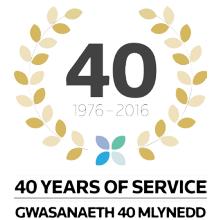




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# Empowering Change

Summer 2016 | Issue 38



40 YEARS OF SERVICE  
GWASANAETH 40 MLYNEDD

## Cyfle Cymru unlocks doors

CAIS is delighted to be a key part of the consortium which has been awarded a major new skills and employability project supported by the European Social Fund and the Welsh Government.

Alongside DACW partners, Hafal and Remploy Cymru, CAIS will be the lead agency for the Healthy Working Wales Out of Work Service — which we've named Cyfle Cymru.

The programme, to be delivered across five regions of Wales, will provide support for people with a history of substance misuse and/or mental health conditions — helping them find the right job, training opportunity or qualifications.

Cyfle Cymru will offer one-to-one guidance from a peer mentor who can draw on their own experience of substance misuse, recovery, or mental health conditions, as well as specialist employment support, including volunteering opportunities and help and advice on how to apply for work.

### Peer mentoring

The award marks a return to the peer mentoring approach which proved so successful for CAIS and CAIS service users between 2009 and 2014.

In delivering the forerunning Peer Mentoring Scheme throughout North Wales, CAIS helped more than 3,300 people to improve their lives — more than 350 people found

new jobs, almost 400 gained a new qualification and 350 people entered further learning. More than 2,000 people achieved another positive outcome.



### Effective

DACW Chair and CAIS Deputy Chief Executive Lynn Bennoch said these results proved how effective the peer mentoring approach could be in motivating and supporting people in recovery.

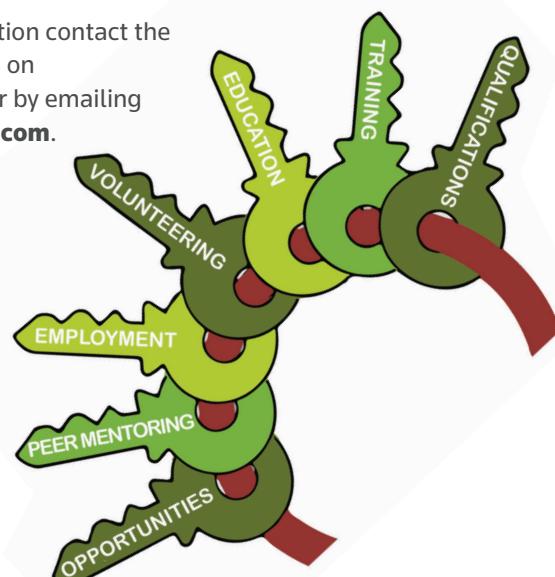
"Peer Mentors are living proof that abstinence and positive lifestyle changes can be

achieved and maintained," Lynn said.

"Cyfle Cymru will focus on training, education and personal development to unlock potential and new opportunities.

"We will encourage service users to become work-ready by instilling confidence and providing support and opportunity."

For more information contact the Cyfle Cymru team on **0300 777 2256** or by emailing [ask@cyflecymru.com](mailto:ask@cyflecymru.com).



Gwasanaeth  
Di-Waith

Out of  
Work Service

CAIS aims to empower positive changes in the lives of people affected by addiction, adverse mental health, unemployment, offending and other life challenges, through a range of services and support delivered by skilled and experienced staff and volunteers.

# Dedication and dialogue on show at Staff Day 2016

CAIS saluted four decades of service to the communities of Wales at a celebratory staff day in Chester – just the latest event to mark our big anniversary this summer!

A legion of front line staff from across our services joined managers, directors and board members for the fun annual event – held this year at the Queen Hotel in the beautiful surroundings of the Roman city.

Activities included a city walk in the company of Roman guides, quizzes and games, plus a chance to meet some birds of prey at close quarters.

The afternoon also featured presentations on the work of Wrexham recovery hub Champions' House, efforts to tackle the use of the novel psychoactive substances through the Denbighshire COMS project, and an outline of the new Caniad involvement service.

Awards were presented to staff who have completed 10, 15 and 20 years' service, and to members of the CAIS team chosen by their colleagues as deserving of special recognition.

Chief Executive Clive Wolfendale said the support of commissioners, partners and friends in the sector was crucial to the continued success of the organisation.

"That success comes, I hope, through dialogue – but it can only ever work where there is credibility," he said. "The people who support CAIS know that every day in every way, we deliver."

He said the charity's mission to empower change would remain its guiding light.

"The next step on our journey is to bring service users fully into CAIS, from top to bottom, giving due influence and regard to their needs – in the expectation that that trust will be returned with their support," he said.

Chairman Dr Dafydd Alun Jones reflected that many of the staff in the room would not have been born when he led a small group to establish the body which would later become CAIS in 1976.

He hailed the organisation's "initiative, drive and inspiration" over its 40-year history, before cutting a specially-made cake to mark the occasion.



Scenes from Staff Day 2016:  
Roman tours of Chester,  
meeting the birds of prey and  
cutting the cake



## Recognising the efforts of our staff

Our annual Staff Day offers the chance to reward and recognise the efforts made by our employees as they help to empower change in the lives of people throughout Wales.

One of the ways we show our appreciation is by presenting awards and certificates to those members of staff who have made a significant contribution through long or distinguished service.

Beforehand, all members of staff were invited to vote for the colleague they thought had been the "most helpful" over the course of the last 12 months, and nominate the most committed team members who have "gone the extra mile" for their service area.

We tallied up the responses and were delighted to present small tokens of our appreciation to a total of 28 staff.

Very many congratulations to our winners – and thanks to all our staff for their continued commitment.

## Staff Day Awards 2016

### Claire Williams

Therapeutic and Young People's Services  
Tier 4 Services  
Supporting People  
Veterans' Services  
Recovery Coaching  
Employment Services  
Central Services

### Amanda Harry Louise Evans David Vrint Julie Coates Wendy Williams Olwen Evans

### Special recognition awards

#### Lisa Sinnott Steph Young

Supporting People, Pembrokeshire  
Data Quality Officer

### Most helpful staff member

#### Karen Evans Runner up Danielle Bucknall

Finance  
Station Court

### Long service awards

#### 10 years 15 years 20 years

Sandy Ackers, Lynn Bennoch  
Victoria Griffiths, Liz Jones,  
Susan Pritchard, Carol Leather,  
Paul Staniland, Louise Morris,  
Bev Highton, Fiona Hughes  
Geraint Jones, Fiona Sherwin,  
Ken Jones, Brian Barnett,  
Peter Juckles-Hughes,  
Linda Walters, Margaret Jones



Service users in Wrexham and Flintshire marked four decades of CAIS with a celebratory afternoon at Glyndwr University's Catrin Finch Centre.

Fun activities included rounders, karaoke and a football match between a side representing Champions' House and the Colwyn Bay-based CAIS Jigsaw Lions.

Andrew Ruscoe, from Brickfield Rangers, presented a series of awards to players taking part in the Champions' House football programme in partnership with the club and Glyndwr.

Burger and ice cream vans provided much needed nourishment for players and singers alike.



Dozens of CAIS staff attended a special summer barbecue to mark the charity's 40 years of service.

The social event, held at the Faenol Fawr Country House Hotel in Bodelwyddan, also featured a fun photo caption competition – with prizes for the most irreverent!

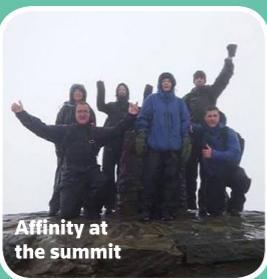
## Affinity service users on top of the world

Service users from the Affinity programme in Wrexham braved the weather to reach the summit of Snowdon.

Recovery Coach George James said climbing the 3,560ft peak was the "closest to heaven any of us had ever been before".

"As a recovery coach, it was fantastic to see everyone working together, helping and motivating each other to complete the task to get to the summit," George said.

"Although everyone was cold and wet, there was fun and laughter along the way – even when it started hailing! Everyone took lots of good memories away with them and will remember this day for a long time."



## 'Stand out' praise for Youth Justice Service

Conwy and Denbighshire Youth Justice Service has been praised in a major report into the success of programmes designed to prevent reoffending.

HM Inspectorate of Probation worked with a string of youth offending teams and others across England and Wales to examine whether referral orders achieve their potential.

The Conwy and Denbighshire team were praised for making efforts to enable victims to attend youth offender panels, and for achieving high levels of victim involvement and satisfaction.

The team also attracted praise for adopting a positive approach to reparation orders while boosting the skills base of offenders – and was described as "stand out" for its work to reintegrate and improve public perception of young people.

## International audience for Bangor and Hafan Wen research

Research work carried out alongside CAIS service users has been presented to an international audience at the European Association of Substance Abuse Research (EASAR) annual conference in Denmark.

Bangor University PhD student Hannah Rettie has been working with CAIS since September 2014, aiming to bridge the gap between academic research and real world experience of addiction and recovery.

She presented her work from her first project at the event in Middlefart last month.

"We were testing whether a well-known concept in psychology called attentional bias could be related to how successful people are at staying abstinent after alcohol detoxification," Hannah said.

"We have had 45 clients from Hafan Wen involved in our project, and over the next few months we will be having a look at our results to see what we find.

"Addiction professionals from all across Europe were very interested to hear about my work with CAIS, and I am hoping to go back to the conference next year to tell them about more of our projects."



Hannah presents in Denmark

## Generous fundraiser remembers CAIS support 12 years later!

A generous fundraiser has praised the impact CAIS counselling made on his life – more than a decade later!

Nurse Gary Williams, 51, from Wrexham, raised almost £500 for the charity when he ran the Chester Half Marathon in May.

He said six months of counselling around 12 years ago had helped him to turn an important corner after encountering problems with his alcohol consumption.

"At that time, I wasn't doing very well with things and it was beginning to impact on my work," Gary said. "Any charity is a good cause, but I thought that doing something for something that was close to me was the right thing to do."

Gary, who is married to Rhiannon and has two daughters, is a reluctant runner – but was pleased to keep a steady pace and finish the distance in just over three hours.

"If anybody else needs help, then just take it," he said. "I'm glad I took that first step."



Gary with Dave Earl at Champions' House

# World Cup silverware for CAIS Jigsaw Lions

A pair of amateur footballers from North Wales have gone one better than their Euro 2016 counterparts – by bringing home some silverware from a major international tournament.

Wales lifted the Shield at the Homeless World Cup in Glasgow's George Square last week, sparking wild celebrations by beating Zimbabwe by eight goals to five in a pulsating final.

The Dragons made it to the third-tier knockout final after a qualifying round which featured four-a-side street football victories over Austria, Sweden, South Korea and Australia.

They went on to defeat Germany in the quarter final and Finland in the semi, before beating the Africans to claim the cup.

Vice captain Kieran Egan (21), from Colwyn Bay, said he was bowled over to have been involved in a trophy-winning side. It's the first time the Welsh men have been among the medals – and follows a victory for the women's squad in the Plate competition at last year's event in Amsterdam.

Both teams won plaudits for their passion and togetherness during this year's event.

"It was an experience that you wouldn't ever expect and that we'll never have again," Kieran said.



Rich (centre) and Kieran (right) celebrate with teammates in Glasgow's George Square

"The amount of support and recognition we were getting from around the city was incredible.

"We had people coming up to us in the streets to tell us that they would be cheering for us."

Kieran was joined at the event by goalkeeper Rich Hillier (20), of Rhos on Sea. Both excelled in the final – with Kieran bagging two goals and Rich pulling off a string of fine saves to be named man on the match.

They now hope to volunteer at the next instalment of the Homeless World Cup, to be held in Oslo next summer. The tournament, which has been running since 2003, offers young people the chance to improve their lives through sport.

The Welsh teams were coordinated by Street Football Wales, a social inclusion charity which provides footballing opportunities for almost 1,000 individuals affected by homelessness, substance misuse, mental health and other issues.

### Jigsaw

Kieran and Rich both play for CAIS Jigsaw Lions FC – just one of the confidence-building activities available to members of the award-winning Jigsaw Service User Group. Jigsaw helps improve lives affected by addiction, adverse mental health, unemployment, offending and other challenges with the help of education, training, and practical and fun events and activities.



## Lions slain by Dragons in fundraising friendly

CAIS Jigsaw Lions were beaten by two goals to one in a tight but entertaining fundraising match with North Wales Dragons at Llandudno FC's Maesdu Park in June. An even game was only settled in the closing moments as tired legs set in.

Many thanks to the Dragons for providing the generous opposition, and to all at Llandudno FC for their support and assistance. The match and associated raffle raised £350 for the Lions, a sum which will help support the team over the coming season.

Thanks also to Jamie Carragher, Zoes Barbers Shop, Asda, Daniel James Haircare Specialist, Porter's Coffee Shop & Bistro, Rogers Jones Auctioneers, and Vibe Hairdressing Sovereign Trophies for their kind donation of raffle prizes, trophies and awards.



# Troop transformed into veterans' activity hub

Llandudno's Troop Café is getting set for a new lease of life as a bustling events and veterans hub following a summer of investment.

The café, on the Mostyn Broadway Coachpark, is also redoubling efforts to appeal to coach travellers, tourists and the general public – with new kitchen equipment and a refreshed food and beverage offer.

Later this month staff from multinational construction firm Interserve will revamp a storeroom at the café, turning it into a new office and one-on-one space for use by veterans' service Change Step.

The works – carried out free of charge as part of Interserve's commitment to support charitable and community



Aged Veterans volunteer Ann Wright with members of the Royal Welsh after their re-affirmation parade in Llandudno

for the programme's peer mentors and volunteers.

## Attractions

Recent events have included a fundraising curry and quiz night, and an outdoor commemoration service to mark the centenary of the start of the Battle of the Somme. A calendar of other attractions is under development by a staff team which now includes supervisor Paula Jacobs and Nicole Edwards in a new community engagement role.

Troop will continue to host drop-in sessions for Change Step and other CAIS services, as well as regular meetings of the Llandudno branch of the Royal British Legion.

initiatives throughout the UK – will allow the café to be used as a new base



Eric Thompson can enjoy his dahlias after Change Step overhauled his garden

## Blooming marvellous new projects for Change Step

Volunteers from national veterans' campaign Change Step have joined forces with rangers at Wepre Park to help improve access at Ewloe Castle as part of a new gardening and landscaping project.

Teams of former forces personnel have joined Flintshire County Council's Countryside Rangers to remove unwanted trees, lay new steps, and maintain paths and gardens at the popular park and historic fortress throughout the summer.

The project is part of Change Step's new Veterans'

Gardening scheme – which is supported by the Royal British Legion, and gives veterans the opportunity to develop new skills, pick up formal qualifications, and contribute to communities across Wales through productive, fun and social outdoor activities.

The team are also overhauling the gardens of the Ablett Unit at Ysbyty Glan Clwyd and the Hergest Unit at Ysbyty Gwynedd – and will offer gardening services at veterans' homes in exchange for a donation.

Volunteers and peer mentors have already helped

champion dahlia grower Eric Thompson, from Flint, reclaim his treasured hobby from an overgrown back yard.

Meanwhile, the new Change Step Aged Veterans project provides dedicated support for former Armed Forces personnel aged 65 or over, and their families – helping them to live an active and fulfilling life by ensuring they can access the wide range of support on offer and identifying any gaps.

Rev Beverley Ramsden of St John's and St David's Methodist Churches, Llandudno, leads a Battle of the Somme memorial service at Troop Café



## Somme remembered

## at Troop service

Dozens of veterans, dignitaries and members of the public gathered to commemorate the 100<sup>th</sup> anniversary of the first day of the Battle of the Somme with a remembrance service at Troop Café in Llandudno.

A simple ceremony, held under a tree on the Mostyn Coachpark, marked the passing of 22 men from the area during the campaign, with each having his name, rank and regiment read aloud.

The short service was led by the Rev Beverley Ramsden of St John's and St David's Methodist Churches, Llandudno, and featured Gulf War

veteran and Change Step peer mentor Jason Samuels reading On Somme, a poem by First World War soldier Ivor Gurney.

The two minute silence was flanked by the Last Post and Reveille, with Peter Kingston MBE, chairman of the Llandudno branch of the Royal British Legion, leading the exhortation and reading the Kohima Epitaph.

Deputy Mayor of Llandudno Cllr Francis Davies, accompanied by wife and Deputy Mayoress Sonia, gave a vote of thanks and called for the sacrifice to be remembered.

I worked in the school canteen at Ysgol John Bright for 12 years, but I wanted a new challenge because I wasn't learning anything new there.

The vacancy here looked like something different, and offered me the chance to step up to become a supervisor.

Now I'm learning lots of new things! No two days are the same, which is great – in my last job every day was exactly the same!

I didn't know much about what CAIS did before I joined, but I'm enjoying the variety and meeting lots of new people. Everybody wants to talk to you – which is great after years of dealing with teenagers!

I've got some great ideas about food promotions and events which I hope we can use in the café.

Outside of work I enjoy going to the cinema and walking my two dogs: Reggie, a Scotty, and Ruby, a Collie. I've also got a rabbit called Louis and a hamster called Lilo.

## TROOP CAFE

### COMING UP AT

- Digital Inclusion drop-in sessions will begin in September. This new Change Step initiative, supported by Digital Communities Wales, BT and the Big Lottery Fund, will help more veterans and families access services online.
- The first Poppy Factory drop-in to be held at Troop Café has already helped one young veteran into part-time work.
- Age Connect will hold a regular Cold Buster drop-in to help cut heating bills.
- Dementia awareness sessions will be held twice a month from September.

## Staff Profile

### Paula Jacobs

Supervisor, Troop Café



# Are you a Recovery Champion?

Can you help share excellence and improve communication on behalf of your team?

**The CAIS RECOVERY CHAMPIONS group is being refreshed and reinvigorated — to help ensure we can deliver the best outcomes for our service users every time.**

We're seeking driven and committed people to take on the important role of **RECOVERY CHAMPION** within each area of our work.

As a **RECOVERY CHAMPION**, you'll be

responsible for sharing good practice and information with the rest of the group and with your colleagues, to ensure we are as efficient and successful as possible.

It will be your job to champion excellence within your team and help improve communication across the whole of CAIS. Meetings will take place once a quarter in locations across the CAIS network,

allowing you to see and learn more about the organisation. It's a great opportunity for you to share your knowledge and experience for the wider benefit of our teams.

By becoming a **RECOVERY CHAMPION** you'll develop your knowledge of our services and be at the forefront of sharing best practice within CAIS and across the wider sector.



For more information or to have an informal discussion about a rewarding role as a **RECOVERY CHAMPION**, please contact Leon Marsh by calling 07436 561 504 or emailing [leon.marsh@cais.org.uk](mailto:leon.marsh@cais.org.uk)

## Day Programme on the up with packed timetable of training and events

Attendance on the Day Programme is rising, with a significant increase in the number of people taking advantage of the fun activities and peer support available.

One major incentive has been the introduction of accredited training workbooks, which offer recognised qualifications at Level 1.

Topics like healthy eating and nutrition, substance misuse awareness, household skills, and maintaining a tenancy have prompted lots of discussion and reflection — with many service users achieving multiple qualifications through mutual aid and support.

Wednesday sessions alongside community music and film charity TAPE have focussed on a new project examining the stigma around those living with addiction.

Thursday IT sessions continue to be popular, with participants achieving qualifications including First Steps in IT, Using Email, Word Processing, and Image Editing using Photoshop.

Friday activities remain the highlight of the week, allowing service users to explore new places and experiences while encouraging team building, confidence and mutual support.



Participants on the Day Programme must have had a history of substance misuse but currently be abstinent.

The programme is open to people aged 18 or over who are resident in Conwy or Denbighshire.

Participants can be referred to the programme by contacting CAIS on 0345 06 121 12, completing the online referral form available at [www.cais.co.uk](http://www.cais.co.uk) or calling in to the DAWN Centre at 35-37 Princes Drive, Colwyn Bay. We'll undertake a brief assessment, but it's often possible to start benefitting from the new horizons offered by the programme within just a couple of days.

University-level study with lifelong learning from Bangor University

### Module: MENTAL HEALTH AWARENESS

Places are now available for this introductory module, which will question what is meant by mental health and illness.

Led by CAIS Senior Trainer Endaf Evans, this interagency course will examine some of the signs and symptoms of common mental health problems, including depression, anxiety disorders and psychosis. Effective interventions and treatments and access to help and support will be considered, while students will also be introduced to some of the historical and psycho-social theories and debates surrounding mental health issues.

**Dates:** October 5<sup>th</sup>, 12<sup>th</sup>, 19<sup>th</sup> and 26<sup>th</sup> 2016  
9.30am to 4.30pm

**Venue:** Station Court, Colwyn Bay LL29 8BP

### Assessment

In order to complete the course and earn academic credits, you'll need to complete a 2,000-word essay exploring the main themes of the module.

Support with study skills is available.

For further information, please contact Bangor University's Lifelong Learning Department on [ll@bangor.ac.uk](mailto:ll@bangor.ac.uk) in the first instance.