



# Headline news

In this issue: • **New operations manager** • **Official recognition** • **Chlöe joins the team**



## Latest additions to the teams



### News of the Newsletters

Thank you for your responses to the recent questionnaire that we sent out, it was extremely helpful for us to gauge how well we were doing in providing you with the right amount of Keychange news! It was encouraging that the majority of the respondents requested that we continue to send out Headline News at the same rate as we do currently.

After some informed debate it has been decided that, and in order to be as cost efficient as possible, Headline News will be dispatched to all of our supporters as usual. We hope that those of you who requested more or fewer editions through the year, will be sympathetic to our desire to be good stewards. Thank you for your understanding.

In this edition of Headline News we're focussing

particularly on the work of the charity from the point of view of the staff members, and we have interviews with our new Operations Manager and with a recent recruit to the team of one of our homeless projects. We hope that you'll find the articles interesting and informative. Thank you again for your interest in Keychange Charity.

#### And now ... the SMALL print

A very sincere and BIG apology for the size of *The Way Ahead*; the annual review sent out in January. Due to a misunderstanding at the printer's, it was produced at half the size it was intended to be. The mistake only came to light after the newsletter had been dispatched. We considered re-printing it, but, after prayerful debate, decided that it would not be a good use of the charity's money. Please accept our apologies if you found it difficult to read. Rest assured that we have taken the matter up with the printer and it won't happen again!



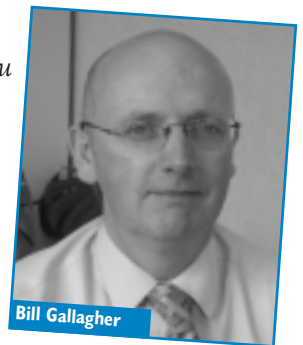
### New Operations Manager

We are pleased to announce that Bill Gallagher has joined Keychange head office staff as new Operations Manager with responsibility for Social Action Projects. His professional expertise and personal dynamism will bolster and strengthen the team, and his love for the Lord and enthusiasm for and knowledge of the practical outworking of the gospel are an inspiration and a power source for the team both at head office and at the projects.

Although Bill has only just joined the staff, his association with the charity was established some time ago when he was introduced to Keychange in a very different capacity. The first contact that Bill had with Keychange was when he was assigned to the Charity's account as their bank manager during a successful career with Barclays Bank! For several years, Bill had regular contact with the charity and provided banking and financial advice where needed. Bill also visited Keychange homes from time to time. As a committed Christian, Bill was very sympathetic to the aims and objectives of the charity, and was particularly interested in the homeless projects.

Very early in his Christian life Bill felt God speaking to

him in the words of Matthew 25 v 42-45 'For I was hungry and you never gave me food... in prison and you never visited me' – this has proved to be a foundational scripture for him. Over many years Bill has been involved as a volunteer with several organisations working for and with the homeless. His various undertakings have included working for the Whitechapel Mission both as a volunteer and a trustee, driving a van for Crisis in London collecting food for distribution to homeless projects and a stint as a volunteer in a Salvation Army soup kitchen. Bill continues to work with the Chaplain of Belmarsh Prison.



Bill Gallagher

Bill's appointment at Keychange allows him to combine his passion for Social Action projects with his considerable practical and professional experience. He is married to Rachael and they have two grown-up children, and are members of New Community Church, South London.

Please pray for Bill as he begins this new stage of his career and ask that he would be blessed with all that he needs to work for God's glory at Keychange.

## Chlœ joins the Exeter team

Chlœ Scott has recently joined the staff at *Esther*, the Keychange project in Exeter, and I recently chatted with her about what led her to becoming a team member there, and some of the experiences she's had since joining.

Chlœ originally hails from Northampton, and before going up to Exeter University, spent her gap year working with YWAM in Siberia and Australia, but where she found that problems of society were remarkably similar to the UK. During her time in Australia, she worked for three months in a project helping prostitutes in St Kilda which was good experience for her involvement in *Esther*. Chlœ also learned a great deal about what God can do in people's lives while in Siberia, where everything is reliant on charities.

After university, Chlœ stayed on in Exeter and spent a year as a students' worker based at a church in the city. She looked after female students, ran Bible studies in groups and on a one-to-one basis. Then in September, she joined the team at *Esther*: 'When I first arrived it was quite over-whelming and a big contrast with what I'd been doing the year before.' In particular Chlœ was struck by how hard she had to work to gain the trust of the residents: 'Until they trust you, it's really difficult to help them, but as they do it becomes more and more rewarding and they'll approach me when something's upset them, or even when they're happy about something.'

The individual cases where Chlœ feels that she's been able to make an impact have been especially gratifying. For example one of the girls (we'll call her Becky) wouldn't say anything to her at all to begin with. She had been street homeless, moving from hostel to hostel since she was 16. Becky had been involved with a drug-using partner and whenever they found somewhere to live, his drug habit would mean that they were thrown out. Although she'd been into *Esther* before Becky seemed to be stuck in a rut and was unable to make the break from her boyfriend. However, through her contact with Chlœ and the team at *Esther*, recently Becky came to appreciate just how detrimental her boyfriend's influence was and, with a lot of support from staff and friends, has been able to break up with him. Chlœ said: 'It's wonderful to see the progress that Becky's made in her life; she's opened up, has taken several life skills courses and really blossomed.'

For Chlœ, whenever she's talking to the residents, she's praying for them and looking for ways to share the gospel with them. Recently she's been praying with a few of the girls and one of them has come along to church – this was very encouraging for Chlœ.



There have been two big challenges for Chlœ since joining *Esther*, firstly the attitudes of some of the girls: 'I was used to working with people who appreciated what I was trying to do and why; it's very hard when instead you're faced with blatant mistrust and cynicism.' Secondly, the problems as the girls come off their drug habits. 'So often the drugs have numbed the terrible things that happened to them when they were younger, as the influence of the drugs subsides, the issues all come back and that can be heartbreaking.'

However, Chlœ feels well supported by David and his team. Please join me in wishing her well and praying for her as she hopes to run an Alpha Course in the near future.

## Official recognition

All Keychange members of staff are committed to delivering the highest possible level of care and support, underpinned by a deep Christian concern, to every single person who lives in our homes. It is particularly heartening when external agencies appreciate and acknowledge that we are making a significant contribution. Recently a local council wrote the following letter to the manager of one of our homes:

*'I am writing to thank you personally and whole-heartedly for your support and assistance with the above named client. Once again when I really needed help and the outlook was bleak Keychange Charity came up trumps! Please also pass on my thanks to your staff team who as always mix compassion and professionalism to achieve the impossible and pour oil on troubled waters.'*

What wonderful encouragement – very well done to the team involved.

## Poetry corner

From time to time one of our residents will put down in words some of their painful experiences. Their writings can help us to understand more of what they have been through and can throw a very personal light on a sad and often forgotten plight. This extract is from a poem written by one of our residents.

*Every night I cry alone  
For the reason that I cannot live at home.  
Wishing so hard that it was all a dream,  
Wondering how people can be so mean.  
Wanting so much parents who'd love and want me –  
No chance of that – a problem child that's me.*

KEYCHANGE CHARITY

CHRISTIANS HELPING PEOPLE IN NEED

KN36

Keychange Charity, 5 St George's Mews, 43 Westminster Bridge Road, London SE1 7JB

Tel: 020 7633 0533 Fax: 020 7928 1872

[www.keychange.org.uk](http://www.keychange.org.uk)

Registered Charity No: 1061344 Registered Company No: 3317563

Keychange Charity is affiliated to the Evangelical Alliance and the Christian Care Association

FREELANCE EDITOR: Sue Keighley DESIGN: MML

If you wish to reproduce any part of Headline News, written permission must be obtained in advance from our Head Office

**HOMES** Cromer, Upton House; Plymouth, Mount Eventide; Sidmouth, Rose Lawn; Southampton, Fair Havens; Torquay, Walmer House; Tunbridge Wells, Rosset Holt; Wallasey, Cressingham House; Wimbledon, Alexander House

**SHELTERED FLATS** St Annes-on-Sea, Jubilee Cottage

**HOMELESS PROJECTS** Exeter, Esther Community; Reigate, Wayside; and in collaboration with 'Door of Hope', London