



## WELCOME TO THE AUTUMN/ WINTER EDITION NEWSLETTER

Well, once again we have had a busy six months at **Gateway**. However, what a glorious six months weather-wise. Unfortunately, now we need to be looking out our winter gear and look forward to – dare I mention it – **Christmas!**

With the thought of Christmas we think about all those in need and even this early in the season, **Gateway** staff are planning for the start of our usual winter projects – **Highland Crisis Accommodation**, our **Christmas Appeal** and the **Food for Families** project.

In addition to our existing projects, **Gateway** is delighted to introduce a **superb new service providing long-term accommodation to four women with learning difficulties and/or mental ill health**. The accommodation is in a newly built two-storey house on the outskirts of Inverness with wonderful views

over the city. It will be a great place for the women to settle in and enjoy their new home and surroundings. This new service will be staffed 24 hours a day, seven days a week, to ensure the support required is available to improve life skills and promote independent living. **Thank you to NHS staff who have worked with us to provide this much-needed service.**

**Gateway** has also been fortunate enough to purchase a new flat for the provision of supported accommodation, which brings our number of **owned or leased supported accommodations up to eight**. We can now house 51 vulnerable adults to enable them to improve their life skills and independent living. In addition to this, **we provide outreach support in the community to a further 98 vulnerable adults.**

Alex Gilchrist, Gateway General Manager

**“Gateway’s commitment to equality and diversity means that every Service User supported by Gateway has their individual needs comprehensively addressed and is treated equally and without discrimination.”**

### news >

#### EXCITING NEWS – WE HAVE TWO NEW DIRECTORS JOINING GATEWAY’S BOARD

I would like to extend a warm welcome to **Mr David Sutherland** – who is actually the founder member of **Highland Homeless Trust**. We are delighted to have you back on board, David. Also new is **Mrs Elizabeth Walsh**, who has worked with **Gateway** for some years now, volunteering on our winter projects – the Highland Crisis Accommodation project and our Food for Families project. We look forward to welcoming you to the Board, Elizabeth, and to working with you over the next few years.

#### DATE FOR THE DIARY

This year we will be having our **Christmas lunch** event at the Kingsmills Hotel on 21<sup>st</sup> December 12 noon – 4pm.

#### SOMETHING TO THINK ABOUT

Do not judge by appearances, a rich heart may be under a poor coat.




General Manager

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**Translation skills offer support**  
 One Gateway service user has recently been showcasing impressive translation skills supporting other Gateway clients.



Team-building at Fairburn Activity Centre



Alex & Neil looking stunning on their wedding day!



**GATEWAY GETS GOLD**  
 Gateway is delighted to have been awarded gold in recognition of our robust approach to all the areas assessed by Investors In People.

more about the award on page 5

**Ben Wyvis Sponsored Walk - Spring 2019**

Gateway staff and service users are all welcome to join the sponsored walk to help raise money for the **Highland One Stop Shop** autism support service.

to find out more see page 9

## SCOTLAND'S TOP SELLING BIG ISSUE SELLER

'Scotland's Top Selling Big Issue Seller'

**Congratulations to Allan Harper**, who has been named 'Scotland's Top Selling Big Issue Seller'. Allan averages around 160 copies a week, and has been selling the magazine on and off since it was launched back in 1991. **He also has the record for most sales in a week, with an impressive 339 magazines!**

Allan has a new spot outside Tesco at Inshes, Inverness, where he's always ready with a smile and a chat.



Allan Harper sold **339 BIG ISSUE MAGAZINES** in a week!

# COMMUNITY

## SUPPORTED HOUSING/ ACCOMMODATION FUNDING TO CONTINUE TO BE FUNDED THROUGH HOUSING BENEFIT

supporting local families

Supported housing/accommodation provides a **vital service for vulnerable people in crisis**, such as those **fleeing domestic abuse** or **facing homelessness**, as well as a lifelong home for people with **learning difficulties**, **mental ill health** and for **older people** looking to lead an **independent life** for as long as possible.

For some time now there has been great concern with regard to the proposal from the Department for Work and Pensions to look to save costs by removing the funding for supported housing/accommodation and replacing it with a local authority administered grant model.

**Gateway has worked tirelessly over the past couple of years**, with other organisations who provide supported accommodation, by contributing to various Government consultations and lobbying MSPs and MPs to ensure that there was a clear

understanding of what the impact would be if this funding was removed for all the people supported in this way.

**We were delighted when in August this year the announcement was made that the funding for this diverse service provision will be maintained through Housing Benefit.**

The Government responded: "We understand the issues raised and have concluded continuing to provide funding via the welfare system, together with a robust oversight regime, would be the way forward. This

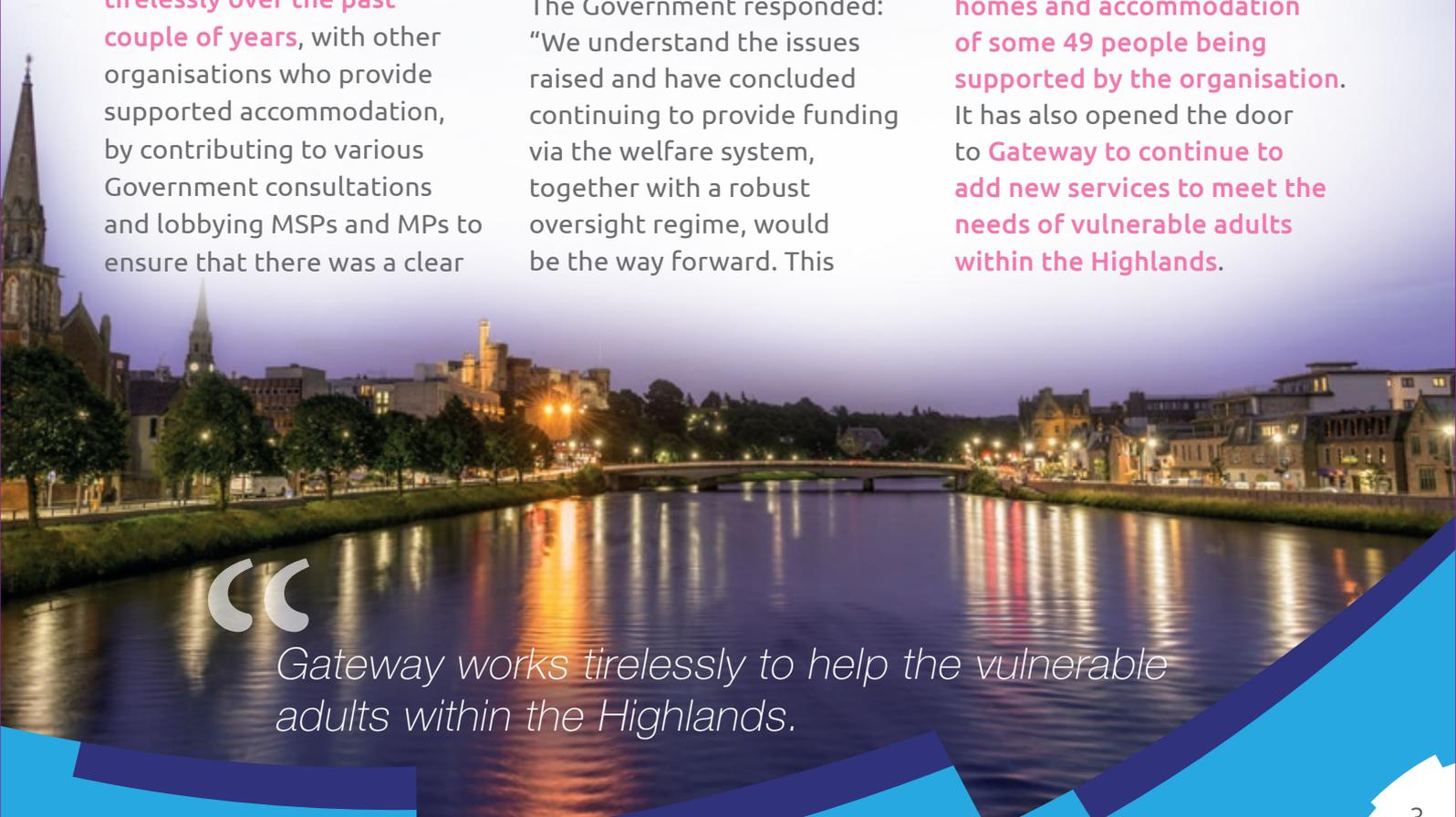
reflects the particular needs of these vulnerable groups of people, and the Government's commitment to them."

**This welcome decision has given the sector the confidence and certainty it needs to continue to invest in new service provisions.**

**Gateway** is relieved about this decision, which **secures the homes and accommodation of some 49 people being supported by the organisation.** It has also opened the door to **Gateway to continue to add new services to meet the needs of vulnerable adults within the Highlands.**



*Gateway works tirelessly to help the vulnerable adults within the Highlands.*



raising  
awareness

# The Inverness Sleepout

6<sup>th</sup> OCTOBER 2018

Lizzy Sutherland 07860 109420

2737communitychampion@gmail.com

## THE INVERNESS SLEEPOUT

The inaugural Inverness Sleepout was held on 6<sup>th</sup> October 2018 to raise awareness and funds for homelessness in our city.



The event was organised by Lizzy Sutherland, Community Worker at Tesco Extra in the Business and Retail Park, with funds raised supporting **STV Children's Appeal**, **MFR Cash for Kids**, **Inverness Foodstuff** and **Gateway**. It cost £10 to register and they ask that participants raise at least £50 for these vital charities.

Fortunately, the weather on the night was kind – but by 3am everyone was feeling the

cold, including **Gateway staff** Alison Greenhowe and Neil MacLennan who took part in the sleepout.

"This year is the first year we've run the event," explains Liz, "and it was very much about testing the waters. We want to highlight the fact that homelessness and people in need isn't just a problem for big cities – we have people who need aid here too.

"We'll be working in conjunction with **MFR** to promote next year's event, and we hope to make it more of a family event. The youngest participant this year was a seven-year-old boy, which was great."

**Next year's sleepout is set to take place on the same date in October. If you're interested in being involved, see contact details above.**

## HOLIDAY FUN 2018

### William travels to Oban

I went on holiday to Oban this year. I had not been there for a long time. I wanted to do a tour of Mull and to see Tobermory. It was lovely to see the coloured houses, and the fish and chips were very tasty! I also liked the Chocolate Shop in Oban very much where I had a white hot chocolate with cream and marshmallows... Yummy!

William Wilkie



### Ian meets his favourite stars!

In June I went on holiday to see two concerts of my favourite Irish artists: the first was Sharon Shannon in Fochabers where I was thrilled to sit with Sharon after her amazing performance, while she signed all her CDs and DVDs from my collection! The next day I went to Arbroath to see Mary Duff who I have been a fan of for twenty seven years! I met Mary in the hotel where I was staying before the concert; what a surprise! I had some yellow roses to give to Mary and she dedicated her song 'Yellow Roses' to me. I had a fantastic holiday and couldn't stop smiling when I met my favourite stars...

Ian Ross





# INVESTORS IN PEOPLE

## Gold Until 2020

## GATEWAY GETS GOLD!

Gateway has always been known for investing in and empowering its staff to be fully motivated and trained to provide professional and person-centred support to the vulnerable adults we support.

In April this year, we tested our commitment and purpose to continually use benchmarking to stay ahead of our peers, and had Investors In People (now known as Remarkable) assess the organisation against the Investors In People framework.

The areas in which we were assessed were:

- > **Business Strategy**
- > **Learning and Development Strategy**
- > **People Management Strategy**
- > **Leadership and Management Strategy**

- > **Management Effectiveness**
- > **Recognition and Reward**
- > **Involvement and Empowerment**
- > **Learning and Development**
- > **Performance Measurement**
- > **Continuous Improvement**

Gateway is delighted to have been awarded gold in recognition of our robust approach to all the areas assessed.



*Many thanks to all of our colleagues and our Board of Directors for working together to achieve such a high award under the new assessment process.*



# cookery corner

## Budget-friendly tips

Batch cooking is an easy way to make your meals go a little further. Forward planning – shopping with a list ensures you do not replicate items at home. Aldi, Lidl and the reduced sections in supermarkets could help you save a fortune. Bashed fruit and veg can be turned into soups and fruit compotes that you can freeze. The compotes make good bases for puddings like Apple Charlottes, Rhubarb Crumbles etc.

Gateway's Sue Stone gives us her tips for versatile family meals on a budget. Money is tight for everyone, not just those on benefits. I have created a few quick and simple meals for my family – my son doesn't eat red meat or pork, I'm a gluten-intolerant vegetarian and my daughter eats everything, so eating similar meals together on a budget can be a challenge – but I love it! I choose Quorn mince (or own-company brands) and cubed protein for me and turkey mince as a low fat alternative for my family.

## Versatile Pasta & Sauce recipe

This recipe for a pasta sauce can be adapted to suit meat eaters, vegetarians and fussy eaters!

### Ingredients

1 onion  
(buy in bags as much cheaper than individual prices)

Vegetables from the reduced section  
(carrots, leek, spring onion, turnip, sweet potatoes, peppers or mushrooms all work well)

2 Stock cubes  
(own brand makes are perfect and so much cheaper)

Spaghetti/pasta shapes/lasagne sheets etc.  
(again, you can choose the cheapest option)

Tins of tomatoes  
(whole ones are easily chopped and cheaper than the ready-chopped version)

2 cloves of garlic

Dried herbs, cayenne pepper or paprika

Grated cheese (optional extra)

1 packet of beef, turkey or Quorn mince  
(optional – and it really makes no difference, so just choose the cheapest option)

### Method

Chop onion, garlic and your vegetables of choice and lightly fry in a little oil or butter. Vegetables will bulk up your meal and make it go further while also ensuring you have some of your five or seven a day.

Crumble in the stock cubes with a little boiling water and let the veg simmer away in the pan. Add salt, pepper and soy sauce.

Add the tin of tomatoes and reduce the sauce (tomato puree can also enhance the flavour).

The sauce can be served with pasta with no meat added, and frozen in separate portions.

### If you want to add meat or Quorn:

In a separate pan, brown the mince (meat does not need added oil, but a little will be required for Quorn to stop it sticking to the pan).

Add some of the sauce to the mince, until you have the consistency you like (some people like a sloppy sauce and others prefer a thick, drier sauce).

Boil pasta until cooked, and either spoon the sauce over the pasta or mix it together for a communal serving bowl.

Sprinkle cheese over finished meal (optional) or serve with garlic baguettes (approximately 50p each).

By adding the sauce to the mince it allows you to save some sauce for another meal (for example chilli or lasagne).

### Extra Variants

You can also add items like cooked chopped sausages or other meats from your fridge (such as leftovers from a roast) to the sauce, or add various dried herbs and garlic for a flavoursome, tasty meal. This all varies the taste and seasoning, so you don't feel you're eating the same meal over and over, and is very cost-effective.

Chef's  
tips & tricks

# ULLAPOOL FISHING TRIP

Three residents from Acair House in Invergordon joined Service Manager Vladimir Kramar for a fishing trip to Ullapool.



After a quick stop in Dingwall for some extra fishing equipment, **Paul, David, Peter and Vlado** drove to Ullapool, where they got set up on the pier ready for a good day's fishing.

Things started out well, until Paul managed to anger a seagull by accidentally hitting it with his line as he casted, prompting the seagull to spend the rest of the time dive-bombing the four. Another well-known local made an appearance, too – a large seal that was busily showing off in the harbour, scaring off all the fish and eating all their bait.

“David decided he wanted to use sweetcorn as bait as the bright colour can attract fish,”

explained Paul, “so I ended up carrying sweetcorn around for the entire trip.”

**But even the sweetcorn didn't do the trick, so they visited a place they knew they'd find some fish – the local chippie – and enjoyed a good lunch there.**

**Afterwards, they decided to try their luck at a different spot, without angry seagulls or bait-stealing seals, just by Rhue Lighthouse. With nothing biting there either and the weather turning rainy, they went back to the car and headed for home, with a brief stop at Rogie Falls to break the journey.**

Some clients' names have been changed for the purpose of this story.



“

*It was a nice day out, said Paul, and when we got back I could finally get rid of the sweetcorn!*

# gateway events



Mairi MacKinnon receiving flowers for 10 years of service within the organisation.



Mairi Clunas & Gordon MacKinnon, both support workers with Gateway, are pictured here on Dores Beach on their wedding day in August.



The 60s evening was enjoyed by all and the girls made a great job of organising the event and raising £830!



## OUR NEXT EVENT

**Team Building Day**  
7<sup>th</sup> December 2018  
Kingsmills Hotel  
Inverness  
9.45am – 3.30pm



Team-building day at the Fairburn Activity Centre in Muir of Ord was a great success!

## a roundup of GATEWAY events

### 1 Fundraising evening – Swing to the 60s 🎵

As part of their Events Management Course, a group of students from Inverness College UHI held a fund-raising event at the Raigmore Motel to raise funds for Gateway.

The event, a 60s themed disco, was well attended by friends and employees from Gateway, as well as students from the college. Audrey Parsons, Isabella Fraser and Siobhan Nicholson raised a total amount of £830 from tickets sales and a wonderful raffle.

### 2 Gateway Team-building day

It took a little bit of persuasion to get some of the staff to come along and get muddy at the Fairburn Activity Centre in Muir of Ord earlier this year. However, 21 of us headed off in various modes of transport in the early morning to spend the day at Fairburn. We were joined in the afternoon by our Chairman Mr Alan Geddes, who took part in the afternoon activities.

The weather was dry thankfully and everyone joined in – some folk in a very competitive manner it would have to be said.

We would recommend this venue to any organisation planning a team-building day. Marshals were very helpful and enthusiastic, the grounds are lovely and lunch was delicious.

The day was a great success, with colleagues having to work together to solve problems. It certainly served its purpose for Gateway staff. Please join us at our next event on 7<sup>th</sup> December where a warm welcome is extended to everyone to come along.

### 3 Dogs Trust Hope Project – Christmas Parcel Service

Each year the Dogs Trust provides Christmas parcels for dogs who are owned by homeless people.

Gateway will have several parcels available in the middle of December, and invite any homeless person with a dog to get in touch with us to request a parcel.



Please contact:

**Gateway Reception**  
57 Church Street, Inverness

**01463 718693**

to request a parcel for your dog.

Thank you to Olivia Hemingway, Nick Robinson and Richard Murgatroyd for the photographs relating to the Dogs Trust Hope Project.

# BEN WYVIS SPONSORED WALK – SPRING 2019

Helping raising money for the **Highland One Stop Shop autism support service.**

Gateway service user Paul has come up with a brilliant idea for a **sponsored walk up Ben Wyvis**, raising money for the Highland One Stop Shop autism support service. **Gateway staff** and **service users** are all welcome to join the sponsored walk, which Paul and fellow Gateway client Peter hopes will take place in spring once the more settled weather sets in.

Provided by **Autism Initiatives UK**, the **Highland One Stop Shop** provides support for adults aged 16 and over with an autism spectrum condition who live in the Highlands, as well as their families or carers. The One Stop Shop has recently suffered funding cuts, so this is a great initiative to support.

## Want to take part?

At this stage, **we'd like to hear from any Gateway staff member or client** who would be interested in taking part. Although there is a well-defined path to the summit, you would need to be fairly fit to reach the top of Ben Wyvis.

## Join us Spring 2019

Please contact the Acair House office on **01349 854 443** if you're interested in finding out more.

Fundraising snippet

## GATEWAY Birthday Trips

17/10/18

"My name is **Christina**. I go away every year for my birthday. This year I chose to go to **Elgin** with my Key Worker **Rosita**. We travelled by bus to the **Elgin** and we stayed at very nice **Pine Quest House**. We were welcomed by the guest house owner and two lovely dogs.

"I went out shopping to my favourite shops. In the evening I went out for my birthday dinner and I was surprised with a birthday cake. I would like to go back to **Elgin** next year as I had a lovely time. I am very grateful that my key worker supports me with my holidays. I am so happy that I am able to choose where I want to go and how I want to spend my time."

Christina,  
Chestnut Cottage



Happy Birthday to Christina & Malcolm

## HOLIDAY TRIP TO EMBO

After our trip to Embo in May **Malcolm** asked if we could go back for his **birthday weekend in August** which we were all happy to do. After leaving the Bungalow and Chestnut Cottage we drove in the minibus to **Grannie's Heilan' Hame in Dornoch**. We managed to get a **caravan with a balcony and a sea view** which everyone was delighted with.

Our days were spent on trips to **Dornoch, Helmsdale** and **Brora**. Everyone really enjoyed the **Heritage Museum in Brora** where there was a lot of items from the olden days which a few of the residents remembered. Our evenings were spent watching the entertainment, and we enjoyed singing and dancing along with the Haven staff.

Everyone agreed they had a great time and are now hoping this can be a yearly trip, which we are sure will be happening...

## SUPPORTIVE TRANSLATION BENEFITS BOTH RECIPIENT AND VOLUNTEER

*Translation skills offer support*

In particular, Darren’s support has been invaluable to Kath, a Polish national who speaks very little English.

“It all stemmed from a shared lunch event we held at Acair House,” explained Support Worker Alison Marley. “Kath put on a Polish-themed lunch to celebrate Poland’s National Independence Day – and Darren helped translate for Kath, who has very limited English. Darren has been in the UK for 14 years, since he was a young child, and he’s completely fluent in English, as well as Polish, Czech and Slovakian. He translated for his family at a young age with both written and spoken English.”

“Darren and Kath got on very well and have over time built a strong relationship. At her request, Darren has continued to support Kath with translation on a voluntary basis in many different and important ways, for example at GP appointments, an occupational therapy visit and recently at a Highland Council consultation event.

**Darren can translate complex technical language, not just basic everyday speak, which makes his skills and support extremely useful.**

“I really enjoy helping Kath with translating,” said Darren. “We sometimes cover sensitive issues, for example to do with health, and I know it’s important that I’m discreet and keep everything to myself.”

**An impressive translating talent**

Darren’s skills don’t just lie in his fluent language skills. He has a real gift for the craft, quickly and effectively translating complex information in a respectful and thoughtful manner.

“Officers at the Highland Council were extremely impressed by his translating abilities,” said Alison. “His talent has been widely praised. He doesn’t grandstand – he’s very courteous, respectful and patient. Not only that,

sometimes there are lots of people talking, and he’s able to translate quickly, with a considered and measured response.”

**The supportive translation work Darren has been doing has had a positive impact on Kath – but it’s also led to benefits for Darren.** Darren has had a difficult life, which has impacted his self-esteem and left him isolated at times. But the wonderful gift he has given to Kath and others within the Polish community has got him involved in the community and helped boost his confidence.

**“I really enjoy doing the translating and meeting new people through it,” said Darren. “There’s a big Polish community here and I like that I can make things easier for them if I help them out. I’ve been translating on a voluntary basis so far, but I’d love to be able to do it for work eventually.”**

Clients’ names have been changed for the purpose of this story.

*Getting involved in the community has helped boost his confidence.*

# SUCCESS STORY

## A POSITIVE OUTCOME

**Greg receives the support needed to help him live a more independent life.**

Greg arrived at one of our supported accommodations from a local bed and breakfast in March 2018. Although Greg presented as streetwise and capable, it soon became obvious to the staff team that he had few self-care skills and, although he would agree to do any tasks asked of him, they were never started.

**Intensive staff support on a daily basis enabled Greg to learn basic skills.** He was shown frequently how to soak his dishes, wipe down surfaces and how to use the fridge and freezer. Water heater systems were explained to him on an almost daily basis and then he would demonstrate to staff how well he was learning. Greg could not work his shower, so this was explained and shown to him, and he was given toiletries and clean, fresh towels.

Once Greg began to shower daily, he began to ask staff for his washing to be done. The staff helped him learn to use the washing machine and change his bedding, as this was another task he had never been shown how to do.

**Greg was being nurtured by the team, and he now engages really well with staff. He began to use special**

**nicknames for the staff and comes to the office door daily to chat and have banter with the staff.**

Greg requires time to process any instruction and the team know him well now, so they explain and prompt him about things like appointments. **He now never misses an appointment and happily accepts full staff support to attend with him**, for example to the GP, Osprey and the Job Centre.

Others were financially exploiting Greg within the community where he had been living and, on his move to Inverness, **staff were able to engage with multi-disciplinary agencies to ensure his financial safety.** Greg is now supported weekly to collect his monies, get his food shopping (usually microwave meals as he is learning basic cookery skills) and his tobacco for the week. **He is now making positive choices.**

With support, **Greg is managing his daily life and engaging so well that he is being considered for a place of his own**, within a supported community to enable him to **live a more independent life.**

Client name has been changed for the purpose of this story.

### Good Support

Greg now has a great **opportunity** to live a more **independent life** within a supported community.

### Life Skills

Learning new **Life Skills** are essential to help maintain a **healthy body** and **mind**.

“

*Greg is showing himself to be a young man who is developing all the appropriate life skills to achieve a positive future.*

# a big welcome to our new employees!

## Inverness

- > **24/7** – Everlyn William, Kirsty Harrison, Ian MacGillivray, Rebekah Brown, Erin Smith, Scott MacDonald, David Forsyth, Louise Hurley
- > **Heathview Cottage** – Chloe Hunter, Sharon Calderwood, Lisa Harkness, Megan MacDonald, Tanya MacLean, Victoria Lawrie
- > **SOS** – Fiona Stewart
- > **Relief** – Ashley Hannah, Wendy McHale, Angela Ellis, Lewis MacIver
- > **Waking Night Responder Service** – Gina Frame

## Gairloch

- > Toni Moor, Suphin Nieto, Katrina Elder, Zieda Sale, Rae Wood

## Congratulations to colleagues on gaining their SVQ qualifications in Health and Social Care:

- Craig Riddle – SVQ4
- Nancy Barr – SVQ2
- Alison Marley – SVQ3
- Ivo Tintera – SVQ3
- Seonaid Bethune – SVQ3
- Mike Dunn – SVQ3



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