
BREAKOUT

— the supporter magazine of Langley House Trust —



MAR–MAY 2017

WELCOME

A small seed has the potential to produce a great tree. A simple act of kindness can turn a life of desperation around. Thomas Edison (inventor, 1847-1931) was written off by his school as a dullard but his mother saw him as a “genius” – her belief in him helped him to create inventions which revolutionised the world, including the motion picture camera and the lightbulb.

In this edition of Breakout, we are starting a focus on small seeds that become mighty trees. You will see this in Phil's story – simple acts of our support have helped him to be able to want a home of his own after spending almost 25 years living on the streets. You will especially see this in the hot topic, where the Homelessness Reduction Bill has the potential to be a seed which could transform how homelessness is tackled in Britain.

There are other ‘small seeds’ in our work which make a big difference to the lives of others. We are particularly proud that we celebrated our 200th graduate from Challenge to Change at HMP Haverigg. When the Challenge to Change programme started almost 20 years ago in HMP the Verne, it was a small seed – but it has grown to impact thousands of lives, just as the wider work of Langley has done. It is the simple acts of care that we invest that make all the difference – going the extra mile, refusing to give up on someone and giving the tenth chance to help someone to change. We know that this is what will ultimately help our clients to fulfil their potential and become ‘mighty trees’ in the future – free from crime and living fulfilled lives in society.

Samantha

Editor, Break Out

Please note: although some of our photographs feature real clients and staff, they do not necessarily relate to the stories told alongside them, and some names have also been changed to protect identities.



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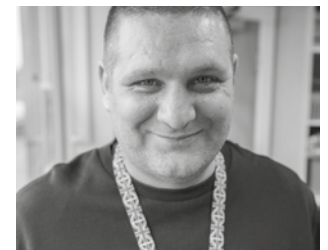
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Phil spent almost 25 years on the streets but is now looking forward to a home of his own



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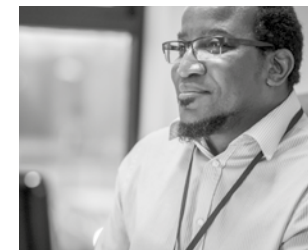
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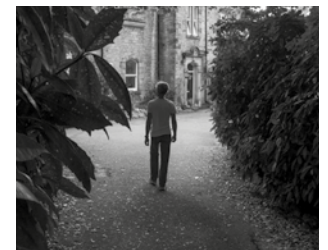
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NEW BEGINNINGS

PHIL

_____ is overcoming a life on the streets to make a _____
home of his own

PHIL* WAS HOMELESS FOR ALMOST 25 YEARS, LIVING ROUGH ALL OVER THE COUNTRY. HE'S HAD A GRADUAL PROCESS OF CHANGE SINCE COMING TO LANGLEY. HIS CONFIDENCE HAS COME BACK AND HE IS LOOKING FORWARD TO HAVING HIS OWN PLACE IN THE FUTURE. IT'S A MASSIVE STEP FOR HIM AND ONE HE COULDN'T HAVE IMAGINED WHILE HE WAS HOMELESS.

(Phil's name has been changed to protect his identity.)

What did you want most as a child? I wanted a family most. Where you could talk with your brothers and sisters – we could never do that.

What was life like growing up? I didn't know what a family was truly. We were never close even when we were growing up. I don't know where my brothers and sisters are. I lost contact when I left the children's home at the age of 16.

What was your lowest point? About five years before I came off the street. I felt that low I wanted to end it all. Another [homeless] person stopped me – she pinned me to a chair and wouldn't let me get up. I was on the streets from the age of 24 to the age of 50. I've lived rough all over – I've seen good times and bad times.

When did you realise things needed to change? When I was inside. I thought this isn't going to be my life, in and out of prison all my life. So I started changing when I came out. I went to [one support place] – I liked it there. They were good and they tried to help. But then I went back inside again and came out in April 2011. I came here [Langley] in September 2011. I've been at Langley for five years. Without Langley I think I'd still be inside. I don't class it as the project – I class it as my home.

Thinking about your time at Langley, what made the biggest impact? I can talk to the staff when I want – day or night, which helps. It stops me from getting depressed. If I'm talking to them, I can't get depressed or anything. All the staff here are helpful. They've given me my confidence back – I thought I had lost it but I've got it back. I just have to keep building my confidence up.

What made the best impact? Help from the staff. I get on with all the residents too which helps. That's a good thing. We go out on trips and things like that which is good.

What's been your proudest moment? I'm proud of the fact that I'm in accommodation after being [almost 25] years on the streets. It's the longest I've been housed anywhere.

What's your hope for the future? Moving into shared accommodation or sheltered accommodation – where I can have my own front door, my own space.



HOT TOPIC

— The small seed of a Private Member's Bill is having far-reaching —
ramifications in trying to tackle homelessness

A SMALL FLEDGLING OF AN IDEA CAN RESULT IN A SIGNIFICANT CHANGE. THE ABOLISHMENT OF THE SLAVE TRADE AND THE ESTABLISHMENT OF BLACK CIVIL RIGHTS STARTED AS IDEAS BEFORE GROWING INTO FULLY-FLEDGED MOVEMENTS. LANGLEY STARTED ITS FIRST PROJECT IN 1958 AND HAS SINCE HELPED TO TRANSFORM THE LIVES OF THOUSANDS OF PEOPLE IN THE CRIMINAL JUSTICE SYSTEM. NOW A HOMELESSNESS REDUCTION BILL IS MAKING ITS WAY THROUGH PARLIAMENT – SEEKING TO STOP PEOPLE FROM BECOMING HOMELESS IN THE FIRST PLACE. THIS INITIAL SMALL IDEA, WHICH HAS GROWN INTO A BILL, WILL HOPEFULLY BECOME ENSHRINED IN LAW SOON. IT DEMONSTRATES HOW SMALL SEEDS CAN CREATE A FAR-REACHING IMPACT.

I doubt whether in 1958 when Team K (Langley's founders) opened the first property to house our clients, they imagined that Langley would be where it is now. That one vision, that one property, has grown into a national charity working with approximately 1500 individuals each year.

Team K saw a need and took a step forward to begin about making a change within society. The action of a small group of people has had a legacy far beyond what they could have realised.

We can often be intimidated by the size of our dreams or not realise just how far they could really go. I wonder if that's how Bob Blackman, MP for Harrow East, felt about his Private Member's Bill, aimed at reducing homelessness. Often Private Members' Bills only make a small splash, they come and go before society realises they were even proposed. Not with this bill though – the ripple effects of this bill have travelled far and wide.

The Homelessness Reduction Bill

Tackling homelessness - and creating a long-term solution that brings about real change - is no mean feat. The Homelessness Reduction Bill gathered widespread support from the moment it was proposed with the Government ultimately being "pleased to support the bill...with its ambitious measures to help reduce homelessness."

The bill seeks to place an additional duty on Local Authorities to house all of those who are homeless, not just those who are currently protected through

statutory obligations. It also extends the timeframe that Local Authorities can support those who find themselves homeless, ensuring that individuals and families in that situation have access and support to housing teams within their Local Authorities.

The excitement and enthusiasm with which this bill has been received by those who work with the homeless has been unprecedented. These obligations, these additional duties, will help ensure that vulnerable people do not slip through the net of provision and hopefully eradicate those faced with the prospect of sleeping on the streets.

Increase in rough sleeping

This is welcome news. Since 2010 there has been an increase in rough sleeping of a staggering 134%. It is estimated that 4,134 people sleep rough on any one night in England. The biggest increases in rough sleeping have been in the East of England, the East Midlands, the North East and the North West. This is a tragic picture in a modern society, where the UK is still one of the richest and most developed countries in the world.

The announcement of Government support for the Homelessness Reduction Bill came just after confirmation that the Government was putting £40 million into providing new, innovative solutions to help tackle and prevent homelessness.

This is significant – in the recent years of austerity, there have been deep cuts to Local Authority budgets, reducing the amount that councils have had to spend on homelessness. Now the Government is addressing some of this through the extra funding which is aimed at identifying those at risk of homelessness to stop them from becoming street homeless and rough sleeping. The funding will also enable Local Authorities to trial new initiatives and innovations.

Tackling homelessness in Torbay

Our homeless hostel, the Leonard Stocks Centre, set in the seaside town of Torbay, has benefitted from being in receipt of some of this funding. The purpose-built homeless hostel is working in collaboration with Torbay Council to increase bed numbers, develop a comprehensive volunteer network to help with homeless outreach and create a customised assessment room so that those who are coming in off the streets feel safe and welcomed.

Many homeless people are vulnerable – they may have difficulties in communicating, may be restless, may be having a mental health crisis or may feel that they don't deserve help. Many will have had their self-confidence shattered, simply through the shock of finding themselves homeless or from the abuse they might have faced on the streets.

Creating an initial safe environment where they can feel listened to and heard, and where as much information as possible can be gathered in a 'one-stop-shop', is an important step to helping them get resettled again. The volunteer network will coordinate individual homeless efforts and target support to identify those most at need.

This is part of the 'fruit' of the small seed that was sown when the Leonard Stocks Centre first came into being from extraordinarily humble beginnings. The homeless hostel started out as a Council-run single dormitory in a converted warehouse.

Following various changes of ownership and extensive fundraising, it is now a Langley-owned flagship hostel and provides, among other services, street outreach, on-site medical care, veterinary care for clients' animals, volunteering opportunities, training and qualifications – even a hostel football team!

The centre provides more than just a bed for a night – it provides a community that people can belong to – a safe space for people to grow, to start afresh and get resettled into the community again.

Sowing and nurturing small seeds

When we work with our clients across all our projects and prisons, it's often the case of sowing a small seed and nurturing that to help them to create change in their lives. We ask them about their future and their aspirations. We work with them to look at their dreams and ambitions and break them down into smaller, achievable steps which help them to achieve their goals. Breaking down big ideas into smaller, manageable steps, gives our clients the best chance of success.

For some of our clients, even the small steps can be a real challenge. However, getting them to think of the future and helping them to create a manageable journey gives them the confidence and self-belief to move forward, to achieve their dreams and live crime-free in the community.

We do not always know where our dreams will take us. Often our actions have ripples that we could not have anticipated. We don't always imagine that one deed will multiply.

When we work with our clients, it's often not the big gestures which help them to turn their lives around. It's staff being available to talk throughout the day or night, it's spending time with clients and believing in their potential to change even when they cannot see it themselves, it's showing clients a new skill and supporting them to try and try again. It's the small, consistent, day-to-day activities. It's the smallest of seeds which can grow into the mightiest of oaks.

Heather Johnson, Langley House Trust

NEWS & EVENTS

“We are delighted that so many of our clients value the service they receive.”

CLIENT SATISFACTION SURVEY RESULTS

Our latest client satisfaction survey shows a 90% client satisfaction rate! We are thrilled with this result and the hard work of staff with clients that has enabled this to be possible.

Speaking about the survey, Donald Graham, Head of Housing, said: “We are delighted that so many of our clients value the service they receive.” See page 13 for more information.

LORD RAMSBOTHAM BECOMES A PATRON

The Lord Ramsbotham GCB CBE (pictured) has become one of Langley’s patrons. The distinguished former British Army Officer became a Langley patron in January 2017.

Previously, he had a successful career in the British Army, spanning over 35 years which included being an Aide-de-Camp (General) to Her Majesty the Queen. He was then appointed as Chief Inspector of Prisons between 1995 and 2001.

As Chief Inspector of Prisons, Lord Ramsbotham was a passionate advocate for prison reform and for changing prison

conditions to ensure the humane treatment of prisoners. He was famously “appalled” at the condition of some of the prisons he visited and called for prison numbers to be reduced, in opposition to the Government’s stance at the time.

Speaking about Lord Ramsbotham’s patronage, Tracy Wild, CEO of Langley, said:

“It has been a pleasure getting to know Lord Ramsbotham over the last few years. He has a wealth of knowledge and experience of the Criminal Justice system and understands the challenges that we face as a charity working in a rapidly changing justice sector. We are grateful that he has become our patron and we look forward

to working with him in this new landscape of Criminal Justice.”

CELEBRATING OUR 200th GRADUATE!

The Kainos Challenge to Change programme at HMP Haverigg reached a milestone achievement in January as it celebrated its 200th graduate. Invited family, friends and loved ones gathered together for a special graduation ceremony in the prison. One graduate said: “Since I’ve finished this course I have [felt] so much better. I can’t wait to get out and start working and make some good out of a bad situation. I want to be there for my son and live a healthy and crime-free lifestyle.” See page 15 for more information.



GET INVOLVED

BIG CHURCH DAY OUT

We are going to be exhibiting at Big Church Day Out (BCDO) this year! We will have a stand at both events – the main one in West Sussex (South) and the new one in Cheshire (North). BCDO gathers together tens of thousands of Christians from all over the UK and Europe to worship and celebrate together. We would love to see you there if you are planning to attend. The dates are:

- West Sussex – 28th-29th May 2017
- Cheshire - 2nd-3rd June 2017

For more information, visit: <https://bigchurchdayout.com/>

THANKSGIVING

We will be holding our next thanksgiving service at 7pm on Thursday 30th March at St. Andrew’s Church, Peterson Road, Wakefield, WF1 4DX. We will be thanking God for all that He is doing in the life of the Trust and praying about the future.

If you would be interested in attending, and for more information, please email: events@langleyhousetrust.org.

FANCY A CUPPA?

The word fundraising is always used in charities and for good reason.

Charities need the support from people who care about the cause to enable them to achieve the amazing work they do and we are no different.

We value ALL our supporters and we want to thank you for supporting us through praying for us, giving to us and joining us.

It is our vision for you to be our ambassadors, raise awareness and encourage others to support a cause which you support, tell people about us and the difference you are helping us make.

And here are some ideas of how to get involved:

- Hold a Langley Afternoon ‘Time for Tea’ party. Invite friends and family, enjoy tea and cake, or if you’re not a cake person, hold a cuppa and bacon butty gathering!

- Go extreme and abseil, climb a hill or run a marathon – they are great personal challenges and in the process of having fun, you also raise money for a worthwhile cause.

You help us to make a difference and change the lives of prisoners and ex-offenders who are starting afresh after a life of crime.

As a supporter we want you to get that feel-good factor and we encourage you to rise to a challenge, inspiring others in the process.

To find out more about getting involved please email our team at fundraising@langleyhousetrust.org and we will give you the support, ideas and tools you will need to raise funds on behalf of the Trust.

A BIG THANK YOU for everything you do for us – we really do appreciate it!



EVERY YEAR, WE SURVEY OUR CLIENTS TO ASK THEM HOW THEY FEEL ABOUT OUR SERVICES AND THE SUPPORT THEY RECEIVE. IT IS A VITAL WAY FOR CLIENTS TO HAVE THEIR SAY AND HELP US TO IMPROVE AND SHAPE OUR SUPPORT.

CLIENT SATISFACTION

Client satisfaction levels have topped 90!

We are delighted that the client satisfaction survey results for 2016 were so positive. 90% of the clients surveyed said that they were 'satisfied' to 'very satisfied' with the support, care and housing management services they had received from Langley in 2016.

Other results included:

- 77% of clients surveyed feeling that their service charge was value for money
- 88% of clients surveyed feeling staff respected their rights and dignity
- 91% of clients surveyed being 'satisfied' to 'very satisfied' with the overall service provided by their key worker

The survey covered a range of areas, including quality of interaction with staff workers, quality of the accommodation provided and whether clients felt listened to and heard. The survey also spanned the different areas of Langley's housing services – care, support and housing management – so it gave a real picture of every aspect of the Trust.

70% of our clients completed the questionnaire in autumn 2016 from locations as far flung as Bedford and Bradford, London and Lancaster. We conduct the survey each year as part of our commitment to put client feedback at the heart of how we do things.

A number of things have changed as a result of clients feeding back to us including how we report on repairs, complaints and how we communicate our financial performance against other social housing providers.

Clients also have opportunities to shape our work through local, regional and national client forums, being co-opted to the board of trustees and being part of the interview panel for key roles, including the CEO and senior managers.

Client representatives are elected for each project and they play a key role in gathering client feedback. Many client representatives find a real sense of achievement in this role which helps them in their journey to live crime-free.

Speaking about the survey results, Donald Graham, Head of Housing, said:

"It is a great achievement to see the positive results of the client satisfaction survey. Our staff work really hard with our clients to help them to address areas in their lives that have led to crime, including issues such as addictions and mental health. It's not always an easy journey so when we see results like this, it means the hard work has paid off. We have seen an increase in the number of responses this time which was a real positive and we are delighted that so many of our clients value the service they receive."



KAINOS

the challenge to change programme

"IT'S BEEN A LONG TIME SINCE I WAS PROUD OF MYSELF SO I WELCOME THE FEELINGS I HAVE RIGHT NOW. I REALLY DO HAVE A LOT TO BE PROUD OF – I'VE COME A LONG WAY FROM THE NUISANCE I ONCE WAS."

Graduate from Challenge to Change

Graduation days are highlights within the Kainos calendar. At the end of each Challenge to Change programme, participants who have successfully completed the six-month programme 'graduate' in front of family, friends and loved ones.

For many participants, it's the first day in prison where they feel like a person – they can go and make a cup of tea for their mum, play with their kids or eat lunch alongside prison staff – things they can never do during normal prison life.

Participants publicly commit to change in front of the people who matter most to them. One man, in front of everyone, apologised to his daughter for "wrecking her life" – he had been a prolific offender and had been absent for most of his children's lives. The graduation day was a turning point for him – he has since resettled in the community and has started to rebuild his relationship with his daughter.

Another graduate said: "Doing this course alongside you all has helped me restore faith in myself. If you want to change for the better, this programme equips you with the tools you need... It's true to accept my life will never be the same again. I now know the person I want to be, I was blind but now I see."

Speaking about the graduation days, Lorraine Wilson, Treatment Manager at HMP Haverigg said:

"Graduations are a really special and important part of Challenge to Change. A lot of our participants have poor education and have never had to plan a speech or talk in public. They get really nervous beforehand and stress out because they can't iron a shirt properly! But afterwards, it's such a massive sense of achievement for them.

"One of my favourite quotes is from someone's partner who wrote in after a graduation day. She said 'I'll never forget you and the light you gave us after such a long time in a dark place.' That quote for me sums up what families experience – they see that their family member is cared for and supported and that gives them light and optimism."

OUR PEOPLE

the staff and volunteers who make the difference



DONALD IS OUR HEAD OF HOUSING. HIS WORK SPANS A WIDE RANGE OF AREAS, INCLUDING HOUSING, REFERRALS, IT, CLIENT INVOLVEMENT AND CLIENT SATISFACTION (SEE PAGE 13 FOR OUR RECENT SURVEY RESULTS). HE KNOWS FIRST-HAND THE SIGNIFICANCE OF TAKING A SMALL STEP – SOWING A SMALL SEED – AND SEEING HOW THIS HAS HELPS OTHERS TO GROW AND CHANGE.

What was your significant life event before coming to Langley that influenced your decision to work for us?

My first encounter with Jesus came in my car on the M25 in my early 30's. My life had got to a place where I was depressed, questioning the purpose of life and not very optimistic about my future. I was listening to a gospel tape a cousin had given to me, and through streams of tears I heard these words: "I know that I can make it; I know that I can stand, so no matter what may come my way; my life is in His (Jesus') hands." It was at this point that I cried out a challenge: "If you're really there Jesus, come on then. Change my life then." Little was I to know the journey that this cry of my heart was to take me on, but I can say for sure that that was the most significant life event for me.

What process brought you to Langley?

I saw an ad for a Service Manager in the Bradford service. I applied and when I was invited for an interview, I met Chris Metcalfe who is the Area Manager, North. I had that feeling that we'd met before. We clearly hadn't, but it was a sign that God was in this one! I had a formidable interview panel in the CEO, the Chair of the Board, Housing Director and Chris; but knowing that God was in this, I felt such peace and, well, here I am some near 10 years later.

What's been your biggest challenge?

My biggest challenge remains my biggest challenge – to be the best manager that I can be for my team and a supportive team member to my line manager. I have managed and/or supervised people since my mid-late 20's, some 15 to 20 years ago, and as the years have gone by, my passion to see team members grow and fulfil their potential has become one of my greatest drivers. Just as Jesus wants to see the best for us, I want to see the best

for my team members. I have been privileged to have worked with some great, dedicated and committed people over the years and I never take that for granted.

What's been your proudest moment?

Over the years I have been fortunate enough to see staff members who I have supported get promoted and/or move to a bigger role within other organisations through the support and guidance that I have given them.

What gets you out of bed in the morning?

God has blessed me with four wonderful children, a role that I would never have seen myself being able to undertake or sustain in my earlier life, so they are definitely the reason I get out of bed. I want to be as positive a role model of a Christian father and man as I can be – warts and all!

Looking back, what impact do you want to have made?

To have been an encourager to those who I work with and work for. To help people see the positives about themselves and help them (wherever possible) to overcome some of the challenges they face.

Who inspires you?

Jesus.

Three words to describe life working for Langley:

Missional, challenging, rewarding.

VOLUNTEER NEWS AND UPDATES



We are delighted that Paula Smithson, previously an administrator at one of our Northern projects, has taken on an interim Volunteer Manager role. She will be overseeing all our volunteer recruitment for the next few months and is actively looking for volunteers. We have opportunities up and down the country including for people who can help with our cycle and wood-work workshops, numeracy and literacy skills, gardening, administration and chaplaincy.

If you could spare a couple of hours each week, have a heart to help others and are non-judgmental and compassionate in your approach, we would love to hear from you. Please email for more information:

volunteermanager@langleyhoustrust.org



PAUSE

There is nothing better than at this time of year to see the bulbs I planted in the autumn just starting to peek through the soil. Seeing the green shoots gives me hope of the beautiful flowers that will burst out in the springtime.

We work with individuals who have often experienced a winter time in their own lives, a period of barrenness where they might have seen little personal growth. It is sad to see such unfulfilled potential and to meet individuals in prison who see no hope for themselves - sadly suicides in prison are at an all-time high. We are determined to change this through the provision of fertile environments where we can see those released from prison grow, thrive and start to see a real future for themselves.

Martin Buber said, "If you stand in front of a tree and watch it incessantly to see how it grows and to see how much it has grown, you will see nothing at all. But tend to it at all times... and - all in good time - it will come into its growth. It is the same with man: all that is necessary is for him to overcome his obstacles and he will thrive and grow. But it is not right to examine him every hour to see how much he has added to his growth."

We know that sustainable personal growth is grown inch by inch and often requires effort and pain through pruning to allow new fresh growth. Paul said in 1 Corinthians 3:6 "I (Paul) planted the seed, Apollos watered it and God made it grow." We know that we only see growth through a combined effort of many hands due to the tireless work and support of our funders, donors, volunteers and staff. For whatever part you play, thank you. It might seem like a 'small seed' of support but over time, it helps our clients to become 'mighty oaks', who are able to fulfil their potential.

Tracy Wild, CEO, Langley House Trust

GO!



PRAY

Our work is supported by faithful prayer supporters who pray for Langley and Kainos on a daily and weekly basis. As a Christian charity we believe in the power of prayer - whilst remaining committed to working with people of any faith or none. Regular prayer points include praying for breakthrough for our residents as they seek to overcome addictions, mental health issues, emotional trauma and family breakdown. Other prayer points include future funding (in the light of ongoing spending cuts) and for our staff who need strength, wisdom and resilience when working with challenging situations.

If you have a heart to pray, get involved by praying for us.

To find out more and to sign up to our prayer resources, visit:

langleyhoustrust.org/pray

GIVE

Our work has been made possible through generous donations and legacies. Through these, we have opened new homes, started new projects to help residents find employment, supported residents with rent deposits so that they can successfully move on and funded core staffing costs. Every donation and legacy, large or small, has created real change in the lives of the men and women we work with - providing a vital helping hand in their journey to live crime-free.

If you are passionate about creating change and transformation, why not partner with us financially? Every penny you give will support our work. You can make a one-off gift, give regularly or consider leaving a donation in your will.

To find out more and to give a gift, visit:

langleyhoustrust.org/give

JOIN

Could you join our team to create radical change in the lives of our residents? We have a range of dedicated staff and volunteers who use their time, talents and skills to do just that. Working with men and women who have committed crime, or who are at risk of committing crime - and who are dealing with issues such as addictions, homelessness and mental health - is both rewarding and challenging. It requires resilience, strength, compassion, a non-judgmental approach and lots of determination. If that sounds like you, then why not see if we have a role to suit?

To find out more about our latest volunteering opportunities contact Paula Smithson: volunteermanager@langleyhoustrust.org.

To find out more about joining our staff team, visit:

langleyhoustrust.org/jobs

“Without Langley I think I’d still be inside. I don’t class it as the project – I class it as my home.”

- Phil, Langley client

Langley House Trust is an innovative Christian charity that provides specialist housing, programmes and support services in the community, and targeted advice in prisons, for offenders seeking to live crime-free. Since 1958 we have earned an enviable reputation for reducing reoffending with proven results.

Part of the Langley House Trust group, Kainos Community transforms lives through Challenge to Change, a pioneering prison wing community and post-release mentoring programme.

Regardless of a person’s history, our passion is to change every life for the better, working with people of all faiths and none.

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LANGLEY HOUSE TRUST

HELPING PEOPLE TO LIVE CRIME-FREE LIVES

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