

**GOOD NEWS FOR OUR SCHOOLS AND CARE HOME**

Nugent's Schools and Care Home get Ofsted feedback

**FREE**

wearenugent.org

# together

#4 | Autumn 2017



## simply the best

### **STRICTLY UPDATE**

The latest about  
Strictly Nugent

### **40 NOT OUT**

Clumber Care staff  
member reaches 40  
years with Nugent

**ALSO IN THIS ISSUE: BUMPER CHRISTMAS PULL-OUT, CLUMBER CARE, KNIGHTS OF ST COLUMBA PLUS MUCH MORE**

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Registered Charity: 222930



# welcome

from Normandie Wragg, Nugent CEO

Hello everyone and welcome to the fourth issue of our **Together** magazine.

This issue we are very proud to be able to bring you the story of one of the team at Clumber Care home, Pam Ryan, who has been looking after vulnerable children at Clumber for 40 years. I attended this celebration and it was so heart-warming to see the family friends and colleagues of Pam gather together at Clumber Lodge to share their memories and to celebrate Pam's dedication to her work. Thank you to Pam for her dedication and hard work and for the team at Clumber Lodge for putting on such a great celebration for this milestone.

Continuity of care for our service users is paramount to delivering great outcomes, particularly for vulnerable children, allowing them to live settled and successful lives not only whilst in our care, but into adult life, and Pam is one of many across Nugent who have made such a big impact on our children's futures.

We also learn a little more about Scott Davis, our ICT Manager here in Nugent. Scott and I share a love of motorcycles and fancy tech gadgets. As we move deeper into the world of technology within Nugent, Scott and his team are even more vital than ever. Thank you to both

Scott and his team.

You will also notice in this issue we are sharing with you once again, the results of the Investors in People review that took place in early Summer. These survey results were based on questionnaires and interviews of 69 staff across Nugent which is a lower number in comparison to our 2016 People Survey which had 316 responses. Thanks to all of you who contributed and shared your experiences about working within Nugent. We had some great successes noted in this review, but also some areas where we need to improve across the organisation, including communication and recognition of achievement day to day at the services who interact with our service users daily.

Saturday 21 October brings our second annual Strictly Nugent fundraising event at Liverpool Town Hall. You still have time to sponsor our dancers and help raise vital funds for adults and children living in poverty at **wearenugent/strictly-nugent2017**.

Our Fundraising Officers and our Marketing and Communications team as well as many others are working diligently to make this as much of a success as last year. Many thanks to Lynbrook who are, again, our sponsors of the event and to Carrington's Catering



who consistently support our fundraising initiatives. You are all stars!

Once again, I am judging Strictly Nugent with fellow co-judges Jenny Lee Summers from BBC Radio Merseyside and Karen Gallagher, MBE from Merseyside Dance Initiative. For a further year, Cat Foley, international Swing Dance Teacher and competition winner is our Stage Manager. We also have many dancers, and dance schools giving their time to support Nugent in this inspiring and exciting event. How fun is that?! I am very much looking forward to the evening. Keep an eye on Facebook as this event will be streamed live.

Christmas is only 10 weeks away, and now is a time to start thinking about how this impacts on people living less fortunate lives. In the centre pages you'll find our Christmas pull-out containing events that are happening at Nugent during Christmas.

I hope you enjoy this issue of **Together** and wish you all the best for the autumn and upcoming festive period.

*Normandie*



# volunteers top dogs at 800 group awards

***Cathy delivers this group around her full time job and ensures that everyone is able to attend and will give lifts to and from the group to those who cannot make their own way there.***

The third 800 Group Community Volunteer Awards took place on 14 September. Voting for the nominees was open to staff at each organisation with a shortlist then going to the Awards Sponsor, Towergate Insurance Brokers, for independent selection of the final winners.

Volunteers are an important part of the fabric of society and in these days of austerity their role is becoming increasingly important. We wanted to reflect this by paying tribute to some of our outstanding volunteers.

Three Nugent volunteers were nominated; Sharon Farrelly, Ray Peeling and Cathy McCormick, with Cathy winning the Volunteer of the Year award.

Cathy started volunteering at the age of 14 and has now been volunteering for over 26 years. Cathy is the group leader and is responsible for the running and preparing activities for the Friday evening group which runs 52 weeks of the year for adults

with learning disabilities. Cathy delivers this group around her full time job and ensures that everyone is able to attend and will give lifts to and from the group to those who cannot make their own way there. The group not only helps the 20 plus group members who attend but family members are able to receive some much needed respite from the care that they deliver for their loved ones.

Sharon Farrelly volunteers at Epsom Street Community Centre where she supports activities at the centre including Keep Fit, Easter, Halloween and Christmas parties, and the Big Breakfast.

Alongside caring for her own family, Sharon works for Local Solutions as a part-time carer and is also a community volunteer helping local neighbours to keep their gardens in shape using all her own equipment.

Ray is an integral member of Nugent's first ever volunteer fundraising group, Friends of Nugent, which has raised

over £4,400. Ray is proud of the work he carries out for others having assisted with bucket collections, information stalls, been the compere at Christmas Carol concerts, driven the van for various fairs and events, taken photographs for many years at both of our Good Shepherd Masses and assisted with running a tea bar. Ray is also a member of the Knights of St. Columba (see page 21).

Nugent also won the Charity of the Year award for the second year running, an amazing achievement, which reflect upon the fabulous work of our many volunteers who work tirelessly across our services to support others.

The 800 Group partners are:

- Age Concern Liverpool
- Bradbury Fields
- Henshaws
- Mary Seacole House
- Imagine
- Merseyside Society for Deaf People
- Nugent
- St Joseph's Hospice



*L-R: Donna Williamson, Normandie Wragg, Sharon Farrelly, Ray Peeling, Colin Pryor, Cathy McCormick, Mrs McCormick, Mary Peeling, Marie Reynolds.*

Photographs: Tom Miller, Third Generation Photography

*The worst thing was the psychological impact, it was very quick, quite unbelievable!*

## some say i'm a dreamr

Tech entrepreneur visits our Housing Support Unit



Mylo Kaye, a 31-year-old entrepreneur and CEO of software company, Dreamr, based in Manchester, recently visited our Housing Support Unit (HSU) to see first-hand how the team help people who are homeless find accommodation, and give support to help people put their lives back together.

Before becoming a successful businessman, Mylo had his own personal struggle with homelessness, after losing his job he ended up at a hostel in Birkenhead, an experience that has informed his business ideals and his volunteer work.

Mylo spent some time at the housing unit, talking to residents, to get an idea of how the service makes an impact.

*"It was great to meet one of the residents, Kevin\*, and hear first-hand his experience of the support he has received. Prior to coming to Nugent, he was moving between hostels and really struggling, but Nugent has provided stability. He talked about his journey, and it resonated with my own homelessness story. He said*

*Nugent has been a saviour for him, the team were willing to give him a chance.*

*Another resident I met had been homeless for a while. Her support worker said since she has been with Nugent it is the best she as been in 10 years."*

10 Years ago Mylo had a great job in Liverpool, earning a good salary, enjoying life partying with friends.

*"I spent a lot on drink and going out, and couldn't see where that path would lead, which was without a home. The worst thing was the psychological impact, it was very quick, quite unbelievable! The shock is like falling into a lake that's ice cold, you either fight to get out or it consumes you. I was shocked at how quickly my life changed."*

After two years, he managed to get back into education and get his life back on track.

*"Trying to get fixed wasn't just as simple as having a flat, my mental health, nutrition, that mix of things that need to be stable to allow you to move on and have a future. If you're not*

*getting the right support, with health, drugs, alcohol, benefits etc. then you can easily find yourself back in a sticky situation again."*

Dreamr is now three years old and employs 18 people. Mylo is clear about the importance of dedicating time to supporting others.

*"It's at the heart of my business, to put something back, and I feel that this is something all businesses should be doing."*

Dreamr encourages its staff to give back. *"It's pretty much compulsory"* to take up volunteering. *"The satisfaction of having helped someone avoid homelessness is very satisfying and that can go a long way in business too."*

Mylo has ambitions to do more. *"I have huge ambitions for wanting to carry on. If I could go back and be the founder of something like Nugent, I'd jump at the chance"*.

For more information about our HSU see page 12.

[www.dreamr.uk](http://www.dreamr.uk)

# the priests in concert

We are delighted that we are working with the friends of the Metropolitan Cathedral of Christ the King Liverpool on a concert with the world famous Priests to be performed at the Liverpool Philharmonic Hall on Friday 1 June 2018.

They will be joined by well-known Liverpool mezzo-soprano Danielle Thomas on the evening. The Priests have topped both the UK and USA classical charts over the years with best-selling albums and they have performed all over the world. Now, they are going to perform in aid of Nugent.

The tickets for this concert will be available from the Liverpool Philharmonic Hall. There will also be a selection available from Nugent and at the Metropolitan Cathedral.

Excitement has been building for this concert as the Priests do not perform in the UK often but do enjoy coming to Liverpool. The concert will be directed by Pat Murphy who has worked with the Priests previously and we are all looking forward to Danielle joining them on the evening.

For more details contact our Fundraising team.

**0151 261 2000**  
[fundraising@nugentcare.org](mailto:fundraising@nugentcare.org)

# upcoming events

## 2017

- 21 Oct** Strictly Nugent
- 4 Nov** Friends of Nugent Christmas Fair
- 6-15 Dec** Christmas Grotto
- 13 Dec** Light Up A Life



Local Mezzo Soprano  
Danielle Thomas





## archbishop's visit to epsy

Early in September Nugent's CEO Normandie Wragg visited some of our services with Archbishop Malcolm Mahon, President of Nugent, and Father Michael Fitzsimons, Chair of Nugent Trustees.

The group visited three projects throughout the day. These included our Epsom Street Community and Volunteer Service in Kirkdale, our residential care home James Nugent Court and our nursing home St Josephs, both located in the Aigburth area of Liverpool.

At 'The Epsy', a well-loved and humble building in Kirkdale, the visitors were greeted by volunteers as well as other community members working through Community Payback. They cooked lunch in the newly donated kitchen (thanks again John Lewis!) and heard further information about what had been happening at Epsy over the summer time.

Archbishop Malcolm was impressed by the refurbishment and commented on how it reflects a new future for the centre and it's community.

Normandie commented, *"Our visits with the Archbishop occur once a year and the staff are recognised for their dedication to Nugent's mission whilst the residents often will have a one to one chat with his Grace. We are already looking forward to next year."*

## 40 not out

Deputy Manager Pam Ryan has been working at Clumber Care home in Formby for 40 Years, and in September Registered Manager Sister Benedicte, also a long term member of the team having put in 45 years, hosted a surprise party for Pam to celebrate.

Pam was overwhelmed by the gifts from her colleagues and Nugent, and also from the children.



L-R: Sister Benedicte, Pam Ryan, Normandie Wragg.



## good news for our schools

Following recent Ofsted inspections at our schools, Nugent House and Clarence High, and Nugent House Children's Home, we've achieved 'GOOD' status.

Tony Saleh, Principal at Clarence High School said on receiving the report:

*"This is a fantastic achievement for us all at Clarence, I am extremely proud of our school and the achievements we make in ensuring we do the very best for all of our pupils."*

Carol Parkinson, Principal at Nugent House School added:

*"This is a fantastic report for our school, the staff and pupils who have worked hard across the year to bring in improvements."*

Clarence High report summary states:

*'The principal and senior leaders are determined to ensure that pupils enjoy their time at Clarence High School and make good progress.'*  
*'All staff care deeply about pupils and form strong bonds with them. Staff are highly*

*attuned to the specific educational, social and emotional needs of each pupil.'*

*'The quality of teaching is good. Teachers have high expectations of pupils and ensure that pupils know the importance of acquiring good reading, writing and mathematical skills.'*

*'Excellent therapies, and the sensory room, provide pupils with great insight into their behaviour and how to manage it.'*

Nugent House's report summary states:

*'A passion drives the principal to ensure that pupils are safe, well looked after and achieving well at Nugent House School.'*

*'Together with senior leaders, governors and the proprietor, the principal has maintained standards, and improved further the quality of teaching, since the previous inspection.'*

*'Pupils benefit from an imaginative curriculum, which captures their interests and is*

*tailored to their specific educational needs.'*

*'The quality of teaching is good and teachers are keen to improve. Senior leaders are exploring opportunities for teachers to learn from excellent practice in other schools.'*

Nugent House School Children's Home's report highlighted that:

*"Young People have made significant progress in all areas of their lives since moving into the home."*

*"The views, wishes and feelings of young people are central to the day-to-day arrangements in the home. Staff respond positively to their views, wishes and feelings."*

*"Most young people feel confident to talk to staff about any worries or concerns they may have. Young people feel that the staff keep them safe from harm."*



Some of the participants, tutors and judges were on hand to launch this year's event

# get on your dancing shoes

28 dancers, four judges, two glitter balls... it can only be Strictly Nugent - at Liverpool Town Hall for one night only, sponsored by Lynbrook.

On October 21 2017 our second Strictly Nugent event will see 14 amateurs partnered up with a professional dancer to compete for two Strictly Nugent Champions Awards - The Judges' Winner and The Audience's Winner.

The independent panel of Judges will score each dancer after their performance with the audience voting for their favourite dancer of the night.

Our comperes are Paul Corcoran, Managing Director of Agent Marketing and our Caritas Manager, Marie Reynolds.

Giving Len and Darcy a run for their money will be our team of Judges consisting of

Lord Mayor Malcolm Kennedy, Jenny Lee Summers, BBC Radio Merseyside presenter, Karen Gallagher, CEO of MDI (Merseyside Dance Initiative) and Normandie Wragg, Nugent CEO and Chair Mersey Swing CIC.

Our dancers this year are:

Natalie Willetts dancing with Tutor Paul Doyle

Greg Ryan dancing with Tutor Laura Connolly

Mark Wellbelove dancing with Tutor Amanda Richmond

Wayne Townson dancing with Tutor Kate Hodgson

Lisa Heron dancing with Tutor Colin Smith

Rob Jackson dancing with Tutor Sian Kitkham

Frances Molloy dancing with

Tutor Ben Cosgrove

Claire Smithwick dancing with Tutor Stephen Myers

Gina Riccio dancing with Tutor Marcel Moritz

Dave Verburg dancing with Tutor Amy

Marg Kilroe dancing with Tutor Craig Jones

Vasco Xavier dancing with Tutor Libby

Dawn Knowles dancing with Tutor Steven Williams

Julie Roche dancing with Tutor Ted Williams

Antony Strode dancing with Tutor Natalie Curry

Go to the Strictly section of [wearenugent.org](http://wearenugent.org) to find full details of how to sponsor the dancers and photos and videos of their training sessions.



# *Christmas*

with nugent

**CHRISTMAS APPEAL; CHRISTMAS CARDS; LIGHT UP A LIFE; GROTTTO; FAIR**

# christmas appeal

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As Christmas approaches people who are homeless or are facing being homeless find themselves particularly vulnerable as winter settles in and life on the streets becomes harder to bear.

Nugent's New Beginnings project aims to provide support and accommodation to help those who are single, homeless and over the age of 18 and have support needs including mental health, those recovering from addiction, those who have been granted asylum and those who experience domestic abuse, amongst other issues.

The accommodation is provided by a leading Registered Social Landlord and service users have their own front door and independence as well as being able to access support from our dedicated team.

Being a small provider the team are able to focus on really 'getting to know' our service users resulting in a unique tailored package of support and as a result demand for places always outstrips our supply.

The service has achieved very positive outcomes in addition to move on to secure tenancies. Service users have obtained employment and re-established contact with their children. In one instance we assisted someone to purchase work



equipment to enable them to gain employment as a truck driver.

The impact of recent and continued changes to the benefits system has put greater pressure on our funds and our ability to support people, and left some of our most vulnerable clients in extreme hardship and in crisis.

Peter Boylan, one of the Project support team works with clients to help them claim benefits, and has witnessed first-hand the impact the changes have had.

*"One of our clients, a 64 year old man, had been living in a 2 bed bungalow for over 30 years with his wife, when she died he was told he'd have to pay bedroom tax, as a result he struggled to pay the rent and was evicted.*

*He was also looking for work, and having to claim Job Seeker's Allowance (JSA) but as he doesn't have very good literacy or numeracy skills and little IT knowledge he was finding it difficult to negotiate the system.*

*When he was referred to us he was clinically depressed and*

*had other illnesses. We helped him sort out his benefits, and find his way through the system. The main issue for him is that as it is now an IT based system and there is no connection with a local office, or call centre, there is no place for people to go if they have a problem, to talk it through with someone, as everything is online.*

*This makes it hard for us to advocate on people's behalf, it's a very fixed and ridged system and I have seen this again and again, particularly with older people."*

As the pressure on our services increase, we need more support for those who are vulnerable and living in crisis. With your help we will be able to support more people to access funds for their new tenancy including removal and furniture - giving an essential and secure start to their new life and ensuring that people are treated with dignity and respect.

To donate to this year's Christmas Appeal in aid of our Housing Support work please contact Nugent's Fundraising team on 0151 261 2000 or complete the form on page 23.

# christmas cards2017

**We are delighted to bring you a superb selection of Christmas cards, offering something for everyone!**

All proceeds from the sales of our Christmas cards go directly towards supporting our work with vulnerable children and adults in need across the North West.

Cards are provided in packs of 10 and priced at £3.00 per pack.

The greeting in each card reads:

***"May the peace and joy of Christmas be with you today and always."***



**Holy Window**

150x150mm  
£3.00



**The Family**

150x150mm  
£3.00



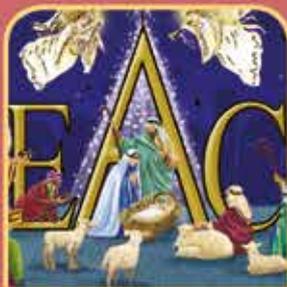
**Gathered at the Stable**

171x121mm  
£3.00



**Holy Night**

125x125mm  
£3.00



**Peace at Christmas**

171x121mm  
£3.00



**The New Born King**

125x125mm  
£3.00



**Mother and Child**

121x171mm  
£3.00

*To order, please complete the form overleaf and return to Nugent.*

# christmas cards2017

**Our 2017 Christmas card collection is now available to order.**

This year we have seven beautiful designs to choose from.

A pack of 10 cards and envelopes cost just £3.00 which goes towards our causes.

Simply complete your requirements in the form below and return payment to:

Nugent Fundraising, 99 Edge Lane, Liverpool, L7 2PE.

Card reference and title	Size	Price	Quantity	Total
1. Holy Window	150x150mm	£3.00		
2. The Family	150x150mm	£3.00		
3. Gathered at the Stable	171x121mm	£3.00		
4. Holy Night	125x125mm	£3.00		
5. Peace at Christmas	171x121mm	£3.00		
6. The New Born King	125x125mm	£3.00		
7. Mother and Child	121x171mm	£3.00		
<b>Gift Aid</b>			Total cost of cards	£
<b>Boost your donation by 25p of Gift Aid for every £1 you donate.</b>			Postage and packaging	£
Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. Your address is needed to identify you as a current UK taxpayer.			I enclose a donation of	£
In order to Gift Aid your donation you must tick this box: <input type="checkbox"/>			Total payment	£
I want to Gift Aid my donation of £_____ to Nugent. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax in the current tax year than the amount of Gift Aid claimed on all my donations it is my responsibility to pay the difference.			I wish to pay by:	
			<input type="checkbox"/> Cheque (payable to Nugent)	
<b>Delivery address (Please use BLOCK CAPITALS)</b>			The cost of postage and packaging depends on the number of packs ordered:	
Name:				
Address:				
			1-2 packs	£1.00
			3-5 packs	£4.40
			6-10 packs	£8.85
			11-20 packs	£10.00
Email:			20+ packs	Free delivery
Postcode:				
Phone:				
If you have any queries on the postal charges or are placing a large order please contact us on 0151 261 4498 to avoid delays.				
Alternatively, if you would like to collect your order in person from our Central Office, call 0151 261 4498 to arrange collection. Central Office: 99 Edge Lane, Liverpool, L7 2PE.				
<b>Payment details</b>				
I enclose a cheque/postal order made payable to Nugent for the amount of:				£
To place your order and pay by credit card over the phone via Secured Hosting please contact 0151 261 4498. If there is no one available please leave a message and we will call you back.				
Signature:			Date:	
Please return the completed form and payment to: <b>Nugent Fundraising, 99 Edge Lane, Liverpool, L7 2PE.</b>				

For further details, get in touch:  
0151 261 2000  
fundraising@nugentcare.org  
wearenugent.org



Registered Charity: 222930

 together we are  
**nugent**

# light up a life 2017

**Dedicate a light on our christmas tree to remember and celebrate the life of your loved one.**

**This year's remembrance service will be held at**

**Liverpool Metropolitan Cathedral**

**Wednesday 13 December 2017 | 12.30pm**

**and led by Bishop Tom Williams, followed by refreshments.**

Everyone who dedicates a light will receive a star at the service to write a personal message.

The star will be placed on the tree in memory of their loved one and their name will be entered into our book of remembrance which will be displayed at the Liverpool Metropolitan Cathedral over Christmas and the New Year.

**"Light Up a Life is a beautiful service held each year in the cathedral. It is a service where we can think, remember and name our loved ones, both past and present. Christmas can be a lonely time for some people even though they may find themselves in a crowded room surrounded by friends."**

Nugent Supporter

## **How to order**

### **By POST**

Complete the order form overleaf and send it with payment to:  
**Nugent Fundraising, 99 Edge Lane, Liverpool, L7 2PE.**

### **By PHONE**

Call **0151 261 2043** having your debit or credit card details ready.

# ORDER FORM

For a suggested donation of £5.00 per name, a light can be dedicated on Nugent's Tree of Light in memory of a loved one. **Deadline for dedications is Friday 8 December 2017.**

light up   
a life 2017

Name(s) of individuals to be remembered		Cost
		£
		£
		£
		£
		£
		£
		£
Additional names can be added on a separate sheet of paper		
Subtotal		£
I would like to add a donation to Nugent - Thank you		£
<b>GRAND TOTAL</b>		<b>£</b>
Will you be attending the service?	Yes [ <input type="checkbox"/> ]	No [ <input type="checkbox"/> ]
How many of you will be attending?		
<b>Delivery and payment details</b>		
Title	First Name	
Surname		
Address		
		Postcode
Phone	Email	
Alternative address if bought as gift:		
Title	First Name	
Surname		
Address		
		Postcode
Phone	Email	
I enclose a cheque/postal order (payable to Nugent) for: £		
For security reasons, if you would like to pay by debit or credit card through Secure Hosting, please contact the Fundraising Team on 0151 261 2043. Card payments will be shown as Nugent.		
Signature	Date	

Boost your donation by 25p of Gift Aid for every £1 you donate

Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. Your address is needed to identify you as a current UK taxpayer.

In order to Gift Aid your donation you must tick this box:

I want to Gift Aid my donation of £  to Nugent. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax in the current tax year than the amount of Gift Aid claimed on all my donations it is my responsibility to pay the difference.



# christmas grotto 2017

## **BE THE GIFT THIS CHRISTMAS - DONATE YOUR TIME!**

Help wrap Christmas presents and make up hampers for people in need and living in poverty.

Last year, volunteers wrapped over 1,250 presents and made up over 300 hampers.

**This year's Grotto is being held at Barclays Community Room, Barclays, Dale House, Wavertree Boulevard, Liverpool, L7 9PQ.**

Volunteers are needed on the following dates from **10.00 am until 2.00pm:**

**Friday 8 December**

**Monday 11 December**

**Tuesday 12 December**

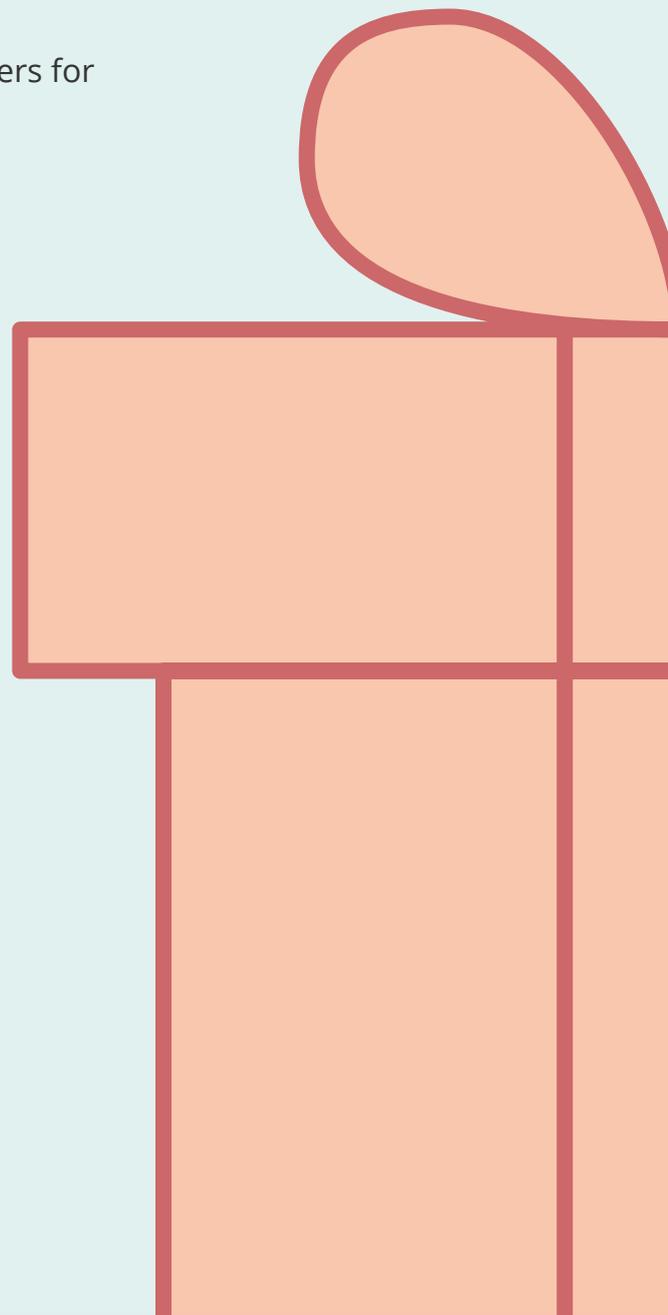
**Wednesday 13 December**

**Thursday 14 December**

If you would like to volunteer please contact Nugent's Fundraising team.

**0151 261 2000**

**[fundraising@nugentcare.org](mailto:fundraising@nugentcare.org)**



friends of nugent volunteer fundraising group

**FREE  
ENTRY**

# Christmas FAIR

**Saturday 4 November**  
**1.30pm - 4.00pm**  
**St Mary's Millennium Centre**

Meadow Lane, West Derby Village, Liverpool, L12 5EA

For more information please contact  
Fran D'Arcy at Nugent on

**0151 261 2043**

*Funds raised will support Nugent Crisis Fund which will help  
children, young people and families in desperate times of need.*

Stalls include:

- Raffle
- Tombola
- Refreshments
- Greetings cards
- Nugent Christmas cards
- Christmas decorations including decorative logs
- Costume jewellery
- New items suitable for Christmas gifts

Nugent: 99 Edge Lane, Liverpool, L7 2PE  
Registered Charity: 222930



 **nugent**

0151 261 2000 | [info@nugentcare.org](mailto:info@nugentcare.org) | [wearenugent.org](http://wearenugent.org)



# scott davis, information technology manager

My role leading IT is very diverse. In my typical working day I can be assisting my team with troubleshooting PC and networking issues via the IT support desk, to overseeing security risks and managing complex IT infrastructure.

I enjoy getting out to our services and talking to staff about the problems they face with IT and providing guidance and support to them.

No day is ever the same and that makes it both challenging and rewarding - if a little frustrating at times!

I'm very excited about our ambitious plans for the coming years.

### **Describe your job in six words**

Technical, Decision-Making, Challenging, Rewarding, Analytical and Diverse.

### **Highlights in one sentence**

Leading ICT to develop and support our services and seeing the impact of improving IT in our adult and children environments.

### **Not a lot of people know that...**

...I studied a degree in Automotive Engineering at University. I've been a car enthusiast since I was 11yrs old!

### **Favourite possession**

My motorbike - my car is very close second!

### **My hero**

Guy Martin - Isle of Man TT motorcyclist and 'adrenaline junkie'.

## looking for a new start?

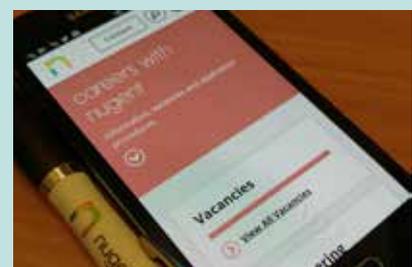
Develop your career with Nugent. We are one of the leading charities in the North West, serving people of all ages and needs.

We offer a wide range of exciting and challenging career opportunities within our education, residential and community services working with vulnerable

children, young people and adults.

We offer an extensive benefits package including a pension scheme, competitive terms and conditions, occupational sickness scheme, learning and development programmes and a staff discount scheme.

Visit [wearenugent.org/careers](http://wearenugent.org/careers) to see our current vacancies and to apply.



## good luck, catherine



### by Catherine El-Saiegh

I attended Nugent every Tuesday afternoon, where I spent my time as part of their fundraising team. I loved every moment which made my decision to undertake a full week of work experience at the charity very easy.

I have been involved in several projects including

Light up a Life, Strictly Nugent as well as attending conferences, auctions and Christmas events. I have done tasks from designing posters for coffee mornings to administrative tasks such as data input.

Nugent and their fundraising team has truly helped shape the person I am today and have always supported me in everything I have done.

This includes the application process to University of Leeds, where I will be starting mid-September studying Sociology and Social Policy.

Thank you so much, Nugent.

**Everyone at Nugent would like to wish Catherine all the very best with her studies in this next chapter of her journey. Good Luck!**

## the perfect gift

Dorothy Walsh and Anna Dunne have supported the work of Nugent since the 1990s, when Dot's husband (Anna's Dad), Jim Walsh, worked for Nugent as a Catechetical worker with Deaf and Hard of Hearing children.

On 29 July this year, they celebrated their 110th birthday! Anna was 40 in June and Dot 70 in July and they decided that instead of presents from friends and family they would ask people to make voluntary donations. This money was split between two charities,



one of which was Nugent. The amount donated to Nugent was £610.

The money was used to

support Clumber Care and the children and young people who live there towards a holiday during the summer holidays.



A previous donation by representatives of the Knights of St Columba to Nugent's Marie Reynolds back in 2013

## knights in shining armour

The Knights of Saint Columba is a Catholic fraternal organisation, the largest of its kind in Britain.

Founded in Glasgow in 1919, it is named in honour of Saint Columba, a Christian missionary from Ireland who helped introduce Christianity to the people of Northern Britain in the 7th Century. We are dedicated to the principles of Charity, Unity and Fraternity and have more than 4,000 members in over 300 Councils across England, Scotland and Wales including 10 on Merseyside. Membership is limited to practicing Catholic men aged 16 or older.

We exist to support the mission and doctrine of the Catholic Church and at the same time to work for the *"spiritual and material good of its members and their families"*. We follow the social teachings of the Catholic Church and work for the moral and social welfare of our communities and in particular to help the development of young people.

A familiar part of our activity is fundraising and there have been many campaigns over the years like the present one in support of the work of Nugent.

Last year our Annual Sponsored Walk from Albert Dock along the Waterfront to Aigburth raised nearly £10,000 for the Children's Cancer Charity (CHICS).

The annual sponsored walk this year in support of Nugent's Gubay Crisis Fund was on Sunday 24 September, from Albert Dock to Aigburth. We will announce the amount raised in the coming weeks.

To find out more about the Knights of St Columba visit our websites or email:

Websites; [www.ksc.org.uk](http://www.ksc.org.uk)  
[www.kscprov02.weebly.com](http://www.kscprov02.weebly.com)  
 email: [dpokeane@aol.com](mailto:dpokeane@aol.com)

the gubay  
 crisisfund  
 nugent



## ready for the match

In June staff across Nugent held a 'Wear your Footy Shirt to Work' day and raised £300 to buy a football kit for the children and young people at St Mulumba's Special School in Choma, Zambia.

The school's team have been playing in t-shirts and shorts and said they would love to have a proper team football kit. Through the money raised we were able to send a full team strip. In return they have sent us some great pictures. As you can tell the boys are really pleased with their new kit.

We also received a lovely thank you letter:

*"To the staff at Nugent from the staff and pupils at St. Mulumba's Special School, we were excited when we heard of your generous gesture to buy a strip for our football team.*

*When the bag was opened and the black and orange strip appeared we were very happy. Did you know orange and black are colours in the Zambian flag as well as green and red? We will wear the strip with pride and think of the people who sent it to us.*

*We have played well recently and came second in the national league. Thank you for thinking of us."*  
- Sr Coltridah, Deputy Head, St. Mulumba's.

St Mulumba's boarding school provides education for 160 children with specific, and sometimes very severe, physical and mental disabilities.

The school is in Choma, which is a market town and capital of the Southern Province of Zambia, lying on the main road and railway from Lusaka to Livingstone.

The population of Choma is over 247,500 people and it serves as the commercial hub for the central region of the province.

One year ago we launched our new identity as we rebranded to Nugent.



Watch Mike James, our Marketing and Communications Manager, and Normandie Wragg, our CEO, talk about how things have gone so far.

 [\[@wearenugent\]](#)

# bsl for the masses

Damien Mahon is our Community Pastoral Worker, teaching British Sign Language and writing our monthly Deaf Newsletter.

Damien has been working with our Marketing and Communications team to produce a collection of short videos in which Damien gives the dates for upcoming Deaf Masses.

We'll be posting regular BSL videos, so keep an eye on our Facebook and Twitter platforms for news and links.



Check out Damien's videos on our social media platforms [[@wearenugent](#)]



## donation form

Please return to:  
**nugent**  
99 Edge Lane,  
Liverpool,  
L7 2PE

I would like to donate the following amount to Nugent:		£
- Contact details -		
Title	First Name	
Surname		
Address		
		Postcode
Phone	Email	
I enclose a cheque/postal order (payable to Nugent) for:		£

### Boost your donation by 25p of Gift Aid for every £1 you donate

Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. Your address is needed to identify you as a current UK taxpayer.

In order to Gift Aid your donation you must tick this box.

I want to Gift Aid my donation of £\_\_\_\_\_ to Nugent. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax in the current tax year than the amount of Gift Aid claimed on all my donations it is my responsibility to pay the difference.

Nugent is committed to protecting the privacy of its supporters and stakeholders and complies fully with the Data Protection Act and the Code of Fundraising Practice. Nugent is registered as a Data Controller with the Information Commissioner's Office and will only process data under the categories for which it is registered. We may contact you about our work but will never sell or swap your details.

You can read our Ethical Fundraising statement here: [www.wearenugent.org/fundraising/ethical-fundraising/](http://www.wearenugent.org/fundraising/ethical-fundraising/)

Nugent: 99 Edge Lane, Liverpool, L7 2PE  
Registered Charity: 222930

0151 261 2000 | [info@nugentcare.org](mailto:info@nugentcare.org) | [wearenugent.org](http://wearenugent.org)



# investors in people report



We recently underwent our three-yearly re-assessment against the Investors in People standard; a world recognised system that reflects the very best in people management excellence. One of our strategic objectives is to attain the Standard's highest level, Platinum.

Based on 25 years of leading practice, the latest research and workplace trends, the Investors in People Framework is organised around nine key indicators of high performance each with three underpinning themes.

The assessment involved all our staff and volunteers who responded to an on line survey, interviews, meetings, observation and documentary review.

The assessment has identified where good practices are in place and areas where improvements are being made. There are a small number of areas which did not meet the Basic level of the Standard.

Whilst disappointing, we did retain our accreditation under the previous version of the Standard, with an opportunity to review and address the areas where improvement is needed for re-assessment next year.

## Areas of strength:

- A culture which has at its core a number of key values which people believe in and share and which guide the way people go about delivering support to service users.
- A consistently applied and well embedded appraisal and supervision/one to one process, which helps to support people to deliver what is required.
- Improved team working particularly with respect to people working across teams and sharing expertise here and from which a number of positive performance outcomes have been delivered.

- A real focus on continuous improvement, which again has started to deliver a number of positive outcomes for the organisation.
- The senior team also understand the importance of the need to measure the impact of the organisation's people strategy on performance and to this end a number of KPIs have been identified which are now being used to assess this.

## Areas Identified as opportunities to improve practices:

- The extent to which people are involved in decision making which has an impact on them.
- The organisation's approach to reward and recognition.
- The way in which change is led and managed in the organisation



**The standard has 9 areas.**

**The key outcomes of Nugent's review are stated below.**

### Indicator 1: Leading and Inspiring People

**78%**

strongly agree/agree that leaders communicate the vision and objectives

**58%**

felt there was good communication in place

### Indicator 2: Living the organisation's values and behaviours

**79%**

strongly agree/agree that they share the values of Nugent

**67%**

strongly agree/agree that we challenge behaviours not linked with our values

### Indicator 3: Empowering and involving people

**64%**

strongly agree/agree that they are encouraged to take initiative in their role

**66%**

strongly agree/agree that they are trusted to make decisions

### Indicator 4: Managing performance

**73%**

strongly agree/agree they are encouraged to achieve high performance

**88%**

strongly agree/agree that success is reliant on all of us achieving individual objectives

### Indicator 5: Recognising and rewarding high performance

**56%**

strongly agree/agree that they feel appreciated for the work they do

**35%**

feel they are consistently recognised when they exceed expectations

### Indicator 6: Structuring work

**78%**

strongly agree/agree that their work is interesting and uses their skills/capabilities

**63%**

strongly agree/agree their role is structured to allow them to take responsibility

### Indicator 7: Building capability

**67%**

strongly agree/agree that they can develop capabilities to reach their full potential

**58%**

strongly agree/agree that Nugent believes it is important that we learn and develop

### Indicator 8: Delivering continuous improvement

**74%**

strongly agree/agree that they look for improvement ideas within and externally

**54.5%**

strongly agree/agree we are always looking for new ways to improve

### Indicator 9: Creating sustainable success

**71%**

strongly agree/agree a positive relationship with the community is key to success

**63%**

strongly agree/agree that Nugent has a plan for the future to ensure continued success

# achieving above average

We are currently in Year 2 of our 2016 to 2020 Strategic Plan.

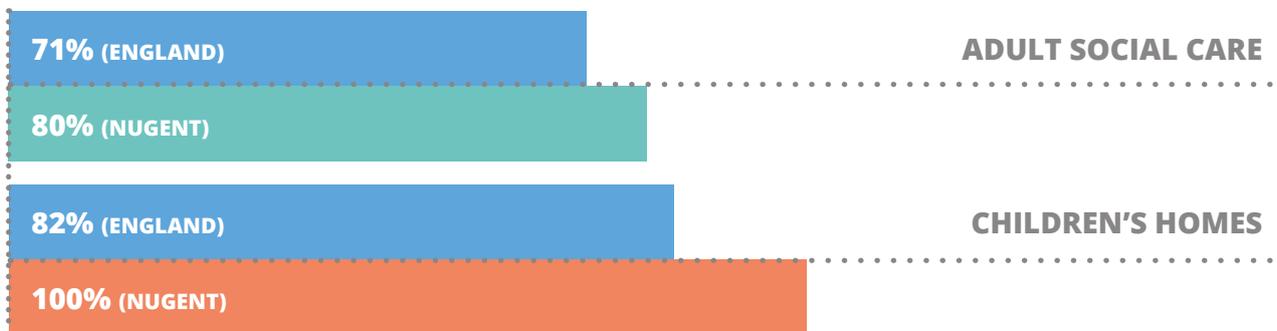
A key aim is to become 'Outstanding' in everything we do from our children's services, adult social care and within our support services.

Our Performance Management Framework tracks our progress and summarises our key achievements.

The chart below shows the percentage of adult and children's care homes in England that are rated good or above against the figure

for Nugent and shows that against the national average we are doing really well.

We intend to publish the results in an Annual Quality Report so that service users, their families, our Trustees and staff as well as other key Stakeholders can see how well we are doing.



do you  
have room  
for more  
shoes?

Thinking about adoption?

Our friendly, experienced team will be delighted to hear from you.

For an informal chat call

**01744 613 041**

For more information visit

**nugentadoption.org**



nugent  
family

nugent  
adoption

# Christmas Carol Service

**EVERYONE IS WELCOME**

especially if you are living with dementia



**Archbishop Malcolm McMahon invites you to  
the Metropolitan Cathedral of Christ the King**

**Wednesday 20<sup>th</sup> December 2017 at 2.00pm**

Refreshments will be served afterwards in the  
Gibberd Room and everyone is most welcome.

**FEATURING LOCAL PRIMARY SCHOOL CHILDREN  
PLUS THE "SONGS WE REMEMBER" CHOIR**

For further information please contact the Pastoral Formation Department  
0151 522 1046 or [m.knight@rcaol.co.uk](mailto:m.knight@rcaol.co.uk)

# re-gift

for nugent

## DO YOU HAVE ANY UNWANTED GIFTS?

Can you use those six sets of bubble bath?  
Do you really need four new woolly hats? Is that  
perfume from your Auntie Kathy really not your  
thing?

### Then re-gift them to Nugent.

These items are then used as raffle prizes at  
Nugent's fundraising events or at various  
projects run by Nugent's Fundraising team.  
They can even be sold in their charity shop  
to directly raise funds.

If you would like to re-gift items such  
as toiletries, DVDs, clothing, food and  
chocolate sets then please contact  
Nugent's Fundraising team.

**0151 261 2000**

**[fundraising@nugentcare.org](mailto:fundraising@nugentcare.org)**

Nugent: 99 Edge Lane, Liverpool, L7 2PE  
Registered Charity: 222930



0151 261 2000 | [info@nugentcare.org](mailto:info@nugentcare.org) | [wearenugent.org](http://wearenugent.org)

