



MATTHEW'S HOUSE

HOSPITALITY AND HOPE

IN THE HEART OF SWANSEA



Help us make a difference ... Volunteer / Support / Donate

GIVING HOPE TO THOSE WHO HAVE NONE

With your help our aim is to provide a 'home' in the heart of Swansea for those who are the most vulnerable; a building that is known for unconditional hospitality and hope – providing a lifeline for those struggling with homelessness and others who need it.

Together we can make a difference

We aim to work with other organisations and partners to make this lifeline even stronger, but also need the help of like-minded, generous supporters to make the biggest impact through Matthew's House. People can help by volunteering, providing a discounted or free service, or by giving a small amount of money or needed items each month. Whatever you choose to do, you really can help us make a difference to the many who need support for as long as it is needed.

Contact us at friends@matthewshouse.org.uk to find out more and offer support. To volunteer, please visit matthewshouse.org.uk/volunteer and fill out an application form online. To donate, please fill in the form at the back of this leaflet or visit matthewshouse.org.uk/donate.



"Such a pleasure to come and see the amazing place you are creating. A really inspiring community. Thank you."

Michael Sheen, Actor



HOSPITALITY AND HOPE

Without hope it is very difficult for anyone to flourish. With hope we are strengthened. With hope we can overcome obstacles, embrace new experiences and move forward in ways previously considered impossible. Our aim at Matthew's House is to be hope-givers. By supporting us with your time, services, resources or money, you can make a difference by providing someone with life giving hope.

Your generous support will enable us to offer the most vulnerable: hot meals, refreshments, community, showers, laundry facilities, emotional support, practical gifts, training, dignity and hope. Working with others, Matthew's House will continue to be a beacon of hope in Swansea.

Recorded statutory homeless acceptances in Wales remain 70% higher than in England pro-rata population.¹

There are an estimated 347 rough sleepers in Wales – 33 in Swansea for 2018-19. This does not include the much higher number of people in hostels, temporary accommodation, B&Bs, sofa surfing – all of whom are also 'homeless'.⁴

There is a greater prevalence of diagnosed mental health conditions, such as depression, amongst homeless people (39% in women and 33% in men).²

Over 1 in 4 girls experience period poverty and 137,000 girls miss school each year as a result.⁵

1,160 households in Swansea recorded as homeless, or threatened with homelessness.³

Swansea is one of the top 10 areas experiencing drug related deaths in the whole of the UK.⁶

Donate: matthewshouse.org.uk/donate

References: 1. The Homelessness monitor: Wales 2015 | 2. Homeless Link article dated August 2015 | 3. Correspondence with local council homeless strategy co-ordinator; Sept 2015 | 4. Welsh Government, 2020 | 5. Bloody Big Brunch, 2020 | 6. South Wales Police, 2019.



“Whilst filming at Matthew's House, what overwhelmed me was the sense of hope which it gives people at a time when they have none. Not just to those who eat and meet there, but also those who go on to volunteer there. It's a life-affirming project, which is helping those who need it most day in, day out.”

Andrea Byrne, ITV News



Since we opened we have signposted and worked alongside more than 100 charities, businesses, groups and organisations to give hope and support to the most vulnerable in Swansea and surrounding areas.*

On average we serve **over 2,000 meals a month** together with the hope and community that Matthew's House delivers.*

In a typical month we intercept over a tonne of food, **saving over 50 tonnes of food from landfill** since March 2017.*

We hand out **more than 30 dignity packs every single week** to women and men in need*

Every month we provide more than 15 emergency items and food to those in need, often people struggling with homelessness or sleeping rough*

In our first year we served more than 11,000 meals feeding the most vulnerable in Swansea. By our third birthday we had served more than **60,000!**

*Based on the latest information at time of print

Key expressions of Matthew's House



Matt's Cafe

We intercept food waste destined for landfill and use it to feed people who need it, on a pay-as-you feel basis.



The Homeless Period

We collect, create and distribute Dignity Packs to vulnerable women and men who cannot afford essential hygiene products.



Matt's Showers

We offer dignity through a homely large shower room to the city's rough sleepers and most vulnerable people on a referral system.



Matt's Laundry

We seek to provide a referral based laundry service focused to serve rough sleepers in our city.



Matt's Cwtsh

We have created a safe place to offer friendly advocacy and support from trained volunteers to anyone in need at Matthew's House.*



Matt's Community Choir

We use music and friendship to reduce isolation and improve wellbeing.*

* Expression is in planning and implementation stages at time of print.

USEFUL INFORMATION

Opening times*



Sundays **6.30pm - 9pm**
Mondays **10am - 3pm**
Tuesdays **10am - 3pm**

Donation drop-off times*

Sundays **6pm - 9pm**
Mondays **9am - 3pm**
Tuesdays **9am - 3pm**
Fridays **9am - 3pm**

*During coronavirus lockdown 2020 our volunteer teams swiftly adapted our services to meet the immediate needs of our city as safely as possible. Due to this, there have been many changes in times during this period with a hope to move back to the times above when safer to do so.

What goes into a shower pack?

- ✓ Toothpaste
- ✓ Toothbrush
- ✓ Deodorant
- ✓ Hairbrush
- ✓ Pants
- ✓ Socks



Dignity pack shopping list

- ✓ Tampons/pads etc
- ✓ Wet wipes & small packs of tissues
- ✓ Underwear and socks
- ✓ Small deodorant sprays
- ✓ Mints and gum
- ✓ Lip balm/chap sticks



Donations we accept



- ✓ Tinned veg & meat
- ✓ Jars & sauces
- ✓ Tea & coffee
- ✓ Sugar
- ✓ Salt & pepper
- ✓ Herbs & spices
- ✓ Chocolate
- ✓ Custard
- ✓ Flour & baking items
- ✓ Squash & UHT milk
- ✓ Table sauces
- ✓ Fruit & vegetables
- ✓ Sanitary items
- ✓ Hygiene items
- ✓ Sleeping bags
- ✓ Chilled and frozen food

Sorry, we can't accept these

- ✗ Duvets & bedding
- ✗ Clothes
- ✗ Shoes
- ✗ Household items
- ✗ Cooked food
- ✗ Leftovers
- ✗ Opened food



Food hygiene rating:





Photo: Shutter Madness

THE STORY OF MATTHEW'S HOUSE

Matthew's House began in 2016 when The Hill Church purchased the Grade 2 listed building, called St Matthew's Church. It had a history of serving the poorest and most vulnerable in our city, but it had been closed for nearly two years. Following the purchase, months of volunteer hours were donated to turn the building into Matthew's House – a house of hospitality and hope in the heart of Swansea.

In 2017 Matt's Cafe was launched. This was the first expression of Matthew's House. The concept was simple. Intercept perfectly edible

food destined for bins by local supermarkets and turn it into delicious 'home-cooked' style meals available to all, but particularly those who are homeless or vulnerable. It would be funded on a pay-as-you-feel basis. All the expressions of Matthew's House succeed because of the compassionate and tireless work of volunteers – we have over 90! All of them are motivated to give hospitality and hope to others.

The Hill Church

The Hill Church is a registered charity. It considers itself as a guardian of the building to preserve its use over the long-term for the good of the city. They work with those in Swansea who seek to assist the homeless and most vulnerable. Matthew's House has a separate bank account to the rest of The Hill Church, so that all monies donated are only ever used for the purpose, development and maintenance of Matthew's House.

"It's not just important to the homeless but it's important for the city. It gives the city a hub to come and chat and share all its problems. There is always help on hand, whatever situation you're in. Matthew's House is a vital lifeline in Swansea."

Lee Trundle,
Swansea City Football Club ambassador



"Matthew's House has a heart warming, life-changing ethos that can impact many."

Rob Parsons OBE,
Author & International Speaker

Award winning charity. In 2019 Matthew's House was the winner of the Editor's Choice Award at the South Wales Evening Post Community Awards, and our Volunteer Cafe Manager Sally Lynch took home the award for Volunteer of the Year.



STORIES

We measure our success in several ways, but the most effective way through the stories of those we seek to support. The stories included here are true^{*}, and represent many other lives that are being impacted.

Family really matters. Love matters. Time matters. Goodbye matters.

We received an early visit to Matthew's House on a fresh autumn Monday morning. As we were not yet open, one of the team spoke to the guest and reminded him of our opening times as he was a regular. The guest was a man who seemed more confused than normal and not his usual self. Within the first few minutes the guest collapsed on the doorstep with a seizure. Following this, he lost consciousness and went into cardiac arrest. The volunteers called 999, whilst a member of the team began to render first aid to the gentleman. Approximately 15 minutes passed before the paramedics arrived. They took over, but our team member was asked to continue compressions as they setup and did what they needed to do. Sadly, with the length of time unconscious, the gentleman was put on life support. This lasted more than 7 days before it was decided by the medical staff and his family that they had to withdraw the support. He passed away in hospital soon after.

The guest was a lonely and vulnerable man. After he was transferred to hospital the Matthew's House team took care of his possessions and used his mobile phone to make contact with his family – all of whom lived a very long distance away. As a consequence of this, the family, including his children, were able to travel to Swansea and visit him at the bedside and say their goodbyes. The guest's brother visited Matthew's House the day following his passing and thanked the entire team for their care, compassion and swift action which led to his brother surviving for a week, enabling them all time to say goodbye and thanking them for being part of his life. For us it was a precious reminder that every guest almost certainly has a history and a family somewhere. They are somebody's wife, husband, child, brother, sister, uncle or auntie. Often, for a number of reasons, the families have not been able to maintain contact despite their best efforts; sometimes due to the guests' lifestyles or other challenges. Yet in the end and at the end, family really matters. Love matters. Time matters. Goodbye matters.

Anna's Story

Anna is a lady in her early 60s who first came to Matt's Cafe during a time when she was sleeping rough. She was receiving a pension that was not enough to get by and found herself in between places to live. On her first visit Anna had a small breakfast, and returned at lunch time for some "delicious" fish pie. This is when she discovered that we had a shower available and were offering

haircuts that day. So, Anna had a full belly, a hot shower and a new hairdo. Before leaving, Anna shared that she was on her way to meet a landlord in the hope of having a new flat that evening. She told us that she felt "absolutely fab" and was so thankful for all the help. "I'm walking out a different person! I've even got doughnuts with me!"

Dan's Story (written from Dan's perspective)

It was summer and my life was quite a struggle. It was full of hurt, frustration, I was really lonely and most of the time I just felt upset. I had neighbours that bullied me, made me feel awful and attacked me and ultimately, I found myself pushed out and left homeless, thinking it was the safest option I had. The days were long and the hardest days for me were when it rained. I was already drinking a little, but with everything that was going on, the feelings, the loneliness, the hurt, I started drinking and feeling sadder than ever. Whilst on the streets during the long hard days I met a lot of people, many picked on me, many used and took advantage of me especially when I managed to get my money, but they weren't all bad. One or two of them introduced me to a place called Matt's Cafe and with the long, hungry and lonely days, I thought why not? I've got to give it a try.

When I went in for the first time it felt great. I had some good food and that's where I met "my Sally". My Sally is the lady that runs

the Matt's Cafe project and from day one she was the standout star, the one who showed me that some people really do care. I started helping as more days passed and they let me, I just wanted to help the people who were helping me and give something back. After about a month of meeting my new friends at Matt's Cafe they helped me fill in an application form, they helped me through my interview and the next day they welcomed me not just as a guest but as a volunteer. They gave me a chance and it really felt like a miracle, especially when I got to put that bright red pinny on.

From that summer I started to smile again, I started to find out what real friendship felt like and I had something in my life that was worth being part of. Having a new purpose, less time feeling alone and being hurt, a place where I could grow and with people, I really loved ... I really appreciate everything Matthew's House and its angels have done for me – they really have changed my life!

Grace's story

My mum passed away and my life started to go downhill. Struggling with many things, in particular isolation and addiction, I became very lost. One day I just knew I needed to make the decision to seek help and change. In wanting to go forward I decided to volunteer somewhere. This was when I found out about Matthew's House, and the work of Matt's Cafe. I volunteered to give back and to help others in a similar situation to my own, but what I found was that it helped me most of all! I truly began to find myself, my confidence and my self-

worth again. I fell in love with Matthew's House and became part of its kind, loving and generous family. After volunteering for a while, I felt confident enough to apply to university and find paid part-time work. Prior to volunteering at the Cafe these things were just dreams, but because of the support and encouragement of the people at Matthew's House I was able to make it a reality. I truly believe that without them, and their belief in me, even when I did not believe in myself, none of this would have been possible – they are super heroes!

^{*}Names have been changed to respect the privacy of those involved.

VOLUNTEER

Matthew's House is led and run by an army of volunteers from all walks of life and circumstances. You might want to join us! We have folk who volunteer in cleaning, design, serving, cooking, administration, fundraising, haircutting, health and safety, social media, packing and a million other things.

If you have a skill, we can probably use it. If you don't think you have a skill, we think we can help you find one!

In our eyes, there is no such thing as 'just a volunteer' but rather we seek to build a family, a team of people, who work together to do something great and meaningful in Swansea.

We welcome applications to volunteer with us from anybody who cares deeply about the homeless and vulnerable people. We also ask that you care deeply about the values of hospitality and hope for everybody who uses Matthew's House.

We want to have the right volunteers. We want to train you, equip you, encourage you and help you. We want you to encourage and help others. We appreciate that everybody's capacity and commitment levels are different. We do ask for consistency and reliability. We do ask that people consider others and show respect and other core values in order to create the right atmosphere and support in what we do.

To volunteer, please visit matthewshouse.org.uk/volunteer and fill out an application form online. Or contact us at friends@matthewshouse.org.uk to find out more.



DONATE

Every penny
really does count!

Matthew's House, like most things in life, costs money to work. We are grateful to our supporters who have always understood this.

Whilst we received donations from all over the UK to get Matthew's House started, we know that the only way for the building to be sustained over the long-term is by way of regular monthly support from generous people – **Friends of Matthew's House**. This is the most sustainable and cost-effective way of funding, rather than reliance on grants. All monies donated go into an exclusive bank account dedicated and separate from the other activities of The Hill Church. These funds are only ever used for the purpose, development and maintenance of Matthew's House.

Please can you consider giving a small amount each month to help us as we help others?

To donate to the work of Matthew's House, please fill in and return the form overleaf.

Step 1: Return this completed form to us at
Matthew's House, PO Box 696, Swansea, SA1 9PQ

Step 2: We will set up the Direct Debit.

Step 3: We will email you to confirm it is done.

THANK YOU!

You can also donate online. Visit matthewshouse.org.uk/donate

YES, I WANT TO HELP

Receive updates on the work of Matthew's House and other

Matthew's House news Via (please tick): Email ☐ Phone ☐ Mail ☐

1 I would like to ...

Donate each month (please tick)

£5 ☐ £10 ☐ £15 ☐ £20 ☐ £40 ☐ Other £

Receive updates on the work of *Matthew's House* ☐ Find out more about volunteering ☐

Offer free or discounted services ☐ Find out more about legacy giving ☐

To talk, you need to tick
The law says that in order for us to talk, you need to tick. So please help us let you know what we are doing by ticking as many of these boxes as you can.

2 My details (please be clear and use BLOCK capitals)

Title: Mr ☐ Miss ☐ Mrs ☐ Ms ☐ Other ☐

Full Name or company name		Year of birth
Email		
Email of secondary signatory on bank account if required		
Telephone number	House no/name	
Street name	Postcode	
How did you hear about us?		
Bank sort code	Bank account number	

I give permission for Matthew's House to set a Direct Debit up via secure Gocardless Connection

Signed

3 Add 25% difference! Are you a taxpayer? Gift Aid it

If you pay UK tax, we can reclaim 25p of Gift Aid for every £1 you donate at no extra cost to you. *giftaid it*
Simply tick the box and print your name below to make your Gift Aid Declaration.

Name of taxpayer: Date:

Yes! I am a UK taxpayer and would like *Matthew's House* to reclaim Gift Aid on all my gifts* ☐ ☒

*I confirm I am a UK taxpayer. I understand that: Matthew's House will reclaim tax on all qualifying gifts made this year, in the future and previous four years. If I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all charitable donations I make in that tax year it is my responsibility to pay any difference. It is my responsibility to notify the charity if my personal details change, or if I no longer pay sufficient tax, or cease to be a taxpayer.

4 What next?

We use a very economic and secure service called **Go Cardless** to collect monthly gifts by Direct Debit.

Step 1: Return this completed form to us at **Matthew's House, PO Box 696, Swansea, SA1 9PQ**

Step 2: We will set up the Direct Debit.

Step 3: We will email you to confirm it is done.

Thank you so much for your support!

Matthew's House is a place of hospitality and hope for all - especially those who are vulnerable and homeless. We aim for it to have the feel of a home where hospitality is experienced by all who enter the doors, regardless of background and circumstances including who they are, what they believe, where they live and where they are from. We simply ask that everyone always respects everyone else thereby maintaining our value of hospitality.



Contact us

☎ 07708 115903

📧 matthewshouse.org.uk

✉ friends@matthewshouse.org.uk

🐦 @mattshouseSA1

📘 @MatthewsHouseSwansea

Correspondence address (IMPORTANT):

Matthew's House, PO Box 696,
Swansea, SA1 9PQ

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updates on our website
matthewshouse.org.uk