



Greater Manchester
Community Chaplaincy
Helping create a fresh start

Annual Review 2018/2019

GMCC
Methodist Central Buildings
Oldham Street
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www.facebook.com/GreaterManchesterCommunityChaplaincy

Introduction

GMCC – Introduction to the Annual Review

I commend this review as a statement of all that has happened in the last year and thank you for your prayerful and practical support for Greater Manchester Community Chaplaincy. There are amazing stories unfolding in the lives of our clients, volunteers and supporters, and we continue to expect to be amazed by what God has planned in 2019/20.

Sometimes an organisation can be weighed down by administrative logistics or anxieties around finance but it is my observation that everyone served by GMCC finds a place and atmosphere of good listening, practical help and grace. In this report it is important that our mission statement and values are presented first – as a reminder of the work to which we are called.

I'm personally glad that often the work of GMCC is in the context of food and in one-to-one conversations; gospel values indeed! If you have never been to one of our cake afternoons then please do look out for the next one; we'd love to see you.

This year there have been strengthened links with the prisons we work with in Greater Manchester and we look forward to these bearing fruit in the coming year.

I hope you enjoy reading this review which also gives information about how you can continue to be involved.

God Bless, Pru

Deacon Pru Cahill, GMCC trustee

Our vision

Our vision is to help offenders and ex-offenders of all faiths and none to re-integrate positively into society.

Our mission

Our mission is to provide support in the form of:-

- Activities and groups
- Advice and guidance
- Mentoring and befriending
- Training
- Volunteering opportunities

To enable our service users to create a fresh start.

Our values

Welcoming and Inclusive

We are welcoming and inclusive. We provide the opportunity for people to socialise, share their experiences and learn from one another. We have an open door policy and all our services are provided free of charge.

Respectful

We respect each other and celebrate diversity so that everyone can give their best. We recognise the importance of providing a friendly environment where people can feel safe.

Forgiveness

We are a faith based charity, we value forgiveness and encourage people to take personal responsibility for the wrong decisions they have made and help them to make positive changes in their lives by providing opportunities, developing their talents, and helping to build their confidence and self-esteem.

Non-judgemental

We do not judge people on what they have done in their past, we work with all types of offenders and ex-offenders and look to positively influence their future, we never give up on anyone.

Volunteer-led

We value our volunteers and the contribution they make towards our charity. We regularly meet with volunteers to ensure they are kept informed and have a say in the future and development of GMCC.

Our People

Staff

Debbie Joyce– Centre Manager

Abby Ogier– Chaplain

James Cleary– Volunteer Co-ordinator

Steve Whitworth– Kitchen Chef/ Trainer

Andrea Reid– Kitchen Assistant

Trustees

Gavin White (Chair)

Aled Brewerton

Gary Stacey

Deacon Pru Cahill

Emma Smith

Volunteers

Our volunteers are too numerous to list, we have over 30 at the moment and they all play an equally valuable part in the daily running of the centre and we want to thank them all.



What did we do in 2018/2019?

In April we extended the opening hours and days of café central, opening on Mondays and also for breakfast Tuesday, Wednesday and Thursdays, we recruited a paid breakfast



kitchen assistant for this, which was funded partly by the co-op funding we received last year. Café Central also became a member of the suspended coffee scheme where people can purchase a coffee for somebody who is in need. This has proven very popular and in the period 2018/19 we provided 136 hot drinks to those in need.



Through our partnerships with Back on Track and Seetec we welcomed Mark (May—August) and Harrison (July—August) who both had short work placements within the kitchen and café



In August the Tudor Trust granted us an extension for the grant they gift us to pay the salary of the Centre Manager. This will enable us to continue this role for a further 3 years and has enabled us to complete the 5 year business plan.



What did we do in 2018/2019?

In July our chaplain, Abby was licensed as a Reader at Manchester Cathedral.

This photo shows Abby in July after she was licensed as a Reader at Manchester Cathedral



In September Deacon Pru Cahill joined the Methodist Centre and as part of her appointment became a trustee of GMCC. She brings a wealth of knowledge and experience to our board and we welcome her.



In October some of our client support volunteers completed a Life Coaching course, they are pictured here with their trainer Dave Wood from Metaneo CIC

Our Chaplain secured a grant of £2000 from the Souter Trust in October. This has enabled us to cover clients expenses such as travel and also provide personal essentials on release from prison.

Bernadine Portbury joined us in November on a 9 month Student Chaplain placement from Nazarene Theological College. Bernie is assisting our Chaplain Abby by leading the bible group and client support.



In November we were successful in obtaining a £5000 grant from the Hilden Charitable Trust. This will enable us to pay the salary of our Kitchen Chef and Trainer for the next 6 months, which is an essential role in the day to day running of the charity.

What did we do in 2018/2019?

In November, unfortunately we were the victim of a break in at our offices. The offenders stole the safe from inside, which is where we kept our café takings, petty cash, bus tickets and stamps. We were overwhelmed by the kindness of everybody who donated in the aftermath and particularly to Associated Security, Manchester, who provided and installed a new digital safe for us.

In December we hosted a 3 course vegetarian Christmas Dinner, which was funded by the vegetarian society. This enabled us to provide vegetarian food free of charge to over 40 people.



The event was a huge success (we even ran out of food) and most of the feedback we received was very positive. Hopefully this is something we can host again next year.

Business Planning

In partnership with Lloyds foundation we have been working with a consultant on income diversification and business planning. As a result of this our new 3 year business plan is complete and available for distribution. These consultation sessions have enabled us to look at how we operate as a charity and look for better ways of doing things. We have set up a finance sub committee, which will consist of the centre manager, lead finance officer and 2 trustees. They will meet quarterly and the first meeting is due to be held on 10th April 2019.

Volunteers

GMCC is only able to continue thanks to our many volunteers giving their time and commitment to support the work that we do.

Each year we have 3 Coffee & Cake Afternoons which is a good opportunity to recognise our volunteers achievements.



Debbie enjoyed being the quiz master at our Easter Coffee and Cake

Steve Brown from City Centre Ministries gave a talk at our Summer Coffee and Cake.



At our Christmas Coffee and Cake we all got together to sing carols with music kindly provided by

volunteers Steve and Bolaji along with Pru the Methodist Deacon at Central Hall.

Volunteers

In June we had a volunteers thanksgiving service in the chapel at Methodist Central Buildings followed by a meal at Peachy Keens. This was a great way to celebrate all that our volunteers do for us.



Volunteer Satisfaction Survey - January 19

The table on the next page shows the results of the latest volunteer satisfaction survey, this is an improvement from last year and is due to all the hard work our volunteer co-ordinator has been doing this year supporting our volunteers and also on completing the volunteer strategy.

Our wonderful volunteers gifted us with a total of 2957 volunteering hours in the period 2018-2019.

Volunteer Satisfaction Survey

2019 - Results

I feel welcomed and appreciated by Staff.

100%

I have received thanks or recognition for the work I do.

100%

I am involved in the decisions that affect my role.

80%

I feel that my role is important and valuable.

90%

I have been kept informed about what is going on at GMCC.

80%

I have the support and guidance I need to accomplish my role.

90%

Clients

This year we have made more connections with other charities who have assisted us to raise funds for our clients expenses. Namely Glasspool and Acts 435.

£825 total donations

Three clients have been granted funding for a cooker through Glasspool Trust, two through cash grants included in the total above and a further one who was provided directly with a brand new electric cooker.

Acts 435 is a charitable trust that enables us to post requests for small items (up to £120 total value per client), which are then responded to by individual donors who contribute to the overall cost. We have successfully accessed funding for four clients and one volunteer, for items including small household items, clothing, a second hand bicycle and flowers for a client's mother's grave. Although the amounts are small, the difference made to the individuals involved has been significant.



Client stories

Adam (name changed to protect confidentiality)

Adam first came to GMCC in October 2018. On his first visit to the service he was very intoxicated, and it was difficult to make sense of his underlying needs. He talked about having been in prison for something that he hadn't done, but that he had done lots of other things wrong. He was very distressed about the wrongs he had done, but was not specific about them. Pastoral care was offered and he was given a card with opening times and information about our services. Adam was offered and accepted prayer.

Over the next four months, Adam visited us sporadically. He had usually been drinking, and we discussed his alcohol use and how it was affecting him and his family relationships. In November 2018 he was challenged about bringing alcohol onto the (Methodist) premises, and not doing so was set as a clear boundary, which he respected on future visits despite still arriving under the influence of alcohol. He began to open up about the issues that he felt guilty about, some of which were discussed in terms of what he could change, and some explored as to why he felt guilty about them. He also talked about his family background and specifically his relationship with his father, who had served a long prison sentence for a violent crime. A consistent message was given about the need for him to seek medical help with his drinking, and he began to talk about wanting to do this. He often asked for prayer and was prayed for both during his visits and by the Thursday prayer group.

In February 2019, Arthur visited the building looking for the chaplain on a day when she was not in. He was observed by reception staff to appear sober (this was commented upon to GMCC staff). He later telephoned and spoke to the chaplain, and thanked her for her support. He said that he had been to see his GP and had got help to reduce and stop his drinking, and was 2 weeks sober at that point. He said he had found the support helpful and it had been a key factor in encouraging him to make changes in his life. A conversation took place about this being the beginning of his journey and that there would likely be challenges ahead, and he was assured that we would continue to pray for him. He described the change in his life as "a miracle".

Prison Prayer Letter

Greater Manchester Community Chaplaincy has continued to edit and produce a monthly Prison Prayer Letter, which includes an editorial article along with a different prayer request for each day of the month. Prayer requests are gathered from our six partner prisons (Manchester, Forest Bank, Styal, Buckley Hall, Hindley and Thorn Cross) as well as from our clients. Throughout the year, over 1500 hard copies of the Prison Prayer Letter have been distributed through over 150 different groups, churches and individual supporters, in addition to electronic versions emailed to over 100 individuals. Editorial articles have been contributed by chaplains from Buckley Hall, Forest Bank, Styal and Manchester prisons, by our volunteers, one of our trustees, by the Minister of Methodist Central Hall where we are based and by our own volunteer chaplain between March 2017 and February 2018. This is a valued and valuable aspect to our work which keeps Christians who wish to support work with people who are or have previously been in prison in contact with the work, and harnesses the power of prayer in a meaningful way, giving those we work with the knowledge that there are people thinking about and praying for them.

Chaplaincy work

This year, we have offered pastoral support on 344 separate occasions to 80 different clients. Issues raised have included bereavement (both recent and longer ago), mental health issues, family conflict and problems with neighbours, as well as concerns about faith and belief. Throughout the year we have offered a bible study session for clients on a Thursday morning in a small-group discussion format, and a larger bible study/worship session in partnership with City Centre Ministries on a Tuesday afternoon. 25 clients have participated in these, between them attending 101 times during the period. 32 clients have been supported with letters while still in prison, with 63 separate prison-link contacts during the year.

Impact

In the previous year (2017/18) we worked with a total of 198 individuals. The tables below show the breakdown of registered clients by age and sex who have been supported for the period 2018/19.

Clients	Clients	Others (IT)	Total
Male	130	8	138
Female	11	3	14
18-25	3	1	4
26-49	117	4	121
50+	21	6	27
Total	141	11	152

The numbers above refer to those who registered as clients. We also worked with 32 people in several of the prisons over the year which included Chaplain visits and regular bible study.

Thanks to our partnership with City Centre Ministries we run a weekly bible group on a Tuesday afternoon averaging 8 attendances per week. As well as providing bible study we have supported many of them with benefits applications, food parcels and access to telephone/computer.

During the current year, we have only recorded clear, measurable outcomes from our work such as clients obtaining accommodation, receiving increased benefits or gaining access to welfare grants, and have removed outcomes which related to activities undertaken by clients. We are now working on ways of capturing softer outcomes, such as improvements in emotional wellbeing.

Impact

During 2018/2019 we registered 48 new clients and worked with individuals through over 1900 appointments.

This year, we have reviewed and updated our database. This has enabled us to report on the number of separate clients worked with each month, as well as the total number of client contacts (which would include double counting of clients who had visited on multiple occasions within that month). The chart below shows the numbers worked with and the number of contacts each month, together with comparative data from the previous year where available (from April onwards)

Whilst we are aware of a need to improve our capture of outcomes for clients, the following outcomes this year have been recorded:

- 6 clients went into full-time work
- 11 homeless clients obtained accommodation
- 3 clients received benefits, and a further 2 other types of financial support
- 1 client obtained a place in further education
- 2 clients entered drug/alcohol recovery
- 4 clients began volunteering
- 8 clients received welfare provision (e.g. grants for furniture)
- 24 clients completed learning in our IT suite and gained certificates of achievement.

We have begun work on means of better capturing “softer” outcomes such as improvement in emotional wellbeing.

How you can help

We are always grateful of any help in any form. Below is a list of a number of ways that you can help GMCC in the work that we do:-

◆ **Prayer**

We distribute a monthly Prison Prayer Letter, if you would like a copy please email chaplain@gmcconline.org and we will be happy to put you on the mailing list (this is a free service)

We also have weekly bible groups and everybody is welcome, contact chaplain@gmcconline.org for more details.

◆ **Visit Café Central for a snack and or a hot drink.**

All profits go directly back into the running and volunteering costs of GMCC. Based in the Methodist Central Hall, Oldham Street, Manchester and open Mon 10.00-14.00hours and Tuesday to Thursday 08.30-14.00hours.

◆ **Financial Contributions**

As we are a small charity we welcome financial donations through the following methods:

Bank transfer

Paypal

Facebook

Please email james@gmcconline.org for further details and also should you wish to gift aid any donations.

◆ **Donations of any of the follow:-**

Stamps

Non-perishable food items

Stationary items (inc A4 paper/ post it notes)

Toiletries

Cleaning supplies

Tea bags

Coffee

◆ **Volunteer**

If you are interested in volunteering in the café/ kitchen or with clients please email james@gmcconline.org for more details.

Financial overview

Total Income

78,841

Grant Funding	£	53,500
Prayer Letter Donations	£	2,134
Café Sales	£	14,718
General Donations & Gift Aid	£	8,589

Expenditure

88,865

Staff Costs	£	64,280
Volunteers Expenses	£	3,040
Client Expenses	£	3,726
Running and Support costs	£	17,819

*Expenditure higher than total income due to project funding ending in the period and grant income received in advance. Increased spending on reserves against client expenses.

**Our accounts are audited and verified by an independent qualified accountant.

We provide all of our services free of charge, including hot meals and drinks for clients and volunteers.

We also pay for clients and volunteers travel expenses.

We put on community events for all our staff, volunteers and clients, which are paid for using general donations.

We also have an annual volunteer recognition event for our fabulous volunteers.

We can only maintain this with your donations.

We are always in need of

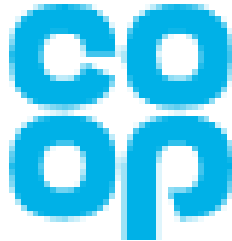
- * Financial donations
- * Food donations
- * Toiletries and personal essentials

We work in partnership with the Methodist centre, who offer a befriending service and issue food parcels to those in need.

Thank you to our Supporters, we couldn't do it without your help.

the Tudor trust

The Hilden Charitable Fund





A few statements from our clients

GMCC has accepted me as a person and not condemned me—I never feel like an outsider

At GMCC I found a beautiful staff, who taught me how to volunteer

It's nice when I get your letters because I know it's going to be useful and helpful advice and support so thanks you so much.

Thank you for the diversity of gifts and personalities here.

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