

Issue no. 3  
January 2017



**BURY**

**DROP IN**

**NEWS  
LETTER**

**A Place Where the Homeless and  
Vulnerable Find Help and Hope**

**The Elven Centre, Garland Street  
Opening Times: 11am – 2pm  
Tuesday & Friday**

**Bury Drop In**

c/o Garland Street Baptist Church  
Pump Lane, Bury St Edmunds, IP33 1HN

Registered Charity 1165258

Tel: **07813 368396**  
Email: **thecolemans@uwclub.net**  
**www.burydropin.org**

## DROP IN HAS SIGNIFICANT IMPACT OVER FIRST YEAR

A study completed at the end of the first year of operation of the Bury Drop In has revealed the centre is having a huge impact in caring for homeless and vulnerable people in the community.

‘Since we opened the Drop In, our aim has been to provide a safe place for the homeless, vulnerable people and those with mental health issues, giving them warm food, clothing, friendship, and introductions to various existing agencies and support groups,’ explained Rev. Robert Green, chairman of the organisation’s trustees. ‘Our analysis of the first 12 months of our existence, the Drop In has provided exceptional care to a large number of people in need.’

### Dedicated Volunteers

A team of 50 volunteers representing numerous churches in Bury St. Edmunds and surrounding villages has seen the average weekly guest attendance rise from five to six at the end of 2015 to 62 last November. This increase was due in part to opening the centre a second day each week, but the number of guests per session also rose significantly during the last half of 2016. If our volunteers were paid the national minimum wage for the hours they serve at Drop In, their combined salary would be around £1,000 per week.

### Superb Sponsors

‘Our ability to care for our guests has been substantially enhanced by the tremendous support we receive from local businesses and national companies,’ said Mike Coleman, chief operating officer. ‘Both Marks and Spencer as well as Greggs provide food six days a week, and we also receive food from Tesco once a week. Street Level Café and Nando’s are also very generous in their donations of food.’

In addition, several businesses provide other types of support. For example, Precision Marketing handles all the Drop In printing, and Beckett Financial Planners has provided funding. Local churches, schools, and individuals have contributed clothing, sleeping bags, tents, toiletries, and even Christmas biscuits for Drop In guests.

The recipients of this generosity extend well beyond Drop In guests. Each week centre volunteers provide food and clothing to other charitable organisations. ‘What we collect enables 140 people in the community to be fed throughout the week,’ added Mr. Coleman.

### Priority Stewardship

Part of the philosophy of running the Drop In is that the management team want to ensure the organisation is being a good steward of what God has

provided. The numbers from the first year of operation bear out that this is indeed the case. Over this period, the average cost of feeding each guest was £7.69, a modest amount considering many guests are present for breakfast and lunch – and snacks in between!

Taking into account the number of hours donated by the centre's dedicated volunteers, Drop In is able to turn every £1 donated to the charity into £3.45 of operational service, computed considering what the typical cadre of 15-20 volunteers per session would be paid if the organisation was run on a commercial basis. 'The love and care shown by our team is exceptional,' said Rev. Green. 'many of our guests report they attend our sessions more to spend time with the volunteers than for any other reason.'

## Agency Support

Another key component in the success of the Drop In is the contribution made by representatives of the many caring agencies that assist the charity. They provide specific, targeted support in areas such as housing, health, mental illness, addiction, and substance abuse. Men and women from these organisations have a dedicated area in the centre to help guests and set up onward care.

'Over the past year, we've seen lives changed, bias and prejudice disappear, and a new sense of hope prevail,' Mr. Coleman said. 'Through the continuing service of our wonderful volunteers, the exceptional generosity of key sponsors, and the outstanding assistance of the caring agencies, the impact of Bury Drop In will continue to grow in the years ahead.'



Drop In volunteer Sheila Mitchell, accompanied on the piano by Jane Richardson, led a rousing Christmas carol sing-along at our session 23 December. Formerly a professional soprano, Sheila also put on two fund-raising performances in 2016. The events brought in more than £3,000 to the centre.

## WHERE DO WE GO FROM HERE?

To sustain the growth of the Bury Drop In in both numbers attending and its support services, the charity's management team has identified two important investment requirements.

First, we have a pressing need for office accommodation. This would enable us to have confidential discussions with staff from our supporting agencies away from the Elven Centre, where we host our Tuesday and Friday sessions. We're in consultation with the local council to help us find a building that can be used for office space, storage, and preparation in the future. Any help the council could provide would be extremely valuable in helping us achieve our objectives.

In addition, because of the terrific support for the Drop In from local food retailers, we now have an urgent need for a facility where food could be

stored in a safe and compliant area, with refrigeration on site.

The charity's management team believe the Drop In will continue to see growth in the numbers attending, and as such we will need to continue to grow our resources if we are to maintain the level of service and support that we offer now.

We also know that there is much more we could do to support our guests if we had more resources available, and the management team will need wisdom and vision in the way the charity moves forward. We attribute the success we've experienced over our first year to God's wonderful provision, and we trust that with His continued help, Bury Drop In will continue to grow in the next year, and we will make an even greater impact on the lives of those we seek to help.

## TRUSTEE CHAIRMAN WORKING HIMSELF OUT OF A JOB?

It has been an incredible 20 months! The journey from the 'dream' of the Bury Drop In to its wonderful reality has been one of hard work, teamwork, vision – but most of all faith. I believe the heart of Drop In as a Christian expression of God's love to the world is utterly central to the Lord's purposes for the church right now. It has been

truly exciting to see the Drop In grow at a sizzling rate.

Along the way, it has been my privilege to chair the initial steering group and more recently the trustees and management team. I am so aware of the dedicated hard work of the whole Drop In team, without which it would have been impossible for this

vision to be realised. There has been considerable interest and support from the current and previous mayors, local government, businesses, churches, and press.

I am hoping to work myself out of a job! As the project develops, it is good for gifted and enthusiastic people to 'take the reins.' Things are changing! With increased donations of food, clothing, and other vital resources (e.g. toiletries), the reach of Bury Drop In is growing. And as the task changes, the needs of leadership and management change, too. However, I won't abandon Bury Drop In! I will remain as chairman for another six months, helping with training and also serving as liaison with Garland Street Baptist Church and as a regular volunteer. My hope for the life and witness of Garland Street is that Drop In will increasingly form part

of our identity as a truly local church embedded in our community.

I am currently involved in developing another exciting initiative called 'Who Cares?' In many ways, it has the same 'heart' as the Drop In. We'll be asking people we meet 'What is it about life that hurts?' Watch out for 'Who Cares?' at a church near you!

As Drop In ministers to those in need throughout 2017, we can compare this year with the last and learn from our experience. My prayer is that we will continue to see lives changed by the authentic love of God.

Thank you for your part in the story: your prayers, your generosity, your time, your interest. It is amazing!!!

*Rev. Robert Green,  
Chairman of Trustees*

## MOVING FORWARD IN SERVING THOSE IN NEED

Winter brings its own particular challenges, especially to those living and sleeping rough. It's hard to see our Drop In guests coming in often stiff with cold but so good to watch the pure pleasure a simple cup of hot tea brings.

Of course, we want to offer more than a temporary lift to our guests. Our aim is to provide immediate help and relief followed by long-term care and support for those so often broken and misunderstood. And step by step, we at BDI feel this is happening, thanks in large measure to God's goodness

to us by way of financial and practical support.

We are so grateful to companies like Tesco, Marks and Spencer, Greggs, Street Level Café, Nando's, and more, who regularly provide us with foodstuffs. Even local schools have taken the plight of our guests to heart and provided gifts such as gloves, scarves, and sleeping bags to keep out the cold.

This is an interest we are especially keen to encourage. Sleeping rough or being vulnerable is a subject rarely taught. But these are conditions

almost anybody could find themselves in, so it's good that young people are becoming aware of the need and offering compassion.

One of the more exciting – and believe me, there's plenty of excitement at our sessions – additions to our general provision is a recently donated storage area. It has taken a little money to set it up, but the benefits far outweigh the costs. Usefully sited just across the road from the Elven Centre, we have installed electricity and fridges and freezers to extend the life of donated foods.

There has been an increasing interest coming from local authority agencies, and good links are being made between St. Edmundsbury Council and ourselves. We welcome any opportunity that might lend itself to working more closely in the future.

The quality of the volunteers who give us their time continues to be amazing. From those who meet and greet to others who look after more personal matters, such as caring for neglected

feet and overgrown hair, there is a real spirit of love and service within the team – a clear picture of God's love bonding us together.

However, as our activities expand, there is always room for more volunteers to help in every aspect of BDI services. We especially need more help in the kitchen with both cooking and preparation. One of our most immediate needs is for drivers willing to collect and distribute some of the food donations that come in regularly. This takes little more than an hour an evening.

Thank you to all those who have worked with, and contributed to, BDI. Your gifts have brought hope into many lives. Our prayers are currently for the provision of another storage-cum-office area, which would greatly enable us to plan toward our future.

Thank you for your interest.

*Mike Coleman,  
Chief Executive Officer*

## SUPPORT FROM TOWN LEADERS CONTINUES

Senior local government officials continue to provide exceptional encouragement and support for Drop In requirements.

Councillor Julia Wakelam, mayor of St. Edmundsbury, stopped by to visit 20 September. After her time with us, the

mayor posted these kind words on her Twitter account:

'I visited the Drop In Centre in Bury today to learn more about their work. I talked to guests and volunteers like Robert Green, Graham Hayhurst, and Louise Bailey. It is no exaggeration to



Robert Green, Graham Hayhurst, Councillor Julia Wakelam and Louise Bailey

say the Centre is vital. They now offer support both emotional & practical to 60-70 guests a week. These vulnerable people are on the margins of society; the Centre offers them the hope of turning their lives around.'

Cllr Wakelam returned to the Elven Centre 23 December to join guests and volunteers in a Christmas celebration.

Patsy Warby, St. Edmundsbury Borough Councillor for the Eastgate Ward, has also been a significant supporter of the Drop In. She recently contributed £1,020 from her Locality Budget to help prepare a storage area that was donated to the Drop In.

'I have been a supporter of Bury Drop In since it started over a year ago,' explained Cllr Warby. 'I have visited and seen for myself the success of this much-needed support for vulnerable people. The volunteers who run the Drop In are amazing in their commitment and caring for the guests, and I have watched with pride and interest the growth and expansion of the support they give. I have provided funds through my Locality Budget to help Bury Drop In reach and care for more people, and I only wish I could do more.'



Councillor Patsy Warby



*St Edmundsbury*  
BOROUGH COUNCIL

## DROP IN RECEIVES GRANT FOR DEFIBRILLATOR



In 2015, as a joint venture with Garland Street Baptist Church, Bury Drop In applied to the British Heart Foundation for a grant to obtain and install a defibrillator at the Elven Centre. The goal was to provide the church, the Drop In, local residents, and visitors accessing the nearby car parks and Bury town centre with safe and immediate access to a community defibrillator.

'Sadly, we weren't given a grant at that time,' explained Rosemary Hills, first aid coordinator for the Drop In. 'We resubmitted our application in 2016, and we were awarded a partial grant.

We worked with the church to top-up the foundation's grant, and we are now in possession of an Automatic Electronic Defibrillator (AED) for use by the local community and visitors to the area.'

The next steps are to source a suitable cabinet for the device and to obtain advice from the local Ambulance National Health Service Trust as we must register the AED with them in order for the public to access it in an emergency. Mrs. Hills is planning to run 'cardiopulmonary resuscitation for all' sessions in this year.

## HOW YOU CAN HELP

**PRAYER:** Please pray we will continue to provide excellent care and encouragement for our guests and for the health and well-being of those who seek assistance at the Drop In. Pray for enthusiasm, energy, and skill for agency representatives and volunteers. Pray God will be glorified through the work of the Drop In. And pray we'll find additional kitchen space for food preparation and storage near the Elven Centre soon.

**VOLUNTEERS:** If you'd like to help at the centre, you can obtain information and an application by clicking on VOLUNTEERS at [www.burydropin.org](http://www.burydropin.org).

**POINTS OF CONTACT:** We would appreciate having a designated point of contact at each area church. This person would publicise Drop In news within the church, advertise volunteer needs, and provide information on how to make donations to the centre. If you'd like to take on this duty, please e-mail [admin@burydropin.org](mailto:admin@burydropin.org).

**FINANCIAL CONTRIBUTIONS:** If you would like to make a one-time donation, please make your cheque out to Bury Drop In and post it to Bury Drop In, c/o Garland Street Baptist Church, Pump Lane, Bury St. Edmunds, IP33 1HN. If you would like to contribute regularly, please fill in the form on pg. 14 and provide it to your bank. Thank you very much.

## KITCHEN STAFF, PRAYER WARRIORS NEEDED

Bury Drop In currently is blessed in having more than 50 volunteers serving our Tuesday and Friday guests. We do need to augment this dedicated group in a couple of areas.

Our kitchen staff do a superb job preparing and serving delicious meals for our grateful guests. They also set up and clean up the kitchen for each of our sessions. The kitchen crew is among the first to arrive and the last to leave the centre. We'd like to increase the team by two people per session, so if you'd like to help with cooking, serving, or washing up, please let us know.

We're also expanding the prayer ministry for the Drop In. Using the

model employed by Bury Town Pastors, we're setting up a rota so people will be praying throughout each of our two weekly sessions. We will schedule prayer warriors at the Elven Centre and in their homes or workplaces. We will provide prayer points to each of these volunteers to guide their intercessions. We're grateful to God for all He has done over the past 17 months, and we trust He will continue to answer our prayers in the coming months. We'd love to add you to our prayer team.

To sign up to help in the kitchen or with prayer, please contact Di Ruddock at [admin@burydropin.org](mailto:admin@burydropin.org) or register your interest at [www.burydropin.org](http://www.burydropin.org).



Two former Drop In guests have been working as volunteers at the centre since July 2016. Andy and Justin completed all required training and helped for 10 weeks before being accepted as volunteers. Andy first came to Drop In last March, and Justin joined us in April. Justin was baptised at West Road Church in December.



Rev. Robert Green, chairman of the Bury Drop In trustees, receives a cheque from Louise Green at the Elven Centre in January. Louise and her husband, Nick, raised £915 by holding a New Year's Eve party at the Hunter Club in Bury St. Edmunds in aid of the Drop In.

## YOUNGSTERS REMEMBER DROP IN GUESTS AT CHRISTMAS

Students at Sebert Wood Primary School displayed their Christmas spirit by donating hats, scarves, gloves, and warm clothing to Drop In guests in December. Eight-year-old Max Ream spearheaded a clothing drive at the school, publicising the collection through a poster he designed.

Mike Coleman, Drop In chief executive officer, commended the efforts of Max and his schoolmates. 'It's great to see kids of this age who are socially responsible and actually thinking of others.' All Drop In guests received holiday bags filled with warm apparel donated by the children at Sebert Wood and other individuals and

organisations at the charity's 23 December session. The gift bags also included toiletries and food.

Earlier Frank Jackson and his classmates in the Star Class at Norton CEVC Primary School had made and donated Christmas biscuits that were greatly appreciated by Drop In guests. Frank had seen an advert with homeless people and talked with his family about why some people don't have houses. Frank asked his teachers if he could do something to help the homeless, and together they came up with the idea of donating biscuits to the Drop In.

## SPECIAL THANKS TO OUR LOYAL SPONSORS

YOUR **M&S**

We are now a Charity Partner with the Bury branch of Marks and Spencer. Each weekday evening, Garry, Simon, and the team kindly donate food they cannot retail to the Drop In. The items can include fruit and vegetables, bakery goods, and other food products.

 **GREGGS**

Greggs provides delicious baked goods for Drop In guests each Tuesday and Friday. In addition, through Drop In, Greggs makes weekly contributions to four other groups that care for the poor and needy in our community.

**BECKETT**  
Chartered Financial Planners



Beckett are one of East Anglia's largest regional providers of impartial financial advice to individuals and corporate clients. They provide regular financial support for Drop In. You can find more at <http://beckettinvest.com>

 **precision**  
marketing group

Precision Marketing Group continue to provide design services and leaflet printing for the Drop In. You can contact the staff at 01284 718900, [info@precision](mailto:info@precision), email, or on the web at [www.precisionmarketinggroup.co.uk](http://www.precisionmarketinggroup.co.uk)

 **The Music Sales Group**

Music Sales is an international family of companies with interests in six main areas of music publishing. The trustees at the Music Sales Charitable Trust learned of the needs of the Drop In and responded generously in the midst of unpleasant weather and the approach of Christmas.

**TESCO**

One evening each week (more often if available), the Tesco Fair Share Scheme provides us fruit, vegetables, bakery products, and other items they have designated as surplus. We use it at Bury Drop In or distribute it to other needy causes.



Nando's Bury St Edmunds supports the Drop In with contributions of fabulously tasty chicken, which we serve as it comes or in stew, soup, or curry. Go to <https://nandos.co.uk/eat/restaurants/bury-st-edmunds> to find out more about their great menu.



The Street Level Café on Abbeygate Street donates bacon and sausages each week, and these prove to be among the most popular taste treats for our guests. More information at <http://www.streetlevelcafe.co.uk>



Following a customer's nomination, Janis Ashcroft, manager of the Bury St. Edmunds branch of the Norwich and Peterborough Building Society, made a £100 donation to the Drop In to 'help disadvantaged and needy people.'



The Really Rather Good Coffee House at the bottom of Abbeygate Street provides tasty scones and other pastries for Drop In sessions Tuesdays and Fridays. They have also supported one of our fund-raising events.



In October, we held a fund-raising event at the home of one of our volunteers. Sheila Mitchell, a former professional opera singer, delighted the crowd, and Mings Restaurant in Abbeygate Street donated some wonderfully tasty appetisers from their menu.



The Christian Fellowship at the West Suffolk House sponsored their annual Christmas collection for Drop In guests in December. They donated a huge assortment of hats, scarves, gloves, hot water bottles, toiletries, and sweets.

**MORE SPONSORS WELCOME!**

**Gift Aid Declaration** – for past, present & future donations.

Please treat as Gift Aid donations all qualifying gifts of money made:

Today       In the past 4 years       In the future

Please tick all boxes you wish to apply. I confirm I have paid or will pay an amount of Income Tax and/or Capital Gains Tax for each tax year (6 April to 5 April) that is at least equal to the amount of tax that all the charities or Community Amateur Sports Clubs (CASCs) that I donate to will reclaim on my gifts for that tax year. I understand that other taxes such as VAT and Council Tax do not qualify. I understand the charity will reclaim 25p of tax on every £1 that I give on or after 6 April 2008.

**Donor's details:**

Title.....

First name or initial(s)..... Surname .....

Full Home Address .....

.....

..... Postcode .....

Date ..... Signature .....

**Please notify the Bury Drop In if you:**

- Want to cancel this declaration.
- Change your name or home address.
- No longer pay sufficient tax on your income and/or capital gains.

If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self Assessment tax return or ask HM Revenue and Customs to adjust your tax code.

**Please pay your gift in one of the following ways:**

- 1) By cash in an envelope clearly identifying who is making the gift.
- 2) By cheque.
- 3) By 'Standing Order'. Please complete the form over the page and hand to your bank.

## STANDING ORDER MANDATE

To the Manager .....(name of your bank)  
(address of bank) .....  
.....

### Please pay:

Lloyds Bank (**30-64-22**), Risbygate Street, Bury St. Edmunds, IP33 3AH,  
to the credit of **Bury Drop In**, Account No. **30933568**.

The sum of £ ..... (in figures)  
.....(in words)

Every year/month/week\* commencing on.....(date)

Until further notice/until\* ..... (date if appropriate)

Name .....

Address .....

.....  
.....

### Your bank account details:

Sort code ..... Account No. ....

Signed ..... Date .....

\*Delete as necessary



## CONTACT NUMBERS

Need Identified	Agent	Number
<b>Alcoholism</b>	Anglia Care Trust	01473 622888
	The Health Outreach Team	01473 341763
	Turning Point	01284 766554
	Suffolk Alcohol Treatment Service	01284 775220
	Alcoholics Anonymous Helpline	01473 212224
<b>Bedding</b>	Salvation Army Charity Shop	01284 703971
<b>Benefits</b>	Citizen Advice Bureau	01284 767572
<b>Clothing</b>	Salvation Army Charity Shop	01284 703971
<b>Dentist</b>	ADP Dental. 53 Risbygate Street	01284 764666 / 111
<b>Doctor</b>	The Health Outreach Team	01473 341763
	Guildhall Surgery	01284 701601
	Swan Surgery	01284 770441
	Angel Hill Surgery	01284 753008
	Mount Farm Surgery	01284 769643
	Victoria Surgery	01284 725550
	NHS Direct	111
	West Suffolk Hospital	01284 713000
<b>Drug Addiction</b>	The Health Outreach Team	01473 341763
	Turning Point	01284 766554
	Focus 12	01284 701702
<b>Employment &amp; CVs</b>	Christians Against Poverty Job Club	0800 3280006
	Job Centre Plus	0345 6088545 / 6043719
<b>Family Issues</b>	Citizen Advice Bureau	01284 767572
<b>Food</b>	Storehouse	01284 765874 9am-1pm
	Gatehouse	01284 754967
<b>Furniture</b>	Gatehouse	01284 754967
<b>Health Issues</b>	The Health Outreach Team	01473 341763
	Guildhall Surgery	01284 701601
	Samaritans	01284 750000 / 116 123
<b>Housing</b>	Housing Options	01284 757605
	Citizen Advice Bureau	01284 767572
	SNAP Team	01284 748380

<b>Need Identified</b>	<b>Agent</b>	<b>Number</b>
	CARA – Central Access & Referral Agency	01473 467727
	Probation Accommodation Officers	01284 716600 / 716601
	Tayfen House	01284 725487
	Genesis Supported Housing	01284 723839
	Havebury Housing	01284 722063 03003300900
	Suffolk Housing	01284 767224
	Suffolk Co-ordination Service	01284 757150
	Julian Support	01284 723903
	West Suffolk House	01284 763233 / 763252 out of hours
<b>Kitchen Items</b>	Gatehouse	01284 754967
<b>Mental Health</b>	PALS – Patient Advice Liaison Service	0800 3896819
	Crisis Resolution Treatment Team	01284 719724 / 719700
	Suffolk MIND	0300 1116000
<b>Money Management</b>	Citizen Advice Bureau	01284 767572
	Christians Against Poverty	0800 3280006
	Christians Against Poverty	01274 760839
	Budgeting Loans (DWP)	0345 6036967
	Credit Union	The Centre Weds 10-12 All Saints Church Fri 1030 – 1230
	Local Money Management Courses	07247 704324
<b>Personal Disputes</b>	Citizen Advice Bureau	01284 767572
<b>Police</b>		01473 613500 / 101
<b>Stop Smoking</b>	The Health Outreach Team	01473 341763
<b>Religious Advice</b>	Churches Together	together. ourchurchweb.org. uk/stedmundsbury/
	Garland Street Baptist Church Office	01284 755576
<b>Transport</b>	Dial a Ride	01284 724545
	A1 Taxi	01284 766777
	Getaway Taxi	01284 701999
	Railway Station	0345 6007245
	Mulley's & National Express	01284 702830 / 760641
<b>Voluntary Work</b>	Citizen Advice Bureau	01284 767572