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# Empowering Change

Autumn 2016 | Issue 39

## National award success for CAIS Social Enterprises



40 YEARS OF SERVICE  
GWASANAETH 40 MLYNEDD

**CAIS Social Enterprises (CSE) reached the final of a UK-wide contest after being named as the best health and social care focussed social business in Wales.**

Our social enterprise arm – which runs **Porter's Coffee Shop and Bistro** and the Station Court meetings and events venue in Colwyn Bay, as well as Llandudno community veterans' hub Troop Café – won the health and social care category at the Social Business Wales Awards at Swansea's Liberty Stadium last week.

The award recognised CSE's valuable work to provide rewarding training and volunteering opportunities for people furthest from the jobs market. The business will now go on to represent Wales at the Social Enterprise UK Awards in London in November.

CAIS project and events manager Liz Wilson said: "The quality of competition, both in our category and the other sectors, was incredibly high, and it was inspiring to see organisations from the whole of Wales come together for this celebration of social enterprises and to hear their stories."

### High-quality training

More than 50 people have now benefited from CSE's **Crew-it** catering training programme, which is supported by Conwy County Borough Council's Community and Enterprise Development Scheme. It has helped trainees pick up more than 100 qualifications and access thousands of hours of high-quality, on-the-job training in a real-life, high-end service environment. Around two-thirds have moved on to paid work or a rewarding volunteering role.



Liz Wilson and Mark Welsh collect the award from Derek Walker, chief executive of the Wales Co-operative Centre (left), and Paul Ralley, head of data analytics at sponsor Legal & General (right)

Paid supported employment programme **At-Your-Service** – which is funded by the European Social Fund through the Welsh Government, and is part of the Active Inclusion Fund managed by the WCVA – has delivered accredited qualifications and tailored support to 10 people, each of whom has either found work or continues to engage.

This summer **Troop Café** overhauled its menu and launched an exciting new calendar of events and drop-in sessions in collaboration with the Change Step veterans' support campaign and other partners.

And **Station Court** has now attracted around 12,000 visits to the centre of Colwyn Bay since it opened in late 2013, including many major national businesses and bodies seeking high class meeting and events space.

**Porter's Coffee Shop and Bistro and Troop Café marked Social Saturday with a range of special discounts on October 15<sup>th</sup>. Read more about a make-over for Troop Café on page seven.**



***“It’s great to help people to have belief in themselves, especially if no-one has had that belief in them or supported them before.”***

Louise Evans leads the **CAIS Supporting People** team in Anglesey and Gwynedd, which provides support to 85 people in their own homes and at 17 managed tenancies across the two local authority areas.

Research has shown that the national **Supporting People** programme saves the public purse £2.30 for every £1 spent in Wales – but Louise believes the incalculable impact it has made on the lives of thousands of people is much more valuable.

During the two years she has worked with Supporting People, Louise has seen many vulnerable people pass through the service – and leave with better independent living skills, and greater chances in life.

## **A new life**

“It’s great to take somebody from being homeless right the way through to being in their own flat, and settling down to a new life,” Louise said.

“It might be a 12-month journey for someone who was on their own, sofa surfing or whatever – but when you help them achieve those milestones, that’s really rewarding.

“Just seeing one of your clients, living independently, with a tenancy, or with their benefits sorted – and all the wider benefits that brings – is great.”

## **Real benefits**

She knows the security created by a settled home life has knock-on effects in other areas.

“The real benefits of Supporting People are all about giving someone a safe and secure home – and you just can’t quantify the confidence that gives someone in their day-to-day lives,” Louise said.

“But it’s the little things, too. Things like having the confidence to pick up the phone and call the doctor themselves – which some clients may just not have been able to do previously.

“The benefits are difficult to quantify in some ways, because they are things you just can’t put a price on. It just gives people this fantastic chance to move on in their lives.”

CAIS Supporting People works across Wrexham, Conwy, Denbighshire, Gwynedd and Anglesey, and at Northgate House in Pembrokeshire, providing a vital service to hundreds of people each year.

## **Empathy and understanding**

The empathetic and understanding team build trust with some of the most vulnerable people in society, and





# Let's Keep on #SupportingPeopleWales

CAIS joined housing providers across the nation to campaign for the retention of the Supporting People grant in the Welsh Government's draft budget in October.

**Louise Evans** tells us why the programme is so important to her clients.

help them towards stable housing, improved mental and physical health, and better employment prospects – while reducing instances of substance misuse and crime.

Louise has seen how Supporting People enables and empowers service users to change their lives for the better.

"Like one of my colleagues says, we're cheerleaders for our clients – we don't do things for them, but we help them to see what they need to do, we support them, and we help them to believe in themselves," she said.

"To me there's nothing better than bumping into somebody you have supported in the past in the street – they're still doing really well, they might have got a job, or be back in contact with their family or whatever... That's really lovely to see.

"It's great to help people to have belief in themselves, especially if no-one has had that belief in them or supported them before."

## Live independently

Our Supporting People projects empower people to live independently in the community by providing both accommodation and support to learn the skills needed to keep a tenancy.

They offer a stepping stone for people with a history of drug or alcohol misuse, mental health issues, or offending, allowing them to reintegrate and live settled lives.

Supporting People also provides the opportunity to develop daily living skills, and access benefits, education and employment.

## Floating Support

Our Floating Support service helps people who are concerned about their substance misuse or mental health and who need assistance to maintain their tenancy or live safely in their own home.

We can help with:

- life skills and maintaining a tenancy
- claiming benefits and completing forms
- support to access leisure activities or hobbies
- help with budgeting and managing debt
- access to other services, like medical and legal support
- access to education, training or employment

You can refer to Supporting People by calling 01248 751 088 (Gwynedd and Ynys Môn), 01492 523 690 (Conwy and Denbighshire), 01978 447 727 (Wrexham) or 01437 766 299 (Pembrokeshire), or through your local authority's Supporting People pathway. Click [here](#) for more information or visit [www.cais.co.uk/supportingpeople](http://www.cais.co.uk/supportingpeople).



# 'Oscar'-winning performances from Champions' House media trainees

Film trainees from Champions' House have been handed awards by Chief Constable of North Wales Police Mark Polin after successfully completing a 16-week course run by Eternal Community Media.

The seven-strong group worked alongside Eternal to devise, plan, film and edit a five-minute music video to accompany the track *Want Me* by Llangollen singer Jamie Jay. Many make cameo appearances in the short movie, which was filmed on location in Colwyn Bay, Wrexham and Chester.

The premiere of the feature was the centrepiece of a special Recovery Month open day held by Eternal at their new Borrass Road premises in Wrexham, and attended by BAFTA award winner and Eternal executive producer Peter Norrey.

Mr Norrey praised CAIS and Champions' House for their part in the project, and underlined the belief and commitment shown by the trainees in pursuing the project.

"This shows the challenge of film-making and what can be achieved by working together as a unit," he said.

Click [here](#) or visit [vimeo.com/181827193](https://vimeo.com/181827193) to see the film.



The Champions' House and Eternal crew pictured with their 'Oscar' statuettes

## Fundraising mud run results in tasty sum for catering trailer

CAIS project and estates manager Liz Wilson raised more than £500 for CAIS Social Enterprises by tackling 28 obstacles and 500,000 litres of energy-sapping sludge at Tough Mudder.

Liz said conquering the 11.1-mile mud run was the toughest thing she had ever done.

She said: "I'm so grateful for everyone who has supported me to raise money – at the last count, £535 has been raised!"

The funds will be used to purchase a generator for the CSE catering trailer, enabling the team to offer a greater breadth of experience for people furthest from the jobs market and take their award-winning programme of training and employment opportunities on the road.

Liz hopes to raise a CAIS team for next year's event. Anyone interested can contact her on [liz.wilson@cais.co.uk](mailto:liz.wilson@cais.co.uk).



Liz after tackling Tough Mudder

## Cadw CAIS hosts Mental Health Day staff wellbeing events

Wellbeing days gave CAIS staff at Champions House and the DAWN Centre a chance to take time out to consider their own mental health, catch up with colleagues, and take part in stress-busting activities.

World Mental Health Day activities included yoga, auricular acupuncture, meditation, massages, reflexology and reiki. Both events were supported by local dietetics teams, who provided tips, information and resources on eating a well-balanced, healthy diet.

Staff gathered to share lunch and browse the range of health, beauty and wellbeing products on sale. Raffle winners took home prizes including an organic fruit and veg hamper and a bowling voucher, while Kim Bayley won afternoon tea for two after her best guess at the number of jelly beans in the jar.

The latest winner of the Cadw CAIS staff wellbeing draw was also announced – congratulations to Pauline Houston from Hafan Wen, who has chosen to spend her £100 wellbeing voucher on a mother-and-daughter spa day.

Thanks to Lynn Williams, Lucy Williams, Kate Hamilton-Hunter, Peter Moorhouse, Estyn Wellbeing, Keith Sutton and William Meredith for providing the therapies.



World Mental Health Day lunch at Champions' House



# Anniversary dinner closes year of 40<sup>th</sup> celebrations

CAIS celebrated four decades of service to communities across Wales with a special anniversary dinner.

Dozens of friends, colleagues and commissioners joined senior staff and trustees at the event at St George's Hotel in Llandudno – and heard after dinner speaker Jason Mohammad pay tribute to the impact the organisation has made over the last 40 years.

The BBC broadcaster also shared his observations on the nature of success, following a summer spent on the sidelines at the Olympic Games in Rio and watching the Welsh national football team's run to the semi-final of the European Championship in France.

## Toast and response

VIP guests included elected politicians, health executives, representatives of partner agencies, educators and charitable figures. The evening was



Jason Mohammad addresses the CAIS 40<sup>th</sup> anniversary dinner in Llandudno

hosted by CAIS chief executive Clive Wolfendale, with Living Room Cardiff chief executive Wynford Ellis Owen saying grace.

After dinner, CAIS director Geraint Jones proposed a toast to the trustees and founders ahead of a response

from founder and chair Dr Dafydd Alun Jones. The event brought to a close a summer of celebratory events to mark the anniversary of the establishment of the then Clwyd and Gwynedd Council on Alcohol in 1976.

[More images / tinyurl.com/cais40pics](https://tinyurl.com/cais40pics)

## Clean-up crew praised for impact during Recovery Month

Volunteers from Wrexham recovery hub Champions' House have been praised after joining forces with the community to clear up Rhosddu this Recovery Month.

More than 20 people took part in the effort, in the Rhosddu Park, Rhosddu Cemetery and Grove Park Road areas, including police community support officers, partners and residents.

The team cleaned graves, repainted iron gates, weeded paving stones and collected dozens of bags of rubbish – including needles, bottles, glass, pieces of carpet and broken umbrellas – to show



The Champions' House clean-up crew painted railings, cleared litter and weeded paving stones

their commitment to the area during October.

The clean-up was supported by Keep Wales Tidy, North Wales Police and Wrexham County Borough Council.

The success of the day has now led to requests for work in other areas.

"We're pleased to be able to give something back by helping to improve the

environment for members of the public and businesses," said manager Leon Marsh.

The clean-up crew has since been successful in an application for funding to support their efforts. The £5,000 received from Together in Wrexham will be used to invest in tools and equipment for regular volunteering days alongside community councils.

Members at Champions' House also marked Recovery Month with a trip to the UK Recovery Walk in Halton and their own day of celebrations at the BICC Clubhouse, including a buffet and games.



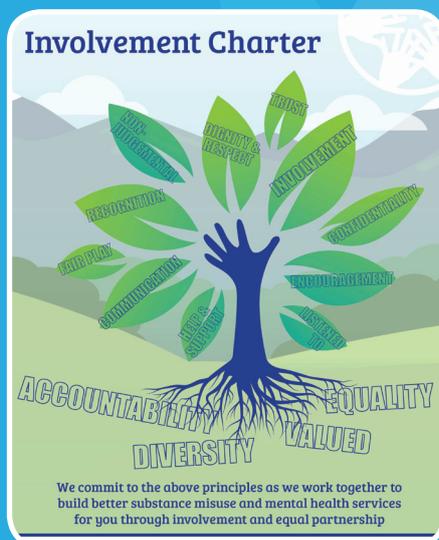
# Involvement pledge at launch of new voice

Health authorities and charities from across North Wales have signed a new charter pledging to involve people with experience of alcohol, drug and mental health issues in the delivery of their services.

The guarantee sees the Welsh Government, Betsi Cadwaladr University Health Board, North Wales Area Planning Board for Substance Misuse, CAIS and Hafal commit to accountability, equality and fair play for people who are living with or who have a history of substance misuse or poor mental health.

It was signed by representatives of the five bodies at the official launch of Caniad – the new combined voice for mental health and substance misuse involvement in North Wales.

Caniad, which hosted by CAIS and Hafal, seeks to harness the experience of those living with mental health



or addiction issues to help improve treatment and support services – and will allow service users and their carers to become involved in their planning, commissioning, design, delivery and evaluation throughout North Wales.

A governing panel of service users has already been established, while around 200 people had a direct input into the development of the new Caniad charter.

It's expected that the charter will become a kitemark for quality and excellence in the sector.

Caniad service manager Denise Charles said: "We were delighted to be joined by so many partners at our launch, and to gather signatures from organisations committed to effective service user involvement.

"We now look forward to growing the network of individuals who want to contribute to our work, promoting service user and carer involvement, sharing best practice, and providing expert advice to stakeholders and third sector providers across North Wales."

Caniad was commissioned by BCUHB and the North Wales Area Planning Board for Substance Misuse in January – and aims to deliver better health and wellbeing for the users of alcohol, drug and mental health services, their carers and communities.

[More info / www.caniad.org.uk](http://www.caniad.org.uk)

## It's good to talk argues mental health coalition

CAIS joined a new coalition of mental health charities, professional organisations and service providers to call for better access to psychological therapies.

**We Need to Talk Wales** is concerned that too many people are still waiting too long to access therapy and do not have enough choice over the type, timing and location of their treatment.

The coalition's Improving Access to Psychological Therapies report promotes four key priorities to improve access. Launched by the

Minister for Social Services and Health Rebecca Evans AM at an event in Cardiff, the report argues:

- people of all ages should have access to psychological therapies within 28 days in both primary and secondary care
- people should be able to make an informed choice about accessing a full range of evidence-based psychological therapies
- the views of users should be at the heart of the system – they should be



valued, respected and recorded to improve services

- the long term impact of psychological therapies on people's lives should be measured by Welsh Government.

Improving Access to Psychological Therapies

draws on evidence from the UK and the rest of world.

It shows how improved choice and access to evidence-based psychological therapies delivers better outcomes for individuals, as well as savings to the public purse.

[tinyurl.com/WNTTWales](http://tinyurl.com/WNTTWales)





Gwasanaeth Di-Waith  
Out of Work Service

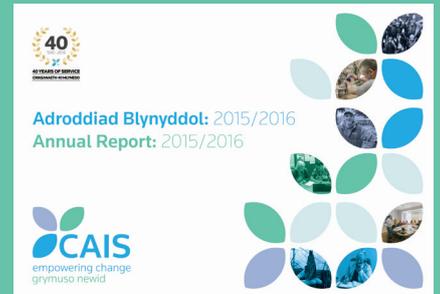


Wrexham Cyfle Cymru peer mentor George James presents at the launch

# CAIS impact underlined by annual report stats

More than 8,000 people sought the help of CAIS as they confronted addiction, adverse mental health, unemployment, offending and other life challenges last year.

Our newly-published **annual report** shows how we delivered tens of thousands of effective interventions throughout Wales during the year to the end of March.



Particular recent success has come through the development of an award-winning Social Enterprises division, and the successful Change Step service for military veterans.

Chief executive Clive Wolfendale said: "Whilst the breadth of projects continues to expand, we remain committed to supporting people seeking positive life changes."

[www.cais.co.uk/annualreport](http://www.cais.co.uk/annualreport)

## Cardiff kick-off for Cyfle Cymru

**The new Welsh Out of Work Service – including Cyfle Cymru – was formally launched by social services and public health minister Rebecca Evans AM at an event in Cardiff.**

The £7m OOWS programme – backed by the European Social Fund and Welsh Government – will help thousands of people throughout Wales improve their life chances through training, qualifications, volunteering and employment.

**Cyfle Cymru** is led by CAIS and delivered throughout the North Wales, Powys, Dyfed, Western Bay and Gwent areas by members of the Drug and Alcohol Charities Wales (DACW) consortium, mental health charity Hafal, and employment specialist Remploy Cymru.



Rebecca Evans AM

CAIS chief executive and DACW secretary Clive Wolfendale said Cyfle Cymru would remove barriers to work by offering specialist employment support – including community volunteering opportunities which allow participants to pick up skills while making a visible and valuable contribution to the areas they live in.

"Our experience and expertise in effective peer mentoring means this partnership can empower change in the lives of people affected by substance misuse and adverse mental health," he said.

"Cyfle Cymru will help tackle poverty, ensure equal opportunity for all, raise skills, get more people into work, and improve the lives of people and our communities." [www.dacw.co.uk](http://www.dacw.co.uk)

## New veterans' space at Troop Café

**Employees from international support services and construction group Interserve gave their own time to create a new space dedicated to veterans in the heart of Llandudno.**

The team – Roy Rogers, Phil Cottam, Graham

Percival and Pete Ellis – overhauled a former storeroom at Troop Café on Mostyn Broadway to provide a new facility for veterans' support service Change Step.

It will now be used to help veterans who have struggled to return to

civilian life and their families.

The group's three-day effort is just the latest investment in the premises this summer, and follows the installation of new kitchen equipment, a menu revamp, and a new exciting calendar of events.



Phil, Graham and Roy at the Troop Café





# CAIS Noticeboard



### Celebrating success

Four members of staff at the Wrexham Work Programme office have achieved a Level 4 NVQ in Advice and Guidance. Kath Williams, Ursula Howells and John Edwards are pictured at their graduation at North Wales

Training. Colleague Hannah Watkins-Jones has now completed the qualification too, while two other members of staff from the office still working on it. Well done to all!



### Soccer silverware

Service users can now join a weekly **just-for-fun football** session at Bangor FC every Thursday, thanks to a partnership between CAIS, AGRO, Affinity and the club's Football in the Community scheme. The popular session runs from 1pm to 2pm each week and is open to all. Contact Julie Coates on 07769 217 191 for more information.

**CAIS Jigsaw Lions** continued their great

record in Street Football Wales events, coming first and second in the North Wales league and winning the overall SFW cup.

**CAIS Champions** have also been successful, winning a tournament held as part of Wrexham's annual Motiv8 health and wellbeing day in September — the first contest ever entered by the team from Champions' House.

Free **Future Skills** courses are available to service users in Wrexham, Flintshire, Conwy and Denbighshire. Clients receive accreditation, a certificate and learning credits, with topics including healthy living, interpersonal skills,

health and safety, teamwork, managing money, personal confidence and many more. Contact Hayley on 07765 226 713 (W&F) or Jenny on 07791 932 310 (C&D) for more information on the programme.



### Perfect planting

**CAIS Gardening and Change Step volunteers joined forces with Blind Veterans UK and Rotary International to plant 5,000 crocus bulbs.**

The bed of new blooms, at Blind Veterans UK's Craig Y Don home in Llandudno, is part of the End Polio Now campaign.



### Behind the statistics

Did you see Clive's article about substance misuse treatment statistics in the Western Mail? Click [here](#) to read more of the thoughts of our chief executive or visit [tinyurl.com/clive-stats](http://tinyurl.com/clive-stats)



### Volunteering at TR

Residents at Ty'n Rodyn take some time out from clearing shrubland during a volunteering session with Keep Wales Tidy at Llyn Parc Menai. Regular volunteering days keep residents stay active, develop confidence and new skills, and allow them to contribute to the community. Manager Jocelyn Roberts said the activities were "enjoyable days — with many more to come!"



### Meet the board

Dr Dafydd Alun Jones was instrumental to the founding of CAIS four decades ago, and remains our chairman. Click [here](#) to learn more about him and his background, or visit [tinyurl.com/cais-chair](http://tinyurl.com/cais-chair)

Clive Wolfendale, Chief Executive  
Lynn Bennoch, Commercial Director (Deputy Chief Executive)  
Geraint Jones, Director  
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