



# Make sure you tune into Charlie's Mint Show

Charlotte Doherty has been a client on the Walkways project since April 2012. Charlie is very interested in broadcasting and with our help she secured a placement with Môn FM transmitting her show "Charlie's Mint Show" on Thursdays between 2pm and 4pm. Not only does Charlie have her own radio show she also helps to raise money for the station as well as raise its profile.



This is what Charlie had to say about her work, "Working at Môn FM is often challenging; I have to spend a lot of time during the week planning and preparing for my show. I have also had to learn to be flexible in my approach - sometimes things go wrong live on air and I have to laugh them off and carry on. I am enjoying every minute of it though, especially being able to share my tastes in music with my listeners. I meet new and interesting people all the time now including the comedian, Lee Ridley AKA Lost Voice Guy, who I interviewed as part of my show discussing Cerebral Palsy".

"My ambitions for the future are to improve my interviewing skills through training and then eventually to run and own a radio station."

**You can listen to "Charlie's Mint Show" every Thursday 2pm - 4pm at [www.monfm.co.uk](http://www.monfm.co.uk)** ■



## Tom Jones MBE, OBE

As one of the founder members of Agoriad it was with much sadness to all at Agoriad that our Chair Tom Jones died in August of this year.

Agoriad was established to help young people with learning difficulties or mental health problems to lead independent lives through improved skills and employment. At that time no suitable organisation existed to provide the necessary support to both the individual and employer to achieve a sustainable outcome for both parties. It was individuals such as Tom who had the vision and determination to challenge the norm and build a new way of helping these young people.

Under Tom's stewardship, Agoriad has developed from an organisation employing two members of staff to one that now employs thirty, offering Agoriad support to hundreds of individuals across North Wales.

Tom's values of integrity, his 'can do' attitude and a passion for helping others framed the ethos of Agoriad. His loss is deeply felt; his memory lives on and his beliefs are a beacon for our future development.

# Caffi'r Parc is our latest Social Enterprise Project

We're underway; work has started on our new project at the Holyhead Country Park. Through our Associate Company Môn Social Enterprises Cyf we are converting what was the old Warden's house into a café and meeting rooms for visitors and local folk to increase the enjoyment of their visit to the Park.

The second phase of the development will be to provide overnight accommodation and facilities, but "watch this space" - we want to provide a really friendly place to stop by and enjoy what we promise will be some delicious food and drink choices in modern and very comfortable surroundings.



*Councillor J. V. Owen (left) with Arthur Beechey, Agoriad's Chief Executive, on site at the new development of Caffi'r Parc at the Holyhead Country Park.*

## A great place to come and visit

The Holyhead Breakwater Country Park is most certainly a place to visit. The park's stunning scenery, with a backdrop of soaring cliffs, and the heather-clad Holyhead Mountain, is an amazing mixture of different types of scenery. Imagine a place where you can feel that you are away from it all but not really that far away.

If you are hiking on Holyhead Mountain you can walk down to the park along one of the many trails that are to be found.

If you are visiting the park you can access Holyhead Mountain via, for example, the Coastal Footpath that goes through the park. You can, of course, drive right into the park or you can cycle to it - a new Green Links cycle track provides one of the routes into the park. There is

friendly staff on site to help out with all the information that you will need.

A lot of people, when they walk on the mountain, follow the Cybi Circular Walk trail. Check out our really colourful and very artistic information panel for the walk - bring your camera, you will want to take a photograph of it! While looking at the colourful panel why don't you pop into the nearby Information Centre? The centre will provide you with a wealth of information - there are many interesting information panels to look at, there is a large fish tank, an interactive model of Holyhead Mountain and the surrounding area plus, among other things, real live staff to interact with who will be more than happy to share lots of information with you about things to do and see. Actually, while writing about things to do and see have you ever tried orienteering? It's fun and it's also a great way to explore the park further. Basically, orienteering is using a map to find certain orienteering points in the park - don't worry if you've never done it before, we are here to help you get started.

While you are out and about in the park - maybe even strolling along our Nature Trail - you will most certainly want to experience Rocky Coast. This area of coastline is a very special area. The views from the coast are stunning - you might even see the ponies on the coast! These ponies, which graze on the coast for a good part of the year, are part of an established grazing project.

Maybe a short walk around the lake area? On certain days you might see people using their model boats on the water; also, anglers on our big lake after that fish whose photo would be proudly displayed on the mantelpiece!

There are so many thing that you can do in the park

- you can walk, sit, relax and enjoy yourself. Even during the summer months there are many places within the park where you could feel that you have the place all to yourself. While relaxing and feeling wonderful why not wander towards an old building called the Brick Shed and see the Outdoor Gallery. This gallery displays, for example, wildlife paintings by artists such as Tunnicliffe - it really is well worth viewing! The Brick Shed, by the way, used to actually be a brick shed. Before the park became a park quarrying used to take place there. Don't worry, there is so much scenery that you would barely know that it used to be a working quarry. However, if you are interested in industrial history it's a very unique experience being able to wander around an area of great beauty while being sometimes gently aware of its past.

**More information can be found at**  
[www.holyhead.com/breakwaterCP](http://www.holyhead.com/breakwaterCP) ■



*Will Stewart is the Chief Warden at the Park: "It's a fantastic place to visit, come once and you will want to return to this spellbinding location."*

## If you have a vacancy we may have a truly ideal applicant you may not have considered

An experienced employment and training provider with **over 20 years experience** and a real understanding of our local labour markets, Agoriad provides employers with a direct link to genuine and capable people seeking employment.

We have a team of Employment Officers located throughout North Wales with the experience, understanding and local knowledge required to match the right individual to the right job.

Our clients range from people searching for entry to professional levels as we work within the framework of Welfare to Work programmes.

**If you have a vacancy or would welcome an informal and confidential chat about future employment issues we will be pleased to hear from you. Email: [john@agoriad.org.uk](mailto:john@agoriad.org.uk)**



**01248 361 392**



# A great product and a true working example of Social Enterprise

Dŵr Cerist is a proper example of Social Enterprise; it provides opportunities for disadvantaged and disabled clients with real employment and vocational training. Since the acquisition of the mineral water business by Agoriad in January 2009, around 24 employed and part time workers have been provided with work experience or employment in the Cerist workplace.



*Dŵr Cerist water, increasingly popular as people are happy to be associated with a business truly helping the disadvantaged and a genuine local quality supplier and contributor to the local North Wales economy.*

The ancient spring at Llawr Cae near Dinas Mawddwy in the Snowdonia National Park produces water of such wonderful purity with low sodium content; it is fast becoming renowned for its beneficial properties.

Site Manager Eryl Parry has been with Agoriad since 2005. He works with Sioned Jones to manage and develop the business. "The business helps to provide work for disadvantaged people and we have to strike a balance between automatisation of the plant and the employment and workplace training opportunities the site offers; we are pleased to be able to provide these chances of employment to people who otherwise find difficulties these days to find meaningful work."

Dŵr Cerist bottles the natural still mineral water using (PEP) plastic bottles in three sizes, the popular 500ml, 2 litre and 5 litre. It is very much a manual operation with the sterilised bottles being introduced to the water dispenser and capped with either conventional or sports caps. A compressed air capping machine tightens and secures the caps before the bottles are fed to the conveyor for labelling and date stamping (the only automated

## "Not scientifically proven" - but here Cerist makes a real contribution to Health issues

Mrs Beryl Whittingham of Montgomery is a convinced user of Dŵr Cerist pure soft water and appreciates its low calcium and soda content as a major contributor to her wellbeing. We spoke to Ms Whittingham who has regular pallets of water delivered to her home and she said, "I have to be careful as I unfortunately suffer from Medullary Sponge Kidney which can lead to a build-up of kidney stones. I use Cerist water for everything, it's such

a soft water and whilst my Doctor will say it's not scientifically proven I can tell you that it makes a real difference to my wellbeing. I use it for cold drinks, for my tea, for my cooking, in fact I'm so convinced of its value that it is the only water I will use and I'm happy to tell anyone the same."

Eryl Parry comments, "Mrs Whittingham continues to be a regular customer of ours and we

see an increasing number of mail order deliveries to people who buy Dŵr Cerist water for health reasons, the water has a wonderful balance of purity and minerals with low sodium content which would seem to make it an ideal choice particularly for people with kidney problems. Enquiries have come from as far away as Oman and there's even a customer in Holland, looking for the perfect water to make tea with." ■



*Eryl Parry (right of this picture) and Allun Williams who has worked at the Dinas Mawddwy bottling plant for over two years.*

*Allun says, "I love to come to Cerist and really feel part of something useful, working here has become such an important part of my life and I'm so pleased that it's been possible for me to be part of things here."*

equipment used during the bottling process). The bottles are manually boxed and lifted into a tape sealing machine and then palletised.

Dŵr Cerist water is stocked "on the shelf" at local shops and supermarkets and has found a market with the quality of its water increasingly offered by guest houses, cafes and farm shops. The business has introduced an own-brand label service and

uniquely supplies a number of small businesses with an acceptable order level of water to both parties with bespoke labels via a design service it has instigated which promotes the brand of the individual business through its water sales. This has proved to be popular and affordable and whilst own labels have been successfully introduced for amongst others - Portmerion, The Forestry Commission and Rhug Estate - a good number of smaller businesses have taken advantage of own label supplies of water.

Deliveries of Dŵr Cerist water are made directly along the North Wales Coast and Anglesey. A wholesaler in Aberystwyth delivers to Cardiff and beyond. ■



*Sioned Jones: "It's so nice to see people coming in and enjoying themselves and taking such pride in their work. It's a meaningful job for people who don't always get the best chances to be part of their communities or to contribute in the workplace and that's a very important part of what we strive to achieve at Agoriad."*

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# Trustees bring an important role to Agoriad

Trustees make a huge difference both to the individual charities and the communities they serve. They devote both time and effort, mostly without payment, to ensure a high quality services to the users and the wider community.

Agoriad has been most fortunate over the years to have had a board of trustees with a wide range of relevant skills, experiences and commitment. This has led to Agoriad becoming a leader in its field in North West Wales and beyond. Together with a totally committed workforce, the organisation is seen at local and national levels as a 'can do' partner with an excellent track record in terms of quality of provision and financial probity.

We are now looking to increase the number of trustees to further strengthen the board. This will enable Agoriad to position itself in the future to take advantage of any opportunities arising with regard to the range of services we offer. Formal advertisements will appear shortly in the local press giving further details and additional information.

**Early discussions however have focussed on the following areas:**

## Geographical coverage

*The main thrust of Agoriad services is currently centred on Gwynedd and Anglesey. We will be hoping to increase trustee representation especially in the rural areas of South and West Gwynedd.*

## Gender/Age balance

*It is necessary to address both the gender and age balance of the board.*

## Public/Private sectors

*To have a wide range of skills and experiences within the board as possible, this will both benefit Agoriad in its day to day operations and provide strategic direction for future opportunities and developments.*

The issues listed above are just a flavour of discussions that have taken place so far in advance of a

formal recruitment process. Once the new trustees have been identified there will be a full induction phase supported by high quality trustee training.

If you are interested in finding out more about Agoriad and the roles and responsibilities of a board member please contact in the first instance, Arthur Beechey, Agoriad's Chief Executive Officer.

Trustees have a vitally important role in the way a charity supports and provides services to its users. Whether the charity is a small local project or a national household name, its trustees have the final responsibility for the strategic direction and management of their charity. They must act prudently at all times in the best interests of the charity and its users, and are personally accountable for the proper management of the charity and its assets.

**Mick Barlow, Vice-Chair** ■

# Facing the challenge of helping Holyhead back to work

Since starting work with Agoriad in 2010, I have been engaged on various Government led programmes with the aim of getting as many long term unemployed customers as possible back into sustainable employment, mainly in the Holyhead and surrounding areas.

*Bryn Richards - Employment Officer, Holyhead*



I am currently working on the Government's Work Programme. Although, when I started, I didn't underestimate the challenge which lay ahead, I have been surprised at just how difficult it has been to tackle the many employment barriers which the people of Holyhead and Anglesey encounter.

To be fair, many of the barriers our customers face are not entirely of their own making. For instance, many of our clients, through no fault of their own, have fallen into the "benefit trap". If you are unaware of the "benefit trap" let me explain; many of our customers claim Housing Benefit as well as Jobseekers Allowance. Due to the lack of available housing stock, a lot of our customers are residing in "temporary" accommodation. However, some of my customers have been in "temporary" accommodation for over 3 years! Rental payments for temporary accommodation is typically much higher than

renting a council house. For example, one of my customers' rental payments comes to £700 per month, which is currently covered by Housing Benefit. As this customer has very little in the way of qualifications, she cannot hope to find a job paying at least £1500 per month to make her better off in employment, hence the term the benefit trap.

However, there may well be light at the end of the tunnel for these customers with the introduction of the Government's new Universal Credit which will be introduced for new claimants from October 2013. Under Universal Credit, which replaces Jobseeker's Allowance, Employment and Support Allowance and Housing Benefit as well as Working Tax Credits, each benefit recipient will get one benefit payment, broken down into various sections. Universal Credit will come with a guarantee that no matter which job you take, regardless of the hours worked, the benefit

recipient WILL be better off in work. I'm hoping that this will be the incentive that most people will need to move into employment, as the present benefit system is a minefield in itself! The current benefit system often results in people not wanting to leave the relative security of life on benefits as they get a regular income coming in, which they can rely on to pay their bills and rent.

Another barrier into employment that we often face in Holyhead is a lack of, or a perceived lack of, transport. Even though Holyhead is well served by public transport, with both trains and buses serving the town, some of our customers take a lot of encouragement to apply for jobs in Bangor, even though they HAVE to apply for jobs there as it's within their "travel to work area". For those who are unaware, the "travel to work area" is an area, decided by Jobcentre Plus, which is reasonable to expect people to travel by public transport. ■

# Working in partnership with Tai Eryri

Agoriad has been working in partnership with Cymdeithas Tai Eryri on an innovative Community Energy Warden scheme for long term unemployed individuals.



The scheme which is funded by DAF (Deprived Areas Funding) has created six new warden posts for Agoriad's Work Programme customers in Gwynedd and Anglesey. The Community Wardens will become the spokespeople for energy efficiency in their own communities, by providing education and advice on how residents can save money on

energy bills. Their duties will involve visiting residents to provide domestic energy advice. They will become a point of contact for residents on any energy efficiency questions and help to deliver a local fuel strategy to overcome fuel poverty issues.

The Community Energy Wardens are employed by Tai Eryri for six months and will be trained to NVQ level two in customer service before going out to the communities to raise the awareness of residents on energy efficiency.

Darren Thomas, the project manager for Tai Eryri, said that, "Cymdeithas Tai Eryri wants to help people to go back to work, and to accumulate the skills required to give them sustainable employment opportunities for the future." ■



# Changing Gareth's life

Gareth came to Agoriad and enrolled on the Engagement Gateway programme. During his time on the programme he gained valuable experience of working in a busy café. When the Walkways project started he joined the project with a view of gaining more experience of work and different skills.



"When I started on the project I met my job coach who would help and guide me throughout. She talked to me and found out what sort of work I would like and what my interests were; this was so that she could match me to a suitable job which I would enjoy. My first placement was in a café where I completed a Food Hygiene course. My second placement was in a shop. I need a lot of support from my job coach as the tasks were a little difficult but with her help I soon became able to work on my own which I enjoyed very much. Throughout my time on the project I saw my Job Coach regularly and together we wrote my CV and covering letter to apply for jobs; we also did a lot of bus training as I was not confident travelling on my own. The travel training has changed my life. I now have the freedom to go anywhere by bus".

"I was offered the chance of a work placement at Yates in Bangor. Once I had learned the bus route with my Job Coach I was able to work any hours they wanted. The placement went very, very well and they were so pleased with me they offered me a paid job for 16 hours per week." ■

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# Irish National Job Shadow Day

Two members of Agoriad's social enterprise firm at Llys Llewelyn (Stephanie Hughes and Tracy Austin) had the opportunity to take part in a Job Shadow experience over in Dublin as part of the job shadow exchange.

The National Job Shadow Initiative is an annual event run by the Irish Association of Supported Employment. IASE is a national voluntary organisation which aims to promote and develop supported employment at a national level. The job shadow initiative is designed to give people with disabilities a unique opportunity to get a close up look at the world of work, enabling them to discover and learn about the skills and training required to compete and succeed in the workplace.

Tracy Austin spent the day at the Department of Agriculture, Food and the Marine. The shadowing was based in the personnel department and began with a tour of the offices and meeting the staff. Tracy then helped with the office duties such as shredding, filing etc.



Stephanie spent the day at Leinster House shadowing Minister Lynch, the minister for Disability, Mental Health and Older People. Darragh McFarlane, a client from the Ireland Walkways project, was also shadowing the minister which encouraged more interaction and sharing of experiences. Stephanie and Darragh started the day by observing the Taoiseach's Parliamentary Questions from the Dáil viewing gallery. Then there

was a sound of a loud bell to alert the house members that it was time to vote. Stephanie and Darragh watched from the viewing gallery as the vote took place.



Following the vote, Stephanie and Darragh had the opportunity to meet the Minister and were also fortunate to meet Taoiseach Enda Kenny.

Stephanie and Darragh finished the day sitting in on two meetings with Minister Lynch. One was a delegation from IASE (Irish Association of Supported Employment) therefore there was an opportunity to include Stephanie and Darragh in some of the discussions.

The exchange was a great opportunity for both Stephanie and Tracy to experience and develop their working, social and independence skills. They were able to observe working life in a different country, socialise and interact with clients and staff from different backgrounds, and also demonstrate great confidence and independence throughout the whole exchange. Both showed great interest, enthusiasm and enjoyment during the visit.

This is what Tracy had to say about the visit. "I went to Ireland with Carol, Iona and Stephanie for a job shadow day in Dublin. We stayed at the Central Hotel overnight. I had a work placement in the agricultural and fishery office in the annual leave department doing some filing. We had a tour around the building and we met the Minister there and we were given a hardback book about the agriculture and fishery dept. I and two other people from the Dublin area had a photo taken with the minister. We met with Iona and Stephanie in the parliament office and then we did some shopping before we had to leave for the 8:30pm ferry." ■



# Medrwn Môn committed to continuing to support local voluntary activity

The aim of Medrwn Môn is to promote and support (the third sector) volunteering, voluntary and community organisations and by working with individuals, groups and communities on Anglesey to ensure they play a full and prominent role in developing the potential of the Island.

It is a membership organisation (304 groups) which is in regular contact with over 700 groups. Medrwn Môn is a company limited by guarantee and a registered charity with membership open to any local voluntary organisation.

The nationally accepted definition of a voluntary organisation is: Formal/Informal, Independent, Self-governing, Voluntary, Non-profit distributing, Of Public benefit, with Members nominating and electing representatives annually to a Management Board.

Medrwn Môn is part of a family of 19 county voluntary councils throughout Wales and works closely with Wales Council for Voluntary Action which represents the third sector at a national, UK and European level.

Working with partners Medrwn Môn represents, supports and develops voluntary organisations, community action and volunteering on Anglesey by undertaking the following activities set out in the Partnership Agreement:

- Trustees and Governance
- Training
- Volunteering
- New initiatives and community development
- General information, advice and support
- Policy and public services
- Service delivery
- Scrutiny
- Organisation

The Partnership Agreement has been signed by the Welsh Government, Wales Council for Voluntary Action, Independent Volunteer Bureau and the 19 County Voluntary Councils (CVCs) in Wales and

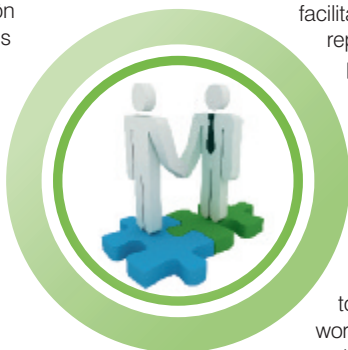
provides core funding for our activities.

During 2011-12 Medrwn Môn responded to over 6,800 enquiries of which 460 needed follow-up advice and support, published six editions of its newsletters *Dan Do Môn* and *Môn Gwirfodd* which are sent to over 890 organisations. Eight basic training courses were provided. Over 100 volunteers were placed and 17 promotional events celebrating volunteering were organised. 170 funding enquiries were responded to and over £432,000 was obtained for groups on the island.

Medrwn Môn carries out one direct service function which is to administer and organise Car Linc Môn which provides a volunteer transport scheme.

An important role which Medrwn Môn facilitates is ensuring voluntary sector representation on the strategic partnerships which are in the process of being rationalised. This will present new challenges for the voluntary sector as will the deteriorating financial situation and the move from grants to contracts. Medrwn Môn will endeavour to provide the wherewithal to assist local groups to face these challenges. We are working with our local authority to renew the Voluntary Sector Compact and have succeeded in ensuring a role for the sector in scrutiny arrangements. We are also excited about the Community Covenant signed with RAF Valley which could see the development of support to local groups.

Medrwn Môn, as well as the other CVCs, faces challenges in the short term with a reduction in our core funding and the renegotiation of the Partnership Agreement. However it is committed to continuing to support local voluntary activity. ■



# PEER Training Ysgol Syr Hugh Owen

As part of our Walkways Peer Project, Agoriad has been working closely with pupils from Ysgol Syr Hugh Owen, Caernarfon. The pupils have been working towards an OCN in work experience which includes classroom-based training and practical work experience.

We have delivered training focused on the world of work. This covered goal-settings, writing CVs, health and safety within the workplace, rules and regulations, attendance and punctuality, and interviewing skills. The pupils participated exceptionally well and showed great understanding of the behaviours, rules and regulations of the workplace.

All the pupils had a good idea of their future ambitions and remained focused on their goals throughout the work-based training. In order to provide them with a broader idea of weekend work opportunities, a variety of worksite visits were arranged. These included the local Job Centre, Plas Menai water sport centre, Morrisons supermarket, Seiont Manor Hotel, Greenwood Forest Park, The Fun Centre, Arfon Leisure Centre, Pitian Patian Creche, The Vets, Voluntary Bureau and McDonalds. During the visits, the pupils asked questions relating to work and what managers look for when recruiting. The pupils had the opportunity to gather information regarding different training courses and pick up different application forms, which we helped them to complete.

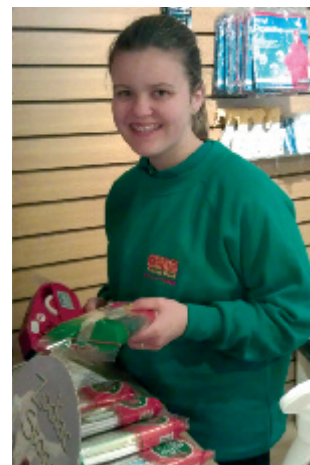
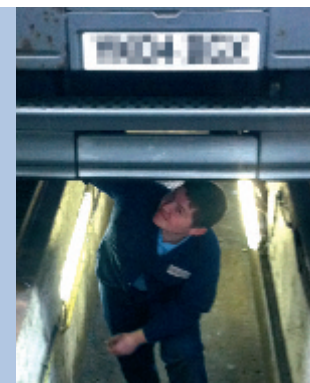
The pupils also completed travel training to improve their understanding of the local public transport system. The day concluded with a short bus trip planned by the young people.

To complete the course, the participants attended 20 hours of work experience. ■



*Aled is great on keyboards and really enjoys computers; he attended Work Experience at the local Archives office in Caernarfon. He keyed in an old catalogue book onto the computer (it couldn't be scanned due to the old print). Aled continued to volunteer at the archives which led to him receiving a Millennium Volunteer Award for his work.*

*Daniel has a passion for cars and has been accepted onto the Motor Vehicle course at Coleg Menai in September. He completed his Work Experience at G & H Commercial, where he got the opportunity to gain skills, knowledge and experience of mechanical engineering before going to college. The owner has been very supportive and Daniel continued to volunteer there during the summer to gain additional experience.*



*Stephanie decided she wanted to try out her Work Experience at Greenwood Forest Park where she got to try a variety of different roles including kitchen and café work, shop assistant, as well as helping out with the small animals. She found that she enjoyed the shop work and dealing with customers. During the summer, Stephanie completed a four day work experience helping out at the MENCAP office. She also completed travel training over the summer and is now confident in travelling on public transport independently.*



# Find our new Office in Caernarfon



Agoriad Cyf has opened up in a new location in Caernarfon, situated at the Mantell Gwynedd Office, just off the High Street.

This has been necessary to accommodate the large number of customers that are referred through onto the Work Programme.

The office consists of the latest technology which enables our customers to access wireless laptops which help them to carry out effective job searching as well as print CV's, send emails or even use video calling if required.

We offer one to one support and will put together tailored packages for individuals with the facilities to discuss any issues in a private office situation.

We also offer training packages for customers in Basic Skills and are help many customers with their driving theory tests as well as funding for customers to pass their Construction Skills Health and Safety

Award, which is essential for them to work on any construction site.

When we do move customers into work, there is funding available for them to help with paying for new work-related equipment or clothing. We also provide on-going in work support and will contact customers ranging from a fortnightly call to a monthly email / text message depending on their needs, to ensure that everything is going well with their employment. If any issues arise then we will be there to offer support, advice and guidance throughout this period.

Before we located to this office all Caernarfon customers were travelling to our Bangor location; it is now more convenient for them and also helps to reduce travel expenses.

**The office is currently open every Thursday and Friday between 9:30am and 4:30pm.**

**All enquiries are to be made on 01248 361 392 ■**



Portrh Penrhyn, Bangor, Gwynedd LL57 4HN

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