and really enjoy themselves.**

The Saturday Gardening Club takes place in poly tunnels at Inverasdale, and is a great chance for people to learn about growing vegetables. We also plan to make food together with the vegetables we grow. Other activities in the area include plenty of walking and playing pool in local pubs and hotels.

Led by **Service Manager Gary Deplacido**, the team is passionate about supporting people to stay in the local area. **"We're driven by enabling people to thrive in the local area – and we do that by providing the right support," explained Gary.** "We now have an established service in the area, but to develop our service further for the long-term, we need community buy-in. The impact we can have is dependent on the community getting involved to help us make a real footprint on the area."



job vacancy in Gairloch

Are you an enthusiastic, community-minded individual? Or do you know someone who might fit the bill? We're looking for someone with a strong community focus to work with vulnerable people in the local area. We can offer a variety of flexible hours – whether that's weekends, evenings, full- or part-time.

If you think you have what it takes to become part of the team, or would like to know more, please call **Gary Deplacido** on **07841 817 164** or email **gary.deplacido@homelesstrust.org.uk**



creative space

Poems by *Bontz*

Just what I needed until
I got back on my feet.

Cellar door

By definition life is harsh, cruel and unkind, by its very nature
it teases and fxxxx with your mind.

A mass of souls trying desperately to cope, searching in vain
for that last shred of hope.

I have not yet had enough but I can not take anymore, combination
of words give birth to a beautiful irony, cellar door.

Great linguists have
said that of all the endless
two word combinations in the
English language, cellar-door is
the most beautiful.



Seven Sea's

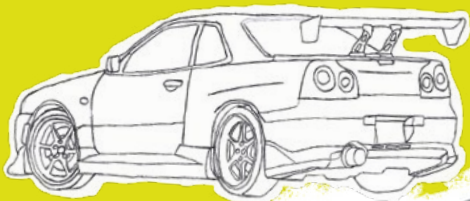
The things that I have seen, the places that I have been, the
ocean the sky and all that lies in between.

The people I have known and their true colours that have been shown, leaves
me crying Black tears, dreaming in the darkness all alone. I have looked deep
inside those mascara clad eyes and found the truth amidst a web of lies.

The secrets that I shall forever hide, have now become lost in
the turning tide. Now they are forgotten memories to be left behind.
Undisturbed, lying dormant for someone else to find.

Illustrations by

DAMIAN STRASZEWSKI



expression through art

SUCCESS STORY

A HAPPY OUTCOME

How prioritising his child's life transformed the life of one resident and his son.

There's nothing we at **Gateway** love more than seeing our service users flourish. With our support combined with his own motivation, nobody could have predicted quite how impressive the turnaround would be for one of our long-term residents.

JR has had a chaotic and difficult history. He had issues with alcohol and aggressive behaviour, and had been in prison. Like many others in this situation, it looked unlikely that JR, then in his early thirties, would ever break the cycle.

But then something significant happened in his life. JR became a father.

The child's mother was originally given custody of their son but, with some issues herself, it looked likely that their son would have to go into care.

JR was determined not to let that happen. **He chose to prioritise his son above everything else**, and worked hard to turn his life around. He took his responsibilities towards his son extremely seriously and worked closely with us to completely change his lifestyle. JR met with a lot of negativity along the way, but he continuously chose to prioritise his son. **Eventually, after a lot of hard work, he was granted custody of his son, preventing him from going into care.**

Originally living in one of our high-support units in Inverness, JR had outgrown high support. In September 2016 a space became available in our Invergordon accommodation, and the self-contained flat was ideal for JR and his son. It had play space outside for the child and the Children's Panel were

happy that it met the criteria.

In June 2017, JR signed his own tenancy and moved into a two-bedroom house with his son, where they both continue to thrive.

"We still support JR as part of our outreach programme," explained **Gateway** Support Worker Alison, "and it's been wonderful to see them properly settle into their home. It's the little things. JR has a well-kept garden with a slide for his son, he takes his son to toddler groups and the house is decorated to a really high standard. Everyone can see the boy thriving.

"JR has worked so hard and really prioritised his child. He's used the support we offer really well, and continues to use outreach support."

GATEWAY current vacancies

- Full-time Support Worker
- Full-time Night Shift Support Worker
- Relief staff for Supported Accommodation and Care at Home Service

If you're interested in any of these positions, please email:

joanna.graczykowska@homelesstrust.org.uk



cookey corner

Two recipes that are quick, inexpensive – and taste good, too.

It's not always easy to eat well on a tight budget. Food's increasing in price all the time, and not many people have the time to spend hours in the kitchen – particularly if you have hungry children who are clamouring to be fed!

Whether you're cooking for one or for your whole family, why not try these two tasty recipes?

🍷 Mediterranean Chicken Traybake

🍷 Minestrone Soup

Mediterranean Chicken Traybake Serves 4-6

This one-pan traybake is easy, quick to prepare and packed full of sunny Mediterranean flavour. You can easily make more or less, depending on how many you're feeding and how hungry they are!

Ingredients

- Olive oil
- 8 skin-on chicken thighs
- 500g new potatoes, halved or quartered
- 1 lemon, sliced
- 1 red onion, slices into wedges
- 2 garlic cloves, unpeeled
- 2 tsp dried oregano
- 2 x red or yellow peppers, de-seeded and chopped into large pieces
- 400g halved cherry tomatoes
- 20g pitted green or black olives (optional)

Method

Heat oven to 220C/200C fan/gas 7. Put the chicken, potatoes, red onion, garlic and lemon into a large shallow roasting tin. Drizzle with olive oil and season with salt and pepper and a generous sprinkle of dried oregano. Roast for around 15 minutes.

Add the peppers and roast for a further 15 minutes. Next, add the cherry tomatoes and the olives, if you're using them, and roast for another 15 minutes or until the chicken and potatoes are golden and cooked through.

To serve, bring the tray to the table and let everyone help themselves.

Minestrone Soup Serves 6-8

The great thing about this soup is that you can swap the vegetables for any of your favourites – or any that you have leftover. It makes a great lunch or dinner with some crusty bread or toast, and you can easily freeze it.

Ingredients

- 1 clove of garlic, finely chopped
- 1 onion, finely chopped
- 2 carrots, peeled and chopped
- 2 sticks of celery, chopped
- 1 courgette, chopped
- 1 teaspoon dried oregano
- 1 bay leaf
- 1 x 400g tin of cannellini beans
- 1 x 400g tin of plum tomatoes
- 1 litre vegetable stock
- 75g macaroni

Method

Heat 2 tablespoons of oil in a large saucepan. Add the garlic, onion, carrots, celery, courgette, oregano and bay leaf and cook slowly for about 15 minutes, or until the vegetables have softened, stirring occasionally.

Drain and rinse the cannellini beans. Add the beans and plum tomatoes, then pour in the vegetable stock. Stir well, breaking up the tomatoes with the back of a spoon.

Cover with a lid and bring everything slowly to the boil, then simmer for about 30 minutes. Add the pasta to the pan, and cook the soup for a further 10 minutes, or until the pasta is al dente (almost done but with a bite to it). Add more stock or water if it's too thick.

Season with sea salt and black pepper.
Serve with a grating of Parmesan, if you like.

Chef's tips & tricks

- 🍷 Use vegetables or lentils to make meat dishes like stews or cottage pie go further – this is often healthier and cheaper.
- 🍷 Write a shopping list – plan your meals in advance and buy the exact ingredients you need.
- 🍷 Buy frozen fruit and vegetables – it can be cheaper than buying fresh, and you're less likely to waste them.

THE BIG ISSUE – ‘A HAND UP NOT A HAND OUT’

Selling the Big Issue magazine can help people regain their self-esteem and self-worth – along with earning their own money, this can be a first step towards stability and a better life. Gateway is the sole Big Issue distributor for the area.

The Big Issue is an award-winning publication that was founded to give homeless people a ‘hand up and not a hand out’. In 2016, the Big Issue sold its 200 millionth copy and celebrated its 25th anniversary.

Vendors buy the Big Issue for £1.25 and sell it for £2.50, keeping the difference to spend as they like. This means each

seller is a micro-entrepreneur who is working, not begging. Earning an income is a key step in a person’s journey towards stability and a better life, and achieving something for yourself is 100% more empowering than having it done for you.

Gateway is the sole distributor for the Big Issue in the area.



FROM THE STREETS TO THE HOUSE OF LORDS

How the co-founder of the Big Issue climbed his way up from sleeping rough to become a social entrepreneur and a Cross-bench peer in the House of Lords.

John Bird had a difficult upbringing. Born in London in 1946, he first became homeless at five years old. As he was growing up, John lived variously in care, young offenders’ institutes and on the streets.

Eventually, John realised that to break the destructive cycle he was living in, **he needed to give himself a hand up – not wait for someone else to give him a hand out.** He settled down in his 20s, began to hold down jobs and became a skilled printer.

In September 1991, Bird launched the Big Issue with Gordon Roddick, co-founder of The Body Shop. The magazine was founded on the same ethos of giving people a hand up, not a hand out.

Now the Lord Bird MBE, John is still a social entrepreneur and homeless campaigner. **As a Cross-bencher in the House of Lords, he continues to work for social opportunity and social justice.**

Want to sell the Big Issue?

If you’re interested in becoming a Big Issue seller, call the **Big Issue** on **020 7526 3200** and they’ll tell you how to get started.

If you are:

- Homeless or rough sleeping
- In temporary accommodation
- In danger of losing a home
- Unemployed and facing financial crisis

You can become a Big Issue vendor and start selling immediately.



I enjoy selling the Big Issue, particularly meeting other folk on a regular basis and getting to know them. Selling the magazine also encourages me to go out and brings purpose to my day.

gateway events

Football fun
Crown Primary School
Home Energy Scotland
Rosemarkie beach day out
Fishing day out



Home Energy Scotland present cheque for £600



Gateway organise a football match with Keltic Care in early June.



Gateway General Manager Alex Gilchrist collecting the cheque for £87.75



a roundup of GATEWAY events

1 Billy Banks of **Gateway** organised a six-a-side football match between Gateway and Keltic Care in early June. A mix of service users and staff joined in the good-natured but hard-fought game at Inverness Leisure. Everyone played a big role in the match, but **Gateway triumphed after an hour's keen competition.**

2 **Crown Primary School** recently held an Enterprise day, where some of the children sold healthy snacks to other pupils at break. The children decided they would like to donate half of their profits to **Gateway**, and we were delighted to accept. Alex spent some time with the pupils talking about our work, and they had some very interesting questions about homelessness.

3 "We are delighted and very grateful to **Home Energy Scotland** and local members of **Green Homes Network** for this **generous donation**," explained **Gateway** General Manager Alex Gilchrist. "There are many organisations worthy of funding and donations, so this money kindly offered from caring people, to enable us to provide that little bit extra to homeless folk in their time of need, is sincerely appreciated all the more." Picture 3: Harriet Tay and Joanna Graczykoska of **Gateway** being presented with the cheque for £600 from Home Energy Scotland.

4 We were lucky enough to enjoy some spring sunshine in May, so we organised a **day out to Rosemarkie Beach**. Eleven residents from Atchournie and Roinn House came along for a barbecue and a day at the beach with **Gateway** staff members.

We arrived at the beach and got everything out ready for the barbecue – everyone was looking forward to some tasty grilled sausages and burgers. But anticipation soon turned to dismay as it turned out the food had been left in the car – in Inverness!

The day was saved with some delicious burgers from Rosemarkie Beach Café, and it didn't put a dampener on the trip. We donated the forgotten food to the residents, so everyone was happy!

5 We took advantage of one of July's beautiful days with a fishing trip to Loch Duntelchaig. Two residents of one of our Inverness city centre units, John and Diane, went along with **Gateway** staff member Margaret to enjoy the sunshine and try their hand at some fishing. Picture 5: John and Diane at Loch Duntelchaig, with John proudly displaying the impressive pike that he caught.

creative space

Black Rainbow's

Atchcournie resident **Gavin Maxtone** has written a song, **Black Rainbow**, which was recorded in conjunction with HM Prison Inverness and sung by a female vocalist.



Have a listen to **Black Rainbows** at homelesstrust.org.uk

Song By **Gavin Maxtone**

BLACK RAINBOW'S

Verse 1
I can sense the dark cause it's tugging me back
Emptied pockets and hunting in pockets
Colour me black and shade out the white
I hate church but Sunday schools alright
(reprise) something's different this time

Verse 2
80% weed - 20% shit
Feel like to change my destiny door to door all night
For your fears, shaded with remorse
Plagued by a man who looks truthfully false.
(reprise) (something's different this time)

Chorus
Struck in the world a black rainbow. Only you can change the way you go

Verse 3
Whipped cream and a cloud shaped like Jesus
I put up and forget that life is precious
Under water I feel on top of the world
I keep asking myself who the fuck is that girl!

Chorus
Struck in the world a black rainbow only you can change the way you go
Struck in the world a black rainbow in through the dirt door.

expression through art

Thanks to Gateway, I have discovered I can express my emotions through music. This has helped me gain more confidence.

Jobseeker's Allowance (JSA)

Hardship payments to be available immediately to JSA claimants who are homeless

From October 2017, Jobseeker's Allowance claimants who are homeless will have immediate access to hardship payments if their benefit is reduced because of a sanction. **New regulations will bring parity between Universal Credit claimants and JSA claimants.** The regulations will cover eligible claimants who are homeless, suffering from a mental impairment, including a mental health condition, and their partners.



For further information visit gov.uk/jobseekers-allowance

SUCCESS STORY

TRANSFORMING LIVES

Our extensive housing expertise means we can intervene early for our clients, guide them through the system and ensure the best possible outcomes.



We first supported AR and her three daughters in 2015, when **we helped the family enter into private rental accommodation and get everything set up and running.** This was a positive outcome and AR's case was closed.

In January 2016, AR self-referred back to us, asking for help as she trusted us. Her landlord had given her two weeks' notice to leave the property and she was panicking. We knew instantly that the landlord hadn't dealt with the legalities of the notice period properly. **We were able to help AR with the legalities, which meant the family was able to stay until March instead of January.**

We knew we now needed to find a home for AR and her children, but it's not always easy to find suitable housing. They were able to stay with a family member

for a period of time while they waited for a house. We worked with the council to agree that AR was officially Homeless at Home. This wasn't a permanent or long-term solution but the girls were comfortable, and at school.

Not only that, there was an added complication. There are certain areas that wouldn't be safe for AR and her daughters to live in, due to issues with her ex-partner. The standard rule is that people need to accept the first reasonable offer of housing. If AR was offered a house in certain areas, she would be unable to safely accept.

We therefore appealed on AR's behalf before the family were even given an offer. We wrote a long appeal letter to Dingwall Housing Services explaining the situation. This was agreed and, some months later, AR

was offered a suitable home.

The family moved into a good home with a garden in an area that was safe for them. AR is a wonderful home-maker. She's made their home beautiful and the family is really settled.

As a chef, AR works long hours. She wanted a change of career and to retrain to build a better life for her family. Because she was in an affordable property, this was now possible. AR saw the value of what we did and was interested in a career in social care. With our support, she was able to enrol in a Social Care course at Alness Academy. In a private rental, this would have been very difficult because of the high cost of housing. **AR starts the course in September and is looking forward to providing a better life for her family.**



"AR's journey highlights how the support we offer leads to stability and safety, really transforming lives," commented Gateway Support Worker Alison. "When AR came to us the second time, her head was spinning and she was panicking, particularly about the children. We were able to help her deal with all the technicalities and liaise with the local authorities on her behalf – which has led to a settled home and great prospects for a new career. It's an absolute joy working here and seeing that kind of impact."



The support has been excellent and made a significant difference to my family. Service user



NEW CARE AT HOME SERVICES

Our new Care at Home service provides a safe, reliable alternative to residential or hospital accommodation.

Our outreach **Care at Home Service** provides care in your own home within the Inverness community and Wester Ross area. **We support individuals to safely stay at home as an alternative to residential or hospital accommodation.**

We take the time to understand our customers' specific needs and preferences, tailoring a package of support to meet those particular needs. You're in control, so you can adjust the level or type of support you get on a daily basis if you need to.

We know that choosing your care provider is an important decision, and you can be confident that you will receive exceptional care from **Gateway**.

You can rely on our care to be on time, from empathetic carers who show respect and uphold your dignity.

We've carefully chosen our **Care at Home team** to make sure they're friendly, sensitive and competent. All staff are vetted through a rigorous interview process as well as disclosure checks and reference checks to make sure they meet our very high standards.

Our **Care at Home Service** is regulated by the Care Inspectorate.

For further information visit
www.nhshighland.scot.nhs.uk



business news

REGISTERING WITH THE SCOTTISH SOCIAL SERVICES COUNCIL

All Gateway care at home and housing support staff are now going to have to register with the Scottish Social Services Council (SSSC).

The **SSSC** is the regulator for the social service workforce in Scotland. It was set up under the Regulation of Care (Scotland) Act 2001 to protect people who use social services, raise standards of practice and strengthen the professionalism of the workforce.

The Register is on the **SSSC** website at www.sssc.uk.com, so please check if you are registered. It's illegal for an employer to employ someone who isn't registered in a role that requires registration. Once you have started working with **Gateway** you have six months

to register by law so if your application is not approved before then it could affect you being able to work.

For further information visit
www.sssc.uk.com/registration

a big welcome to our new employees!

We are delighted to welcome Harriet Tay as **Care at Home Service Manager**. Harriet brings a wealth of experience to the organisation.

Our Service Manager, Karen Patience, has taken on the responsibility for **Support in the Community and Housing Support Outreach** team. We wish her well with this new challenge.

We have had a busy six months setting up new services, and we would like to welcome the new **Care at Home team** to the organisation:

Sandra MacGillivray, Anna MacKenzie, Rhiannon

Dalgarno, Carrie Gibson, Margaret MacRae, Chris Brown, Claire Gant.

To our **Outreach Support Team**, we welcome: Paul Donnelly, Neville Brown, Stuart Kennedy, Lisa McCaffery, Carina MacInnes, Jen McIntosh, Nikola Rae

Joining our **Gairloch Care at Home Team**, we welcome: Ponty Moir

We're delighted to welcome to **full-time employment** from relief work:

Susan Daly, Ellie Johnstone, Alison Greenhowe.



At **Gateway** our goal is to support vulnerable people in our **community**. We provide a range of high-quality services and activities that improves the well-being of the people we support.

Gateway started back in 1998 when the Highland Homeless at Christmas Trust was founded to provide shelter for folk who were sleeping rough on the streets of Inverness. The service was provided by volunteers providing shelter and respite from inclement weather over the winter months.

Over the coming years we have grown significantly to become recognised as one of **the main supported accommodation and support providers in Highland**. Our services can now be accessed in **Highland, Easter Ross** and **Wester Ross**.

Gateway, a registered charity, now works with as many clients as 145 at any one time, providing supported accommodation to 49 vulnerable adults and supporting an average of 100 people in their own homes with a varying range of support needs. **We aim to promote independent living for everyone that we support, either in their own homes or to move on from our supported accommodations to their own tenancies.**

While our mainstream work has been in housing support services, we have over the past few years expanded our scope to offer holistic services to vulnerable adults aged from 16 to 85.

Our Care and Support services include:

- Outreach Housing Support
- Outreach Care Support/Care at Home
- Supported Accommodations
- Highland Crisis Accommodation
- Self-Directed Support
- Active Referral Scheme
- Food for Families

Referral process for all of our services is easy – just contact us on **01463 718693**

referrals@homelesstrust.org.uk

or pop in to our offices at **57 Church Street, Inverness**