

Outreach Community  
and Residential Services

# in the community



Thank  
You Carers

Newsletter • Issue 1 • August 2020



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## welcome

**A very warm welcome to this new edition of Outreach's community newsletter!** So much has happened since the last edition; we now have a brilliant head office space in Radcliffe. Here we have our offices upstairs, with the beginnings of a Community "Hub" (which still needs a name- watch this space!) downstairs. We want to make this space fully accessible for those with mobility needs; we are raising funds for a fully adapted Changing Places bathroom as well as supplies for the many activities we want to offer here. The kitchen area has been made more accessible by having a 'rise and fall' sink and hob, as well as a lowered counter.

We have also been going through the process of changing our legal status from an unincorporated charity into a Charitable Incorporated Organisation (CIO), and we are also looking at changing our branding and name (again, watch this space!)

We are very happy to give you updates of how things are going. If you have any questions, or ideas of activities we could run from our Community Hub, please do get in touch. In the meantime, enjoy reading!

*Akilah Akinola*  
Chief Executive  
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## who we are

Outreach's aim is to provide person-centered support for adults with a learning disability and/or long term mental health needs, living in their own homes or our residential services. We currently support those living in Prestwich, Manchester, Bury and Salford.

We have 6 residential carehomes and 4 supported living tenancies for more independent service users. Our domiciliary team supports service users with their daily needs and life skills such as budgeting, shopping and cooking, but the ultimate goal is helping

them live an independent life. We provide a tailored range of services for each individual to meet their personal needs and preferences. Our objective is to ensure service users are empowered to fully identify their personal goals. We encourage recognition that they have the right and potential to live a full and rewarding life. Service users are placed at the centre of all we do and how our organisation is run. We also run regular leisure activities; a leisure group and drop-in centre, meeting places for service users, and day trips.



## our news

### thank you carers

**It has certainly been an unprecedented time.** We never could have imagined what was to happen over the last few months, but despite it being a strange and difficult time for us all, we kept on going! There has been a flurry of activity across our residential services, whilst we all stayed at home and stayed safe. We would like to say a massive **thank you** to all Outreach carers and staff for their amazing hard work and dedication during this time, keeping everybody safe and supported. We really appreciate it - **thank you to you all.** You are our heroes!



### our new community hub

**New exciting changes are in our midst!** We hope soon to reopen our brand new Community Hub in Radcliffe, which will act as a meeting place for service users and the new location for our drop ins. After months of interior work, it is now bright, modern and spacious and it forms a centre point for our organisation- a place to meet and engage in leisure activities. When it reopens and we are able to make full use of this new space, comprising of a large cafe area with a fully equipped kitchen, another large room space, as well as a Changing Places bathroom, it will be an inspiring and vibrant place for all to enjoy! Artist Anita Kwiecien has already created a stunning mural in the cafe space, containing beautiful, colourful hand-lettering of our values- certainly creating an inspiring atmosphere! We cannot wait to begin to use this amazing space for our Outreach community.



Our new wall mural, created by Anita! Service users, staff and volunteers voted to choose its colour scheme- and it looks amazing, thank you Anita!

Anita's website to see more of her designs: <https://www.byanita.work>

# our rebranding

Outreach is currently undergoing an exciting process of rebranding. We're holding a voting process to decide our organisation's name going forward- it may change or stay more or less the same, depending on what our internal community think, encompassing service users, staff, volunteers and board members. Members of the community have suggested ideas and these have been narrowed down, according to which best incorporates our values.

This is an exciting new chapter for us, with many changes occurring. New branding and marketing material are currently in development, as well as a new website and social media accounts. Our new newsletter is also part

of the rebranding project! The newsletter will exist in two versions, the second being for our internal community and suitably created so that everyone can access our community news.

All these changes are incredibly important to further bring our community together, keep everyone informed of our news, events and activities, and bring our organisation further into the local spotlight.

We couldn't be more excited to embrace the changes coming our way- whilst the heart of our organisation will always remain the same. Watch this space for announcements about rebranding soon!

Our volunteers have been working behind the scenes to bring these developments into fruition; Niomi has been working on our new branding, Arpita on our website, Sophia on our social media channels and Phoebe on our newsletter.



# open house

On the 20th February, we held a open house in our new Community Hub to officially 'launch' this space and showcase the developments in our organisation. Throughout the day, we held a range of activities for everyone to get involved with, like kickboxing, drumming, yoga and a virtual reality experience! These activities may be regularly held once our hub reopens. We also had visiting stands from the LGBT Foundation and the Organisational Learning Centre.

Our fun day ended with presentations carried out by our volunteers telling us all

about the exciting changes coming our way (see above) for our rebranding and community. We discussed options for our new name and everyone was given a 'Year in Review' newsletter to take home and read.

Overall it was a wonderful and exciting day for all, beginning a new chapter as an organisation, and a great way to bring everyone together to try something new and celebrate new developments to come!

# life in lockdown

**Keep Calm & Carry On!** This has been our motto as we've got through lockdown and stayed at home - our carers and domiciliary team have helped service users engage with a whole mix of activities and hobbies over the past few months- take a look at what they've been up to!



baking



crafting



cooking



clapping for the NHS



daily walks



fun in the sun



dinners around the world



We've also been: dancing to zumba, gardening, sewing, playing air hockey, making clay rainbows, singing karaoke, having pamper days, growing sunflowers, and celebrating birthdays, Easter and Eid!

# Manchester Jewish Awards



Above: Quality & Staff Development Manager Bev and Volunteers Zena and Phoebe; Right: Zena collecting her award!

**“Volunteering is nourishing for the soul, it elevates us. We ought to be givers rather than takers.”**

Those words, spoken by High Sheriff of Greater Manchester, Mark Adlestone OBE, reverberated around the room, filled with volunteers from across the area. The night was the Manchester Jewish Community Awards 2019, an evening of celebration of those that had given something back to their local community. Owing to our action and history within Manchester’s Jewish community, Outreach staff and volunteers were in attendance, amongst nearly 400 guests.

The High Sheriff spoke of role models, of those building bridges and raising awareness in their community. We heard inspiring stories of volunteering action across the local area, those going above and beyond to make a real difference. And we got to celebrate ourselves, as two members of the Outreach community won awards!

The panel expressed their amazement at the “high calibre” of nominations, saying choosing the winners was down to very fine judging. Those nominated had given their time, effort and passion into their service for the Jewish and wider community, and the winners of the 10 award categories had made a “phenomenal

contribution”, way above what was expected.

Zena, an Outreach volunteer, was a winner of the ‘Special Recognition’ Award! The judges spoke of her warmth and care working with Outreach service users in our community—she really encompasses our idea of “being the difference that makes the difference”. We would like to congratulate Zena on her award, it is truly well deserved. One of our service users, Victoria, received a Highly Commended award, also in the ‘Special Recognition’ category! This owes to her incredibly hard work volunteering at her local charity shop—another truly well deserved award, congratulations to Victoria!

The key message of this inspiring evening is certainly food for thought for us all. Volunteering is such a wonderful thing to do, a selfless act to give back to those around us, using our skills and attributes for the greater good. Giving our time to help others, no matter the quantity of time we can give. As one award winner said, everyone can spare at least 30 minutes each week for helping others.

A big thank you to all of our amazing volunteers, and congratulations to our deserving winners at the Manchester Jewish Community Awards! You really are the difference that makes the difference.

# volunteering with us



At Outreach, we have many volunteers giving their time and effort to help the community, whether it be directly helping to support our service users or behind the scenes of our rebranding, assisting with newsletter/marketing/website design. With all the exciting changes occurring within Outreach, now is a greater time than ever to get involved, and join us in what we do.

Norman Shaw is Outreach’s Volunteer Programme Manager, which stresses **quality** of volunteering experience above all else. Care and time are taken in getting to know our volunteers as individuals and fully support them as they begin their roles with us. We make sure our volunteers are happy and secure in their roles, always checking in on them and their progress. Our dedicated vol-

unteering programme is in keeping with our ethos, values and mission, and embedded within are individual monitoring and evaluation points, and through this we are able to see our volunteers’ thoughts and appraisal of their volunteering experience with us (see below).

Our aim is a “win-win” between volunteer and organisation, in which our volunteers can utilise and develop their skills and personal attributes in a positive, supportive and welcoming environment, and our organisation benefits from their dedication and time.

**If you are interested in volunteer work with us, or would like to know more, get in touch with Norman at: [norman@outreach.co.uk](mailto:norman@outreach.co.uk).**

**We’d love for you to join us!**

## what our volunteers say..

**We are proud that all our volunteers have communicated that they have felt welcomed, accepted and feel valued by all they have come in contact with.**

Here’s feedback we have received about our volunteering programme:

- “Incredibly organised and all important issues are dealt with and considered”
- “Clear details about what would be expected... a great way to gain experience and help others”
- “Very quick at responding to any questions I may have”
- “Very friendly, Norman was easy to talk to and explained everything fully”

# testimonials

**Volunteers Adele, Sophia, Phoebe and Anita share their experiences:**

“ My name is Adele, I am a university student studying psychology and counselling and I have a strong interest in human behaviour and how we can care for one another. I wanted to gain practical experience in social support, which Outreach has provided. I've been able to bridge learning gaps, understand the working environment and put my theoretical knowledge to practical use. The staff are always willing to share their knowledge and are supportive of volunteers, and communication with Norman is always genuinely welcomed and responses are always helpful and informative.

My name is Phoebe and I'm the content editor for the newsletter. I was really excited to get involved as I wish to become a journalist after university- the experience has been a valuable one for building on transferable and creative skills, on a more local level. It has been a privilege to get involved in the Outreach community and meet many wonderful people along the way. I have also felt fully supported along the way by Norman as I managed my work.

My name is Sophia and I'm currently at university studying Marketing Management, and decided to begin volunteering here due to my passion of promoting and uplifting communities like this one, bringing due attention to them, and to gain experience as well. Whilst being here only a short time, the community here has been delightful and I was welcomed with open arms by staff, volunteers and service users. I take pride in making a contribution to this lovely organisation, by designing and managing its social media presence.

My name is Anita, and I combine my skills as a designer, letterer and maker with love for wellbeing to make the world a better, more equal and happy place through design, murals, illustrations and craft. I wanted to get involved with the art installation at Outreach as a volunteer to gain experience in a big-scale mural work whilst helping the local community to create a new vibrant meeting space. Outreach's work really resonates with my own personal values of equality, inclusion and creativity, which made working with them a great experience. ”

## contact us



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