



DIY WORKBOOK

belongs to:

project:

Road to Resilience
Building stronger communities

'The Why' - Catholic Social Teaching

Human Dignity

We believe that we are all made in God's image and likeness. This lies at the heart of Catholic Social Teaching: that every single person deserves to be treated with respect because of their inherent dignity as a child of God.



Community and Participation

We are called to be active members of society - our local and global community. Observing the reality of the world, remembering that first guideline of the dignity of all people, we're called to support one another.



Care for Creation

We are called to love creation, as well as love God and love our neighbours. How we care for the earth is a sign of how we live as Christians, how we show God's love in the world, how we live out love in action.



Dignity in Work

Work is more than simply being able to earn money. It is about being able to support oneself, and one's family. It is about finding a role and place within society. It is linked to flourishing as a person and finding fulfilment, a sense of purpose and worth.



Preferential Option for the Poor

The Church holds that we should all have a special focus on supporting, walking alongside, and sharing with people who are living in poverty. It's a way we live out *caritas*.



Solidarity and Peace

If we truly believe that we are all sisters and brothers of one another, made in God's image and likeness as seen in the guideline of human dignity, then seeking the good of one another cannot be ignored. Solidarity is not just feeling sorry for those who suffer. It is a commitment to action.





FOREWORD

COVID-19 exposed our vulnerabilities as a society and revealed inequalities and injustices. It has also brought us closer together. We have witnessed the response of parishes and schools to need. Relationships between parishes and schools and the local community have strengthened. Individuals, community groups, companies, public services, local councils, charities, different faith communities and the NHS have worked together delivering relief to all those affected and afflicted by the pandemic.

This resource has been developed that this spirit of cooperation may continue to grow. It is designed to reinforce community bonding and inclusivity. It is hoped it will enable even greater use of talents so evident in our communities. Working together, learning from each other, recognising the extent of good will and seeing the difference we can collectively make gives us confidence. The ideal of justice and fairness, the good of all and a better future for everyone inspires us. Such desires led Caritas Westminster, the social outreach department of the Diocese, to formulate this document. It is part of its Road to Resilience Programme.

In *Let us Dream* Pope Francis writes, 'If faced with the challenge, not just of the pandemic, but of all the ills that afflict us at this time, we can act as a single people, life and society will change for the better' (page 103). With such hopes, Caritas Westminster presents this resource that Catholic Social Teaching can be implemented and realised in the streets where we live. May it bear good fruit.

Bp Paul McAleenan



The Road to Resilience

On World Day of the Poor, 15th November 2020, Caritas Westminster launched a new programme focused on building resilient communities and helping people out of poverty called the **Road to Resilience**. This programme aims to resource projects run by parishes and schools in the Diocese to go beyond meeting emergency need and offer support and signposting to help those in need tackle the challenges they are facing.

During the pandemic, Caritas Westminster witnessed an incredible response from parishes and schools who rallied together to feed thousands who had lost their income or were left isolated and without purpose. However, projects are increasingly concerned of the devastating longer term impact it has had on people's lives, whether that be financial, on their mental and physical health, or spiritual.

Caritas Westminster launched the Road to Resilience to respond to this need. The programme gives projects and schools the tools to help people out of poverty and empowers them to be more resilient to the shocks and challenges that cause insecurity.

The Road to Resilience does this in three key ways:

- 1 By continuing to develop the valuable networks that have emerged during lockdown; bringing together parish and school projects to **SEE**: share ideas, challenges, partnerships and data, **JUDGE**: an opportunity to discern these in light of our faith, and **ACT**: agree how we can make changes together.
- 2 ·By offering a programme of resources and expert training to equip projects with knowledge in key areas of resilience such as benefits and finances, housing, immigration, accessing work, digital inclusion and more.
- 3 ·The Road to Resilience will offer practical resources to enable projects to run safely and efficiently with a people centred approach designed to lift people out of poverty.

Meriel Woodward, Assistant Director of Caritas Westminster said:

'The Road to Resilience builds on the amazing social action already being delivered by parishes and schools across the Diocese as part of their missionary outreach. It works alongside direct relief projects, by bolting-on longer term interventions, and building on individuals' strengths, supporting people out of poverty for good.'

Road to Resilience

Building stronger communities

Information and resources for the Road to Resilience can be found at www.caritaswestminster.org.uk/road-to-resilience.php.

If you would like your project or parish to become a part of the Road to Resilience, find details of how to be in touch on page 20.

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Confidence Tracker

On a scale of 1 - 10, how confident do you feel in the following areas? Return to this page so that you can track your project's growth.

10

1

A vertical scale from 1 to 10 is shown on the left. Ten horizontal arrows point from the 10 mark down to the 1 mark. Each arrow is a different shade of blue, with the darkest shade at the 10 mark and the lightest shade at the 1 mark. Below each arrow is a project area.

- Seeing Catholic Social Teaching in action
- Establishing a clear vision and goals
- Guaranteeing a person-centred approach
- Building a transformational team
- Using community assets, building connections
- Working collectively with other projects
- Collecting data & showing your impact
- Saving costs and accessing funding
- Knowing and using your power
- Advocating for the issues you care about

'Love in Action' - CST in your project

'Do everything in love.' 1 Corinthians 16:14

What do the principles of Catholic Social Teaching mean to you?

Consider each theme, and fill in the leaves with comments of how they apply, or how you would like them to apply in your project.

Human Dignity, Community and Participation, Care for Creation,
Dignity in Work, Preferential Option for the Poor, Solidarity and Peace



For more resources visit:

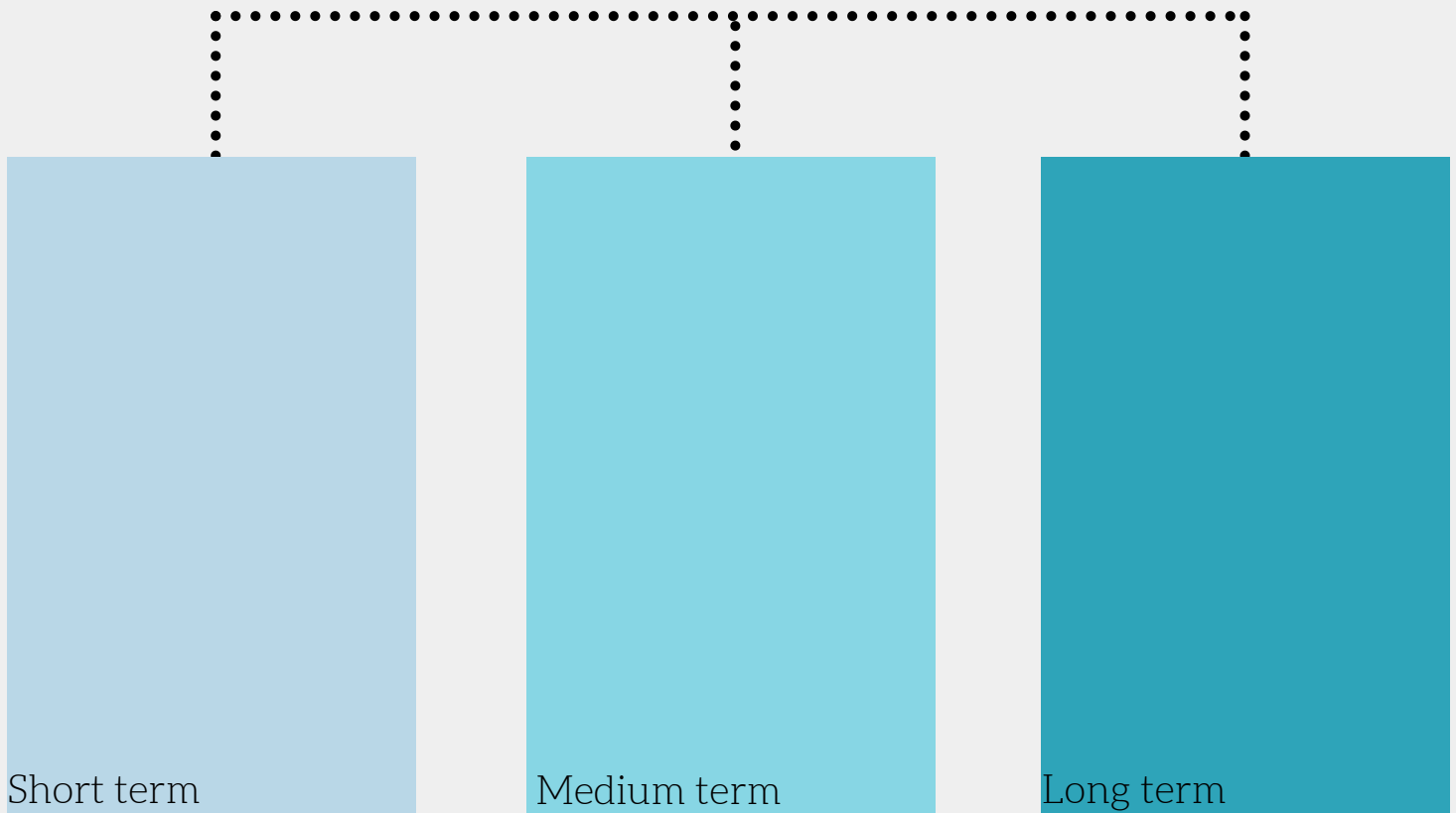
<https://www.stepforwardinlove.org/>



Mindmap the
vision for your
project

Vision and Actions

Categorise the key elements of your vision below:



Choose one goal from each category and write down 5 actions towards achieving it:

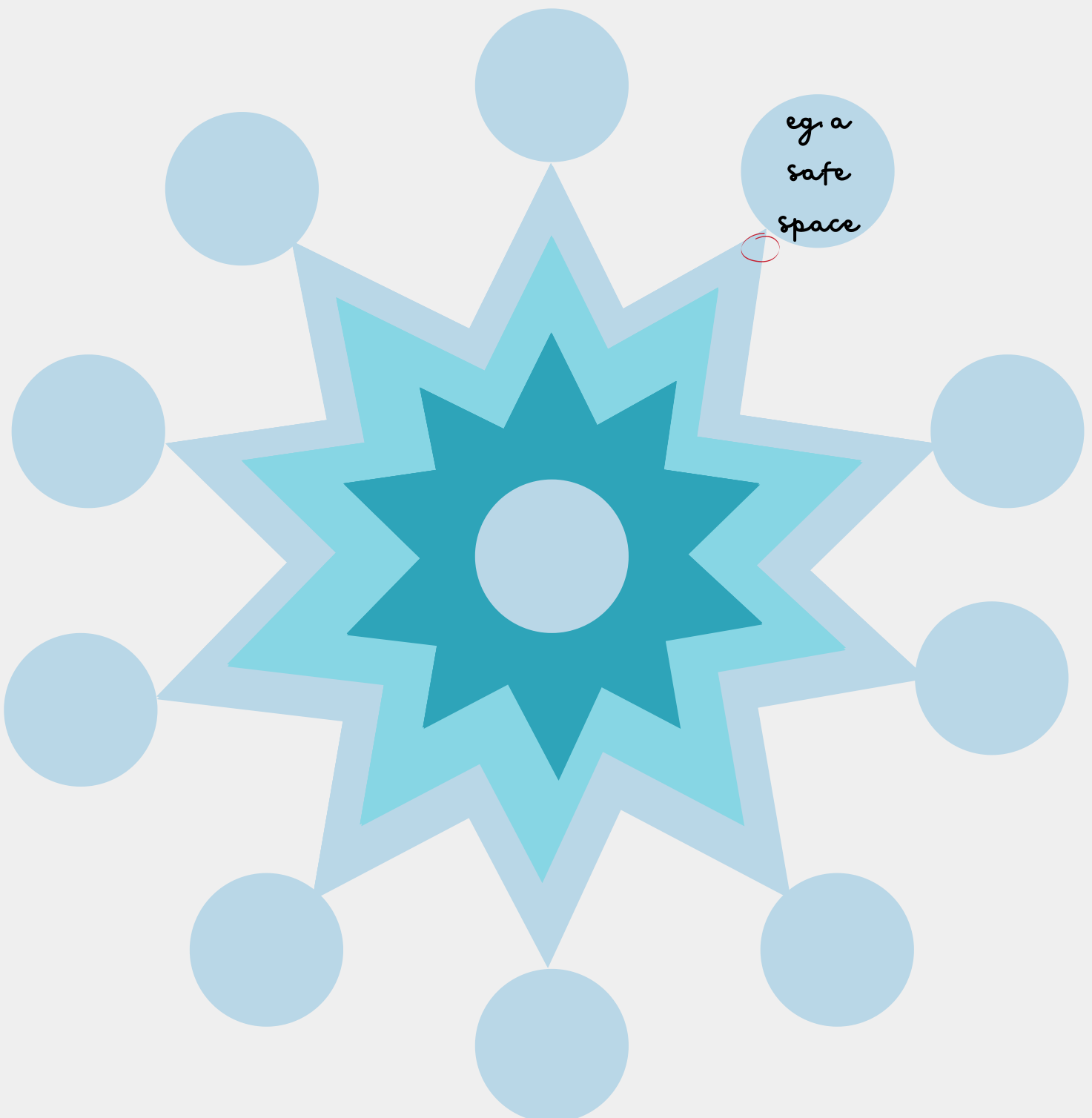
- 1.
- 2.
- 3.
- 4.
- 5.

- 1.
- 2.
- 3.
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- 1.
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Person-Centred Approach

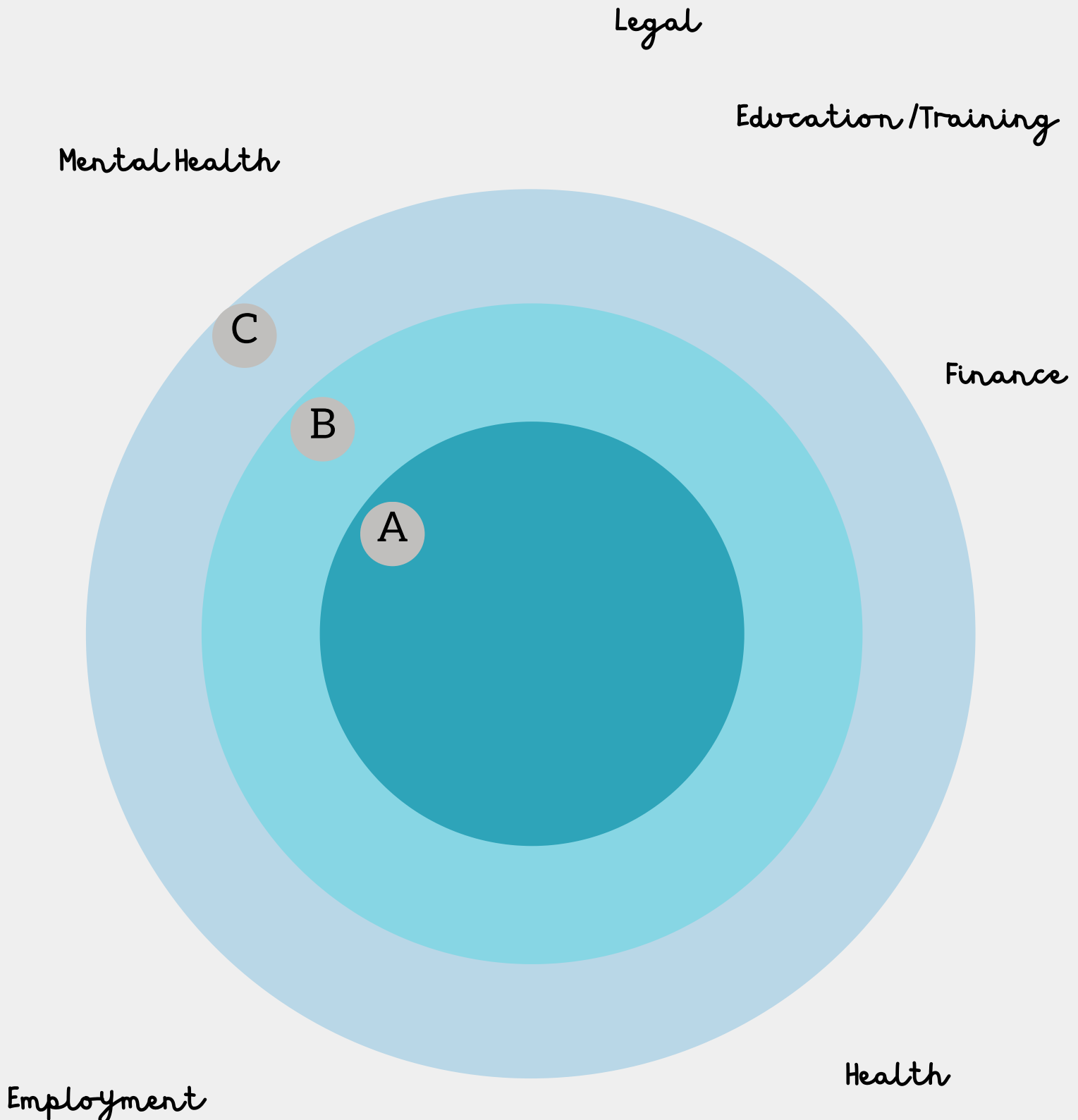
1. Consider the people your project works with. In the circles write the personal elements important to them. We encourage you to consider a strengths-based approach - helping someone to meet their potential, rather than focusing on how to fix their problems (traditional needs-based approach).
2. Next, use the spokes of the stars to rate how well your project caters to each of these elements (with the lowest score marked on the centre star, the best on the outer star).
3. Once plotted, draw lines between the points to highlight areas to improve.
4. You can revisit this later to see how you have changed over time.



Community response

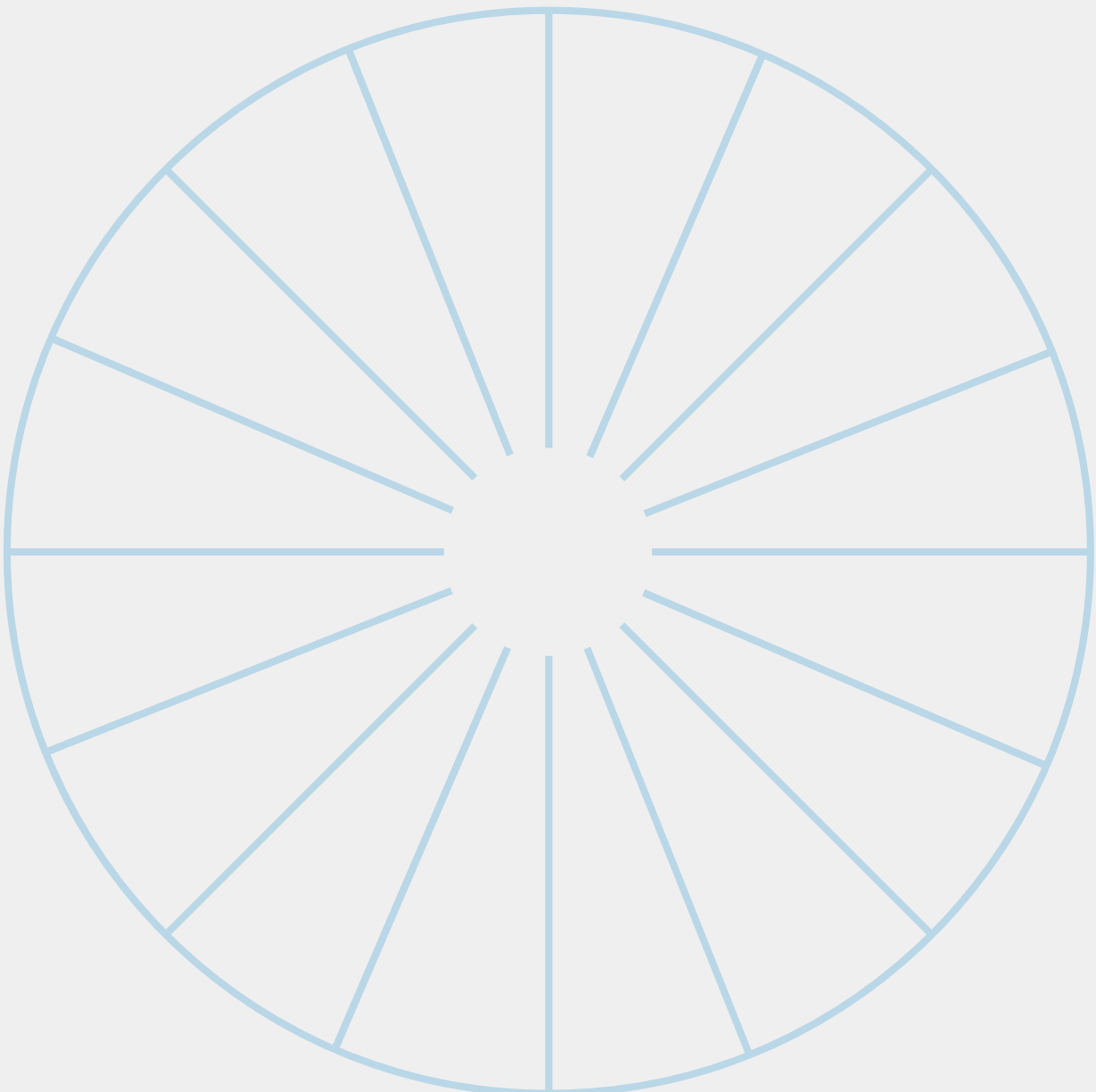
To help you respond to the elements you have identified on the opposite page, list potential areas of focus in your project - we have placed some examples below. Think about who might have particular gifts or talents and help lead in these areas within your current volunteer base, your parish or school and in the wider community. Use the circles to identify where these gifts and talents lie.

- A Your volunteers
- B Your school/parish community
- C Wider community



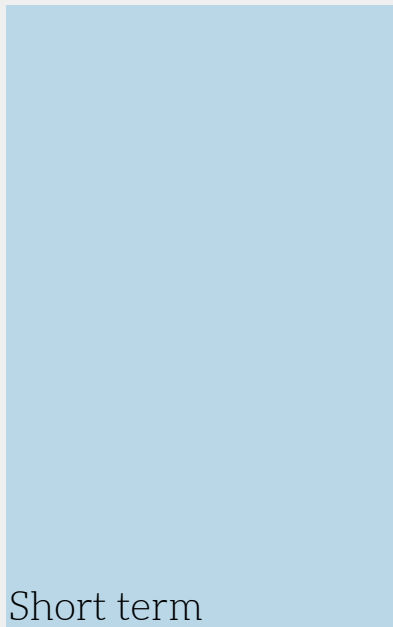
Strengthening Connections

1. Again, think about the person that your project works with. Place them in the centre.
2. Around the web, write down every local organisation and service that supports this person, and the work that you do.
3. Draw lines between them to show how they link (e.g. all provide food relief, employment support).
4. Are there any missing links? How might your project be able to draw these together?
5. In a different colour, write down the things that you would like to do.

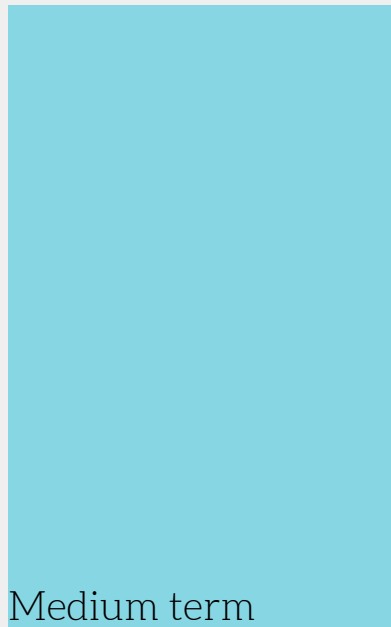


Working as a Community

Identify the organisations in your community web (opposite page) that would be able to help you to achieve your 3 goals. Write them below.



Short term

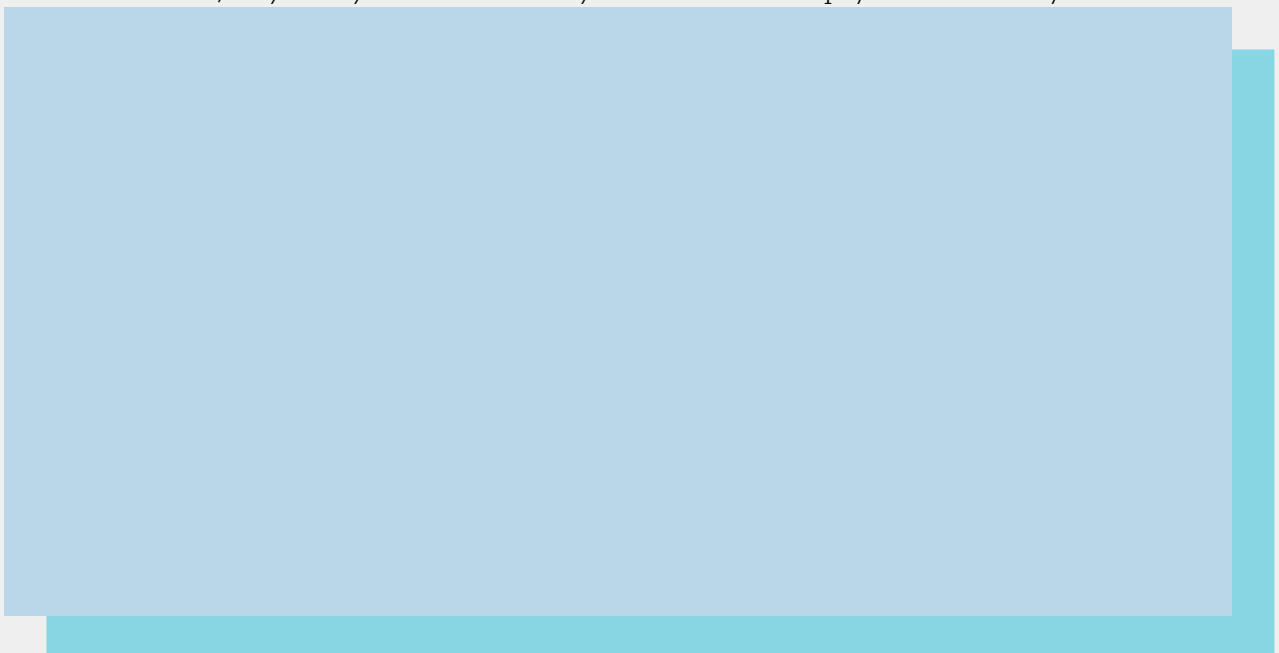


Medium term



Long term

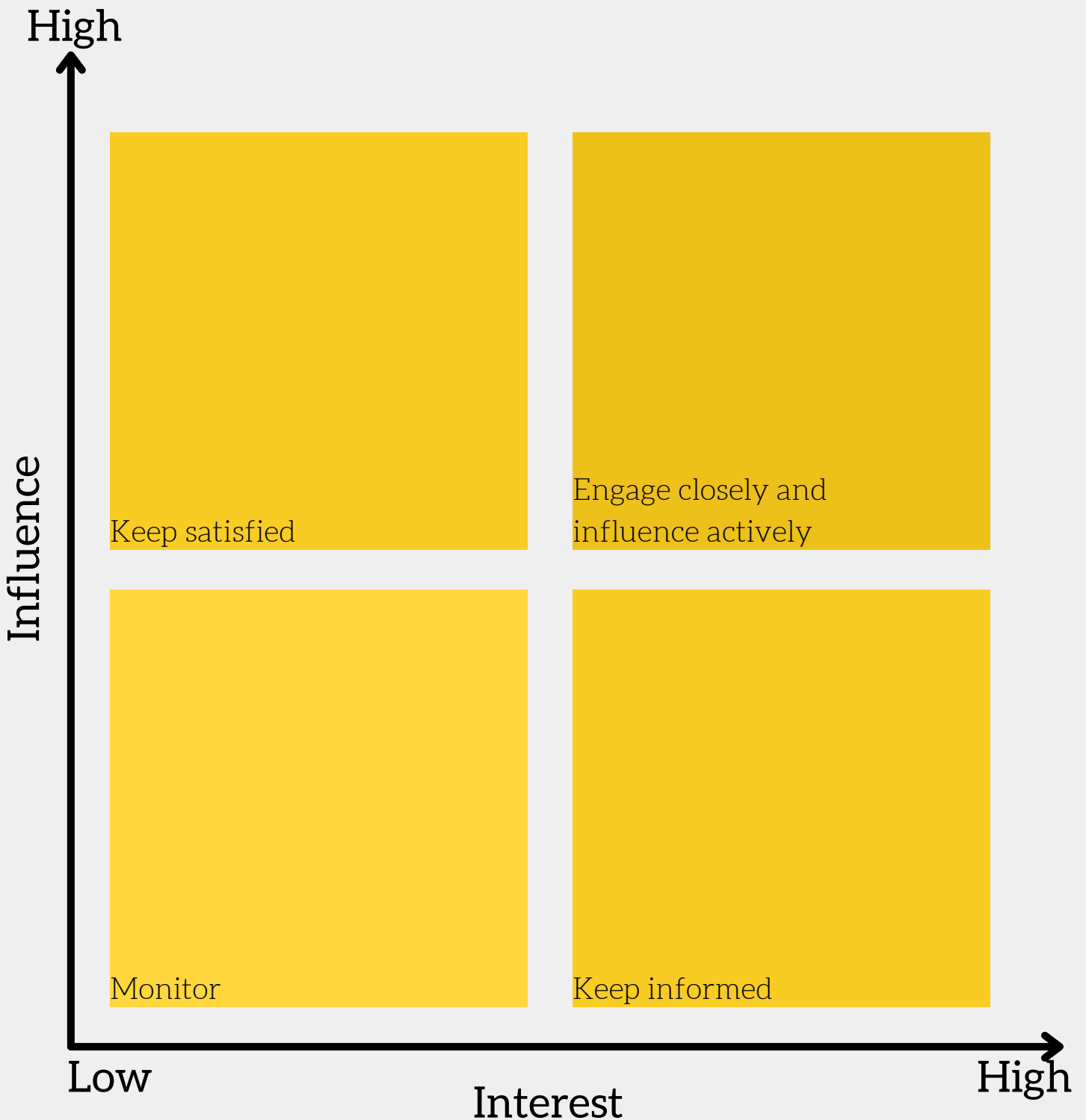
Use the space below to write down organisations (charities, public bodies, businesses) *beyond your community* who could help you achieve your vision



When you make contacts within these organisation, note them in your address book on page 21.

Stakeholder Map

It is important to spend time with your stakeholders. Use this page to identify all the people and organisations who have an interest in your project. In order to think about how best to engage them, categorise them below.



A Culture of Encounter through Dialogue

In Fratelli Tutti, Pope Francis described dialogue as: *'Approaching, Speaking, Listening, Looking at, Coming to know and understand one another, and to find common ground'*.

The Holy Father is encouraging us to communicate in this way. He says: *'If we want to encounter and help one another, we have to dialogue.'*

Use this process to deepen your understanding and empathy with all stakeholders, as listed on the opposite page.



Demonstrating Your Impact

How are you walking alongside the person to help them with their current situation? Eg. out of poverty or homelessness. Demonstrating your impact to your stakeholders, whether they be volunteers, your Local Authority, or a grant-giving body, helps to shine a light on the work that you are doing and why it is so important. Doing this effectively can help to unlock what your project needs, as well as helping you to recognise the strengths and places to become even better within the project.

Use the space below to note what you consider your impact to be:

Ways of reporting your impact

Highlight the methods that feel most achievable to you

- Taking photos of your project,
- collecting quotes from beneficiaries,
- writing down anecdotes from your project,
- writing a case study,
- writing a newsletter,
- social media and website regularly updated,
- writing an annual report,
- keeping records of numbers of beneficiaries,
- recording and keeping track of incoming and outgoing stock,
- sharing photos and figures with Caritas Westminster.

Can you think of any other methods that would work well for your project?

Funding Your Project

Write down your current sources of funding

Use three different coloured pens, pencils or highlighters

Key:

- = regular
- = occasional
- = emergency

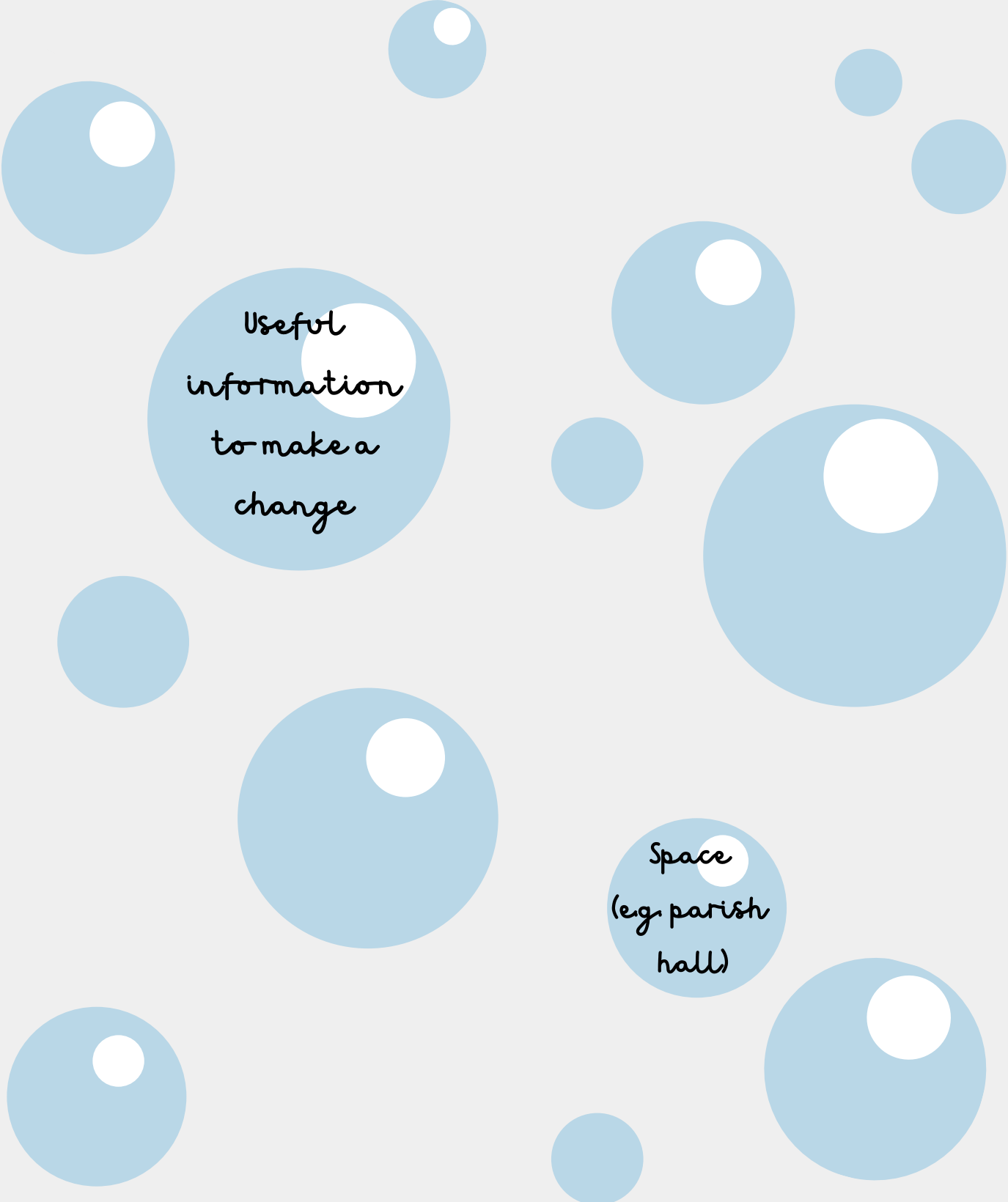
Write a list of your current expenditure

- Is there anything on your list that a local business could give to you for free?
- Are there any schemes that you could access which provide these things more inexpensively and with less cost to the environment?

Recognising Your Power in the Community

Your project plays a vital role in the community.

Government and local government rely on projects like yours to support people on the ground. Can you think of other ways that your project is important - to central and local government and the local community?



Useful
information
to make a
change

Space
(eg parish
hall)

Using Your Voice

If you could be Prime Minister for a day, what changes would you make to improve the situation of people using your service?



Ways of making your voice heard

- Find out whether there are networks (faith networks, or networks relating to the area your project covers) that you can join.
 - As part of the Road to Resilience, Caritas Westminster are convening Quarterly Diocesan Network Meetings for; Homelessness, Food, and Asylum Seekers and Refugees. Email your local Development Worker to find out how to join.
- Is there a way that you could link your work with the Justice and Peace Commission, SVP, CSAN, or Caritas Westminster, to share what you are seeing on the ground?
- If you write a newsletter or report, is there a way that you could share this with your local MP or councillors? How can you use this evidence to help their understanding of an issue? Might you even ask to meet them?
- Can you start petitions within the parish and community on a local issue?
- How can you raise awareness of an issue within your own community?
- Is there a campaign being led by a charity that you could put your support behind?

How Caritas Can Help

Regional Hubs

Our 7 hubs give local support to new and existing parish-based social initiatives. Have you made contact with your local Caritas Development Worker?

Your development worker will assist you in any way they can, including;

- networking and connecting you with similar projects,
- proposing alternative models and avenues for your project,
- accessing training and support,
- providing advice on project management and development.

Accessing Funding

- Caritas Grants for
 - Social action projects (emergency or seed funding)
 - Crisis grants for individuals
 - Funeral grants
- Helping you to apply for other funding

Caritas Volunteer Service

A volunteer matching service for organisations, parishes and schools.

- Recruitment and safe volunteer practices
- Guidance on volunteer management and best practice

SEIDS

A community and social enterprise space which provides mentoring for the creation of social enterprises.

To learn about this and more, find us online via our website and social media, or send us an email!



caritaswestminster.org.uk



caritaswestminster@rcdow.org.uk



[@CaritasWestm](https://twitter.com/CaritasWestm)



[@caritas_westminster](https://www.instagram.com/caritas_westminster)



<https://www.facebook.com/CaritasWestminster>

Address Book

Name:
Organisation:
Department:
Email:
Number:

Name:
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Useful Contacts

General Advice

Citizens Advice – provide advice on issues such as benefits, work, money, housing, immigration, and more

- Adviceline Phone number 0800 144 8848 (9-5, Mon-Fri)

Your local council can often provide crisis support, it is worth getting in touch if you are struggling

Gingerbread – provides support and expert advice for single parents on anything from dealing with a break-up to sorting out child maintenance, benefit or tax credit issues

- Helpline: 0808 802 0925 - or use their online web-chat

Health and Wellbeing

In an emergency always call 999. For non-emergency medical advice call NHS 111

The Samaritans - available to call 24 hours a day for anyone struggling to cope or needing someone to listen without judgement or pressure.

- Call: 116 123 for free, 24/7, 365 days a year
- Email: jo@samaritans.org (reply within 24 hours)

Childline – available to help anyone under 19 in the UK with any issue they're going through.

- Phone: 0800 1111 or use their online web-chat

National Domestic Abuse Helpline

- Freephone: 0808 2000 247, open 24 hours a day

Scope – Disability charity providing practical information and emotional support

- Phone: 0808 800 3333 (Weekdays, 8am-8pm, Weekends, 10am-6pm)
- Email: helpline@scope.org.uk

Age UK - offers support for older people, their families, friends, carers and professionals.

- Free, confidential Advice Line: 0800 678 1602 (8am-7pm, 365 days a year)
- Silverline free helpline offering friendship and advice 08004 70 80 90 (24/7, 365 days a year)

Healthy Start vouchers - available to those who are pregnant or have a child under 4 and are receiving benefits or are under 18 years old

- Helpline: 0345 607 6823

Money/Benefits/Debt Advice

Universal Credit Help to Claim Service – a service run by Citizens Advice supporting people to access Universal Credit

Website: <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/>

- Freephone: 0800 144 8 444, 8am-6pm weekdays and web-chat available

Turn2us - helping people in need access benefits, charitable grants and other financial support.

- Helpline: 0808 802 2000, 9am-5.30pm, weekdays
- Email: info@turn2us.org.uk

StepChange – provide free, confidential, expert debt advice and money guidance

- Helpline: 0800 138 111, 8am-8pm, weekdays & Saturday 8am-4pm) or use their online web-chat

Green Doctors - offer free and impartial energy advice to help people stay warm and save money on their energy bills. Register for a free consultation to find out how you could save money.

- Website: <http://london.greendoctors.org.uk/>
- Phone: 0300 365 3005

Housing and Homelessness

Shelter – Offer advice, support and legal services to people struggling with bad housing or homelessness

- Free Urgent Helpline: 0808 800 4444, 8am-8pm, weekdays, 9am-5pm, weekends, 365 days a year)
 - Online web-chat available 9am-5pm, weekdays
- Immigration

Street Link - If you are concerned about someone sleeping rough, send an alert to StreetLink by visiting www.streetlink.org.uk; via the mobile app, available for Apple and Android devices, or by calling 0300 500 0914.

Migrant Help – supporting those needing help with asylum, immigration, and those who have faced exploitation

- Asylum helpline: 0808 8010 503, 24/7, 365 days a year
- Online web-chat available
- Email: info@migranthelpuk.org

Time to Act - Your Next Steps

- Explore Caritas Westminster's website.
- Get in contact with your local Caritas Westminster Development Worker.

This DIY Booklet from Caritas Westminster is a resource for anybody who is part of a social action project or is looking to start one.

The booklet can be used by projects that are just starting and looking for where to begin, or by existing projects to become even stronger, more connected and resilient.

You might choose to work through the booklet methodically or dip into the areas that feel most applicable to you and your project.

The booklet contains interactive exercises, resources and tips.

Road to Resilience

Building stronger communities