

Welcome to our Autumn round-up of news from around our different services. Our aim is to bring you up to date with what's going on within the organisation. As you'll see, despite the inevitable pressures on our resources brought about by the current economic climate, we are still managing to provide effective outcomes and to expand the services available to our clients. However, we do rely on support from the community to maintain our services so if you think you could help in any way - giving your time, money or expertise - please do get in touch. Thank you.

Amanda Dubarry - CEO

Youth AIMS - a new service for clients

Step by Step has been awarded the tender to provide the youth advice, information and guidance service previously supplied by the Hampshire Youth Bureau (HYB).

We are delighted to have won the tender as we have long recognised the potential value to clients of integrating the services of Step by Step and HYB which include:

- ✓ Creating a single referral pathway for homeless people in Rushmoor, enabling young people to receive support sooner and in a more unified way.
- ✓ Contributing to a more efficient use of resources.
- ✓ Providing increased availability of family mediation support.
- ✓ Eliminating duplication in initial interviewing processes and other areas, allowing us to give more time to supporting clients.



The contract started on September 1 and will be run from our office at 61 Victoria Road. Tenancy Support has moved into the Youth Development Service on Station Road to make room. The new service is called Youth AIMS (Advice, Information and Mediation Service) and can be contacted on 01252 324223 or 01252 324499.

We welcome Caroline, Gina, Chris, Jackie and their Connexions colleagues to the team.



Youth AIMS team: Chris, Jackie, Caroline, Gina

Entry to Employment update

Step by Step's Employment and Education Service has started a mini social enterprise making and selling greetings cards, bookmarks, jewellery, T-shirts and 'Eco' bags. The enterprise, based on an original idea from one of our residents, Steve Allen and a previous member of staff, Sarah Steel, has been christened 'Daylight Designs' by our client group and is proving to be an effective addition to our Youth Development Services.



The Daylight Designs production line in full swing

Daylight Designs encourages young people to develop their creative skills as well as their

literacy and numeracy and gives them a realistic view of what it is like to run a small business. Clients have also gained a real sense of achievement from participating in the scheme and all the money taken from sales of the products has been ploughed back into our Youth Development Services.



Clare Cutler-Casey of Hampshire Business Link has been very supportive in providing Daylight Designs with information and helping the young people to understand better the importance of developing core business skills such as marketing, sales, stock control and accounting and we would like to thank her for all of her support.

The enterprise is set to continue to the end of this year and participants are eagerly producing their wares for Autumn and Christmas sales. If you would like to know more or would like to support this venture, please contact Becky via email at rebecca.rudge@stepbystep.org.uk.



Jess selling products at Farnham Maltings



Family Mediation Service

Many young people find themselves homeless as a result of the breakdown of relationships within their family. For some, this causes problems which, if addressed early enough, could bring about a reconciliation and return to home. For others there is no going back, and this can leave clients feeling rejected and angry, leading to aggression, self harm and unacceptable behaviour which ultimately results in them losing their accommodation.

Family mediation can help to overcome these powerful emotional issues and improve the dynamics between family members, providing stability for positively focusing on the future.

With the aid of short-term funding from Hampshire Supporting People, we are introducing a Family Mediation Service [FMS] for Step by Step clients which will begin to take referrals from October 2009.

The service will be run by one of our existing and experienced Support Workers, Debbie Culliford, who currently works in our Tenancy Support Service.

For more information on this service, please contact Debbie Culliford on 01252 332514 or email her on debbie.culliford@stepbystep.org.uk.



Zoe Davies, Head of Client Services (left) with Debbie Culliford, FMS Support Worker



Client Council gets things done

Our Client Council provides an opportunity for clients to be involved with the management of Step by Step and to meet with staff to discuss issues which concern them. Recent work includes:

- ✓ Regular attendance and input at Step by Step management meetings
- ✓ Involvement in the creation of a 'healthy living' programme
- ✓ Helping to decide what rewards should be made to those who display outstanding behaviour
- ✓ Funding application for a 'community day'
- ✓ Introduction of a buddy system for all new residents
- ✓ Peer tuition by a client for another resident for the 'First Steps' programme
- ✓ All residents having access to the donated food items store
- ✓ Greater awareness among clients of Council representatives, leading to more client feedback and participation

Anger Management

We all 'see red' occasionally, but what happens when anger invades our lives uncontrollably, and causes abuse and violence? An innovative pilot programme, jointly funded by the Hampshire Police Authority and the Austin & Hope Pilkington Trust, has brought together a group of young female clients to discover more about themselves and why they get angry.

Jayne Lillis describes the aptly named 'Volcano' sessions: "The girls were encouraged to think of suitable words to place on the sides of a volcano, as it moved upwards from 'placid and relaxed' towards the open mouth of an eruption event. Many of them had no 'calm' words in their vocabulary and yet were able to express plenty of thoughts, feelings and experiences about explosive anger. The 'energy' in the room during the session was electric as we sought to bring calmness and perspective to their obviously deep-seated hurts". Further sessions are aimed at helping our young people to gain the necessary coping skills needed to manage their anger and aggression.

The aim of the programme is to empower the young women to make a difference in their own lives, and also in those they interact with at home and in the wider community in order to improve their life chances.



Share your Harvest with us...

Does your church, school or youth group have trouble finding somewhere worthwhile to donate your Harvest Festival gifts? Step by Step would be delighted to help you out by taking your non-perishable goods. We rely on the generosity of churches, schools and other groups to keep our Accommodation Services supplied with the 'basics' throughout the year. We'd really appreciate:

- * Breakfast cereal
- * Jam, marmalade, etc
- * Tea, coffee, sugar
- * Long-life and powdered milk
- * Long-life fruit juice (e.g., orange, apple, etc.)
- * Tinned meat, fish, vegetables, fruit
- * Jars or tins of cook-in sauces; stock cubes
- * Pasta, rice, etc
- * Tomato ketchup, brown sauce, mayonnaise

If you can help, please contact us on 01252 312391.

We would like to thank all our donors - existing and new - for your kindness and generosity. It is much appreciated.



Fundraising news

Splash4Cash

Following last year's success in raising funds for local charities, the Rotary Club of Fleet organised another Splash4Cash at Hart Leisure Centre in June. Teams, who are sponsored, try to complete as many lengths as possible in 50 minutes, with members taking turns to swim. Half the money raised by our teams goes to Step by Step with the balance going to Naomi House.

We entered two teams; the client team comprised Trevor Price, JJ Oldfield, Ricky Barsley, Martin Stagg and Gary Milner, while the staff team included Mike Brown, Luke O'Neil, Hayley Hewitt-Dutton and her son Elliot, Ivor Rudd and Roland Onyimo. A huge thank-you to them and their sponsors for all their efforts.



Our teams relax after their 50 minute swimming stint

Daylight Designs and Book Sale

July saw a second successful event at Virgin Media offices in Hook (see page 1). Beautiful hand-made products made by clients were on sale, along with second-hand books donated by Virgin Media and Step by Step staff. These events have raised a total of over £300, and we are hopeful that it will become a regular event.

S C Johnson – Volunteering Day

Around 18 willing volunteers from S C Johnson in Frimley joined forces in June to redecorate rooms at 61/63 Victoria Road. They also tackled the Daylight room at the Aldershot Institute including a new worktop and cupboard area. We are extremely grateful for all their hard work and commitment.



The S C Johnson team hard at work



Browsing the books and jewellery

What WOULD we do without you? - Thank you!

In addition to the organisations listed below, we offer our sincere thanks to all the individuals who gave to Step by Step either financially or by donating goods. Special thanks to those who did a sponsored event on behalf of SbS – without you we would not be able to support the 325 young people we help each year.

Churches

All Saints and Ss Philip & James Churches, Fleet ○ Beacon Church, Camberley ○ Church of our Lady, Fleet ○ Church of the Good Shepherd ○ Churches Together in and Around Surrey Heath ○ Cove Baptist Church ○ Cove Methodist Church ○ Cove Parish PCC ○ Crookham PCC ○ Farnborough Quakers ○ Farncombe Parish Church ○ Frimley Baptist Church ○ Hawley Green PCC ○ Holy Trinity and All Saints, Hawley ○ Holy Trinity Presbytery ○ Our Lady Queen of Heaven Church, Frimley ○ Parish of Cove ○ Park Evangelical Church ○ St Andrew's Church PCC ○ St Andrews Garrison Church, Aldershot ○ St Joan's Church, Farnham ○ St Michael's, Yorktown ○ St Paul's Church, Tongham ○ St Pauls Church, Camberley ○ St Peter's Church, Ash ○ St Peter and St Francis Churches, Frimley including the UsLot House Group ○ Ss Peter & John and Christ the King, Camberley ○ Society of Friends, Farnborough ○ United Reformed Church, Fleet ○ Wrecclesham PCC

Schools & Youth

2nd Frimley Guides ○ All Saints Church of England Junior school ○ Calthorpe Park School ○ Kempshott Junior School ○ North Farnborough Infant School ○ Redfields School, Church Crookham ○ St Joseph's RC Primary School ○ St Nicholas' School

Business

Chadney Bulgin, Fleet ○ M&S, Aldershot ○ Princes Mead, Farnborough ○ S C Johnson ○ Virgin Media, Hook ○ Waitrose

Charities

Camberley and District 41 Club ○ Hart Lions ○ Inner Wheel Club of Rushmoor ○ Ladies of Camberley Tangent Club ○ Rotary Club of Aldershot ○ Rotary Club of Farnborough ○ Rotary Club of Fleet ○ Rushmoor Rotary ○ Yateley Road Races

Exciting new home for Step by Step

Step by Step opened its first building - Emmaus House - in 1992. Since then, as services have grown, we have expanded into five separate locations in and around Aldershot. We are now developing an exciting plan which offers the promise of a new, purpose-built building to accommodate all the current operations and services under one roof.

Planning has been quietly progressing in collaboration with Sentinel Housing Association who have extensive experience in developing social housing across the area. The proposed four-storey building will bring many benefits for clients, staff and the local community including individual modern bedrooms for clients, purpose-built private interview rooms, greater security, facilities for the disabled and a more energy efficient environment.

In addition staff will no longer be dispersed across sites, which will improve communications and facilitate greater interaction between services thus providing a better service to our clients.

The building, which will be owned by Sentinel but managed by Step by Step, will be ideally situated in Crimea Road, a stone's throw away from all of our current town centre based services. The ground floor of the new building will be dedicated to providing

information, advice, counselling, training and family mediation and will be open to residents and non-residents. The first floor will house interview and meeting rooms and offices for our staff.

The upper two floors will be devoted to client accommodation. The third floor will contain our first stage accommodation service (replacing Emmaus House), with 15 bedrooms (one adapted for users with a disability), a large training kitchen, dining room, lounge, laundry and staff office. The top floor will house the second stage accommodation (currently provided at 61/63 Victoria Road) arranged in four clusters of four individual bedrooms. Each cluster will have its own kitchen/dining area.

A planning application has been submitted to Rushmoor Borough Council for approval and we look forward to receiving the decision in October.

Jenny's story

Jenny, 17, has been in a Step by Step Supportive Lodgings placement for five months. She found herself unable to cope at home any longer with her mother's alcoholic behaviour, which was giving rise to increasingly more violent and abusive daily rows. Jenny's attendance at college was falling and she was finding it difficult to complete course work and progress. Jenny finally approached a Connexions worker to ask for help and was referred to Step by Step's Supportive Lodgings (SL) service.

Seven months later, Jenny has settled into her SL placement and with the support of her carers and the Step by Step Support Worker, her attendance at college is now near perfect. She has received top marks in her course and is planning to continue at college next year to complete a National Diploma. Jenny has also secured part-time employment and hopes to start driving lessons soon through the support of Step by Step's Youth Development Services.

The Supportive Lodgings Team, Jenny's carers and the staff at the local Connexions office have been invaluable in helping Jenny to progress her life successfully and maintain this positive path forward..

For more information about our Supportive Lodgings Service or becoming a carer call Barbara Wolfe on 01252 313158 or email barbara.wolfe@stepbystep.org.uk.

Step by Step needs YOU

Could you be part of our Volunteer Team?

We rely very heavily on our team of dedicated volunteers to help us raise funds and support us in other key areas such as fundraising, administration, IT and client work. Volunteer contributions are vital to our work and you can do as little - or as much - as you can: we won't press you to do more than you want. If you would like to know more about the volunteer roles we require, please have a look at our web site.

For more information contact **Liz Jackson** on 01252 334963 or liz.jackson@stepbystep.org.uk



Step by Step is supported by



(For full list, see www.stepbystep.org.uk/news-info/funding-partners.htm)

Step by Step

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