

BREAKOUT

The supporter magazine for Langley Trust

AUTUMN/WINTER 2025



**“ I THINK IF HE SAW LANGLEY TODAY...
HE JUST WOULDN'T BE ABLE TO BELIEVE
QUITE HOW FAR LANGLEY HAS COME.**



See more on page 15

WHATEVER YOU DO, DO IT ALL TO THE GLORY OF GOD. 1 COR 10:31

WELCOME TO OUR AUTUMN/WINTER 2025 EDITION OF BREAKOUT.

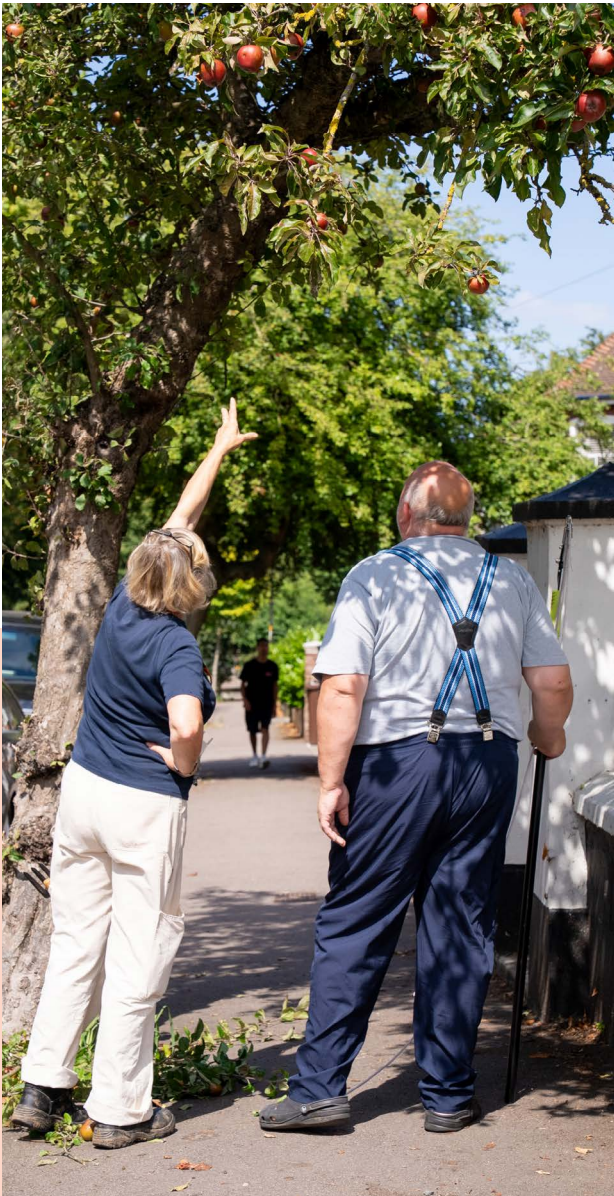
There's been a lot happening at Langley over the past few months, and we're excited to share some of it with you.

Langley has built a reputation for supporting clients where other services have struggled. One of the key things that sets us apart in our sector is our strong Christian ethos and values. At the heart of everything we do is a desire to glorify God (1 Corinthians 10:31) – whether through the way we work, the priorities we set, the compassion we show etc. This commitment is reflected in everything from our CEO's overarching strategy – which includes developing a “high-performing culture” as a core objective – to the everyday interactions each of us has with clients or staff.

In this edition of Breakout, we remember a long-standing client who sadly passed away, take a closer look at how our services support those in need, celebrate some exciting news, and publicly release an exciting short documentary project we've been working on – Elfrida's Eyes.

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A client and staff member at the Shrubbery dealing with overhanging apple tree branches.



CEO Update

THE APPLE TREE

I am looking out of my upstairs window as I write this reflection. Outside I can see an apple tree laden with bright red apples. This year has been a bumper year despite the drought-like conditions we have experienced here in the southeast of England.

It reminds me of our past year in Langley, the conditions and context we have operated in have not always been favourable. At times, the challenges have come from all sides for us as an employer, for our commissioners and funders and indeed for our staff and clients. However just like the apple tree that is laden with fruit, when I look across Langley Trust, I see growth and lots of good

fruit from that growth. Our services have grown and developed, I am regularly blessed by the testimonies I hear from our clients and staff of how their lives have been positively changed.

I have just finished reviewing one category of the People Award nominations for 2025 (which is an internal award ceremony where any of our people can be nominated or they can nominate their colleagues). The category was for 'unsung hero' which received 43 nominations. It was an absolute delight to read stories of how our staff and volunteers have gone the extra mile, worked outside of their job description, seen a need and fulfilled

it, displayed our values etc. It really reminds me of the good, dedicated people we have working for us and with us. This is what makes Langley such a success. I would like to thank each one of them and give all 43 the award (if I could)!!



AT TIMES THE CHALLENGES HAVE COME FROM ALL SIDES... HOWEVER, WHEN I LOOK ACROSS LANGLEY TRUST, I SEE GROWTH AND LOTS OF GOOD FRUIT FROM THAT GROWTH.

REFLECTING ON OUR SUCCESS AND GROWTH OVER THE LAST YEAR I SEE GOD'S FINGERPRINTS OVER ALL OF IT. GOD IS THE AUTHOR OF ALL THINGS. I CAN SEE HIS LOVE, GRACE AND MERCY IN ALL THESE THINGS.

I was delighted that Langley Trust received the Platinum Investors in People accreditation over the summer (more on this later - see page 12). It is an amazing achievement, one which has taken much hard work, commitment and focus on ensuring we make progress on our leadership of the organisation, how we reward and recognise our people, how we manage change, how we listen and use feedback to improve, how we help our people understand what good looks like and how our people live out our values.

Achieving the Platinum Investors in People award underlines the excellent work of the Trust. It is an award that hasn't been won by one person within the organisation or even one team of people but instead it has been achieved through God's help and through the work and commitment of all our people.

So thank you to each reader for your encouragement and support which has helped us on the journey to achieving Platinum status!

Tracy

Tracy Wild
Chief Executive



DELIVERING EXCELLENCE

Working for God's glory to support people with convictions

At Langley, we believe that our work is an opportunity to reflect God's love. As 1 Corinthians 10 reminds us to do ALL things for the glory of God. This principle shapes our work with our clients. In this interview Lisa, one of our service managers, shares some details of how they support clients at Longcroft in Lancaster.

Describe Longcroft in your own words

Clinically, Longcroft is a registered care home for people with convictions and complex health needs. This could be mental health, personality disorders, addiction problems and/or physical health needs. But for me, it's more than that. I've always tried to create a home that is a safe, caring, happy environment for clients and staff – and I think we've achieved that. It's a great place to work and clients often say that it's the first time they've felt truly cared for.

THE REALITY IS, IF LEFT TO THEIR OWN DEVICES, MANY CLIENTS WOULD REVERT TO OLD HABITS — DRINKING, DRUGS, OR CRIMINAL ACTIVITY.

DID YOU KNOW?

Longcroft was recently inspected by the Care Quality Commission – achieving good in all areas of their work. This is an excellent outcome and is testament to the hard work of the staff and the quality of the support provided to clients.

Well done Longcroft!

What kind of support do your clients typically need?

Some are reasonably independent, but many struggle with basic life skills – personal hygiene, managing medication, budgeting, cooking, even knowing how to occupy themselves. We support them with these essential tasks as well as longer-term goals.

What does key working look like for clients and staff?

Each client has a key worker – we work hard to match staff and clients based on experience and personality. Key workers build rapport through weekly sessions with clients. It's all about understanding their needs, setting goals, and being that consistent point of contact. They create Integrated Care Plans that are very detailed and tailored to each individual – capturing how their clients want to be supported, even down to how they prefer to be communicated with.





Tell us about meaningful activities and why these are so important

The reality is, if left to their own devices, many clients would revert to old habits — drinking, drugs, or criminal activity. Meaningful activities are one way to support them, and they consist of a variety of things that are meaningful to clients in different ways. Examples involve bringing in training and education, getting them out in nature, going to music concerts, museum visits, volunteering or work opportunities... or miniature railways!

Sometimes it takes years — one client for example wouldn't get involved in anything for over 5 years. One day a staff member decided to build a miniature railway in the garden and that switch finally flicked on. The client is now attending drop-ins in the community. It's a huge step forward.

These activities are often things that we would take for granted in our lives, but our clients have never experienced them. It's about giving them purpose, joy and alternatives to the paths they've known. For those who engage, it can be transformative.

**A COUPLE OF YEARS AGO
WE HAD THE PRIVILEGE OF
INTERVIEWING LISA ON-CAMERA.
YOU CAN WATCH HER HERE**

**“PEOPLE CHANGE WHEN
THEY FEEL SEEN AND
VALUED. WE'RE NOT JUST
REDUCING REOFFENDING;
WE'RE HELPING PEOPLE
REDISCOVER THEIR WORTH.”**

How does your faith shape the way you work?

I think about how Jesus looks at us, with compassion and not judgment. I read the paperwork about what our clients have done — we have to understand and manage their risks. But at the end of the day they are people. I want to show them the mercy, grace, and forgiveness I've received. One client said he didn't think he could be forgiven, but I told him if God can forgive me, then I can forgive him. That's the foundation I work from.

People change when they feel seen and valued. We're not just reducing reoffending. We're helping people rediscover their worth. That takes time, trust, and a lot of grace.

a LIFE WELL LIVED

IN MEMORY OF JT



JT will be missed by both his family and friends, and his Chatterton family alike. We are grateful to God for his life, for the positive influence that Chatterton had and the impact he had on many at Langley. He will be long-remembered for his mischievous and kind character, his love of Elvis and Eddie Stobart truck spotting, and – like royalty – for his two parties each year, one for his birthday and one for the anniversary of his arrival at Chatterton Hey!

Sadly, this summer, the staff and clients of Chatterton Hey – our complex-needs care service in south Lancashire – said a final goodbye to their longest-standing client: JT.

JT was well known and loved by many across Langley having moved between a few services before settling at Chatterton Hey. His story is an example of the real, personal impact that the work of our staff has on the lives of those we support.

You greeted me on the lane every shift, pointing at your imaginary watch you would say “What time do you call this?”. I will always think of you when I arrive for work.

CHATTERTON STAFF MEMBER

Thank you – the touch on the cheek you gave me just two weeks before you left us. You still kept up that fighting spirit! I hope you will never lose it. Keep shining down on us.

CHATTERTON CLIENT

I will miss seeing him sat in his chair in the mornings, big smile, and always asked when you were in next.

CHATTERTON STAFF MEMBER

CHALLENGING BEGINNINGS PERSISTING CARE

Like many of our clients there was sadness and challenge in JT's early years. Growing up in Cumbria, his dad – a coal miner – was left to care for him and his two siblings after their mum passed away when JT was just 8 years old. Due to poor health he and his brother both ended up in the care of the local authority.

Much of JT's adult years were then spent in secure environments. He experienced challenges with alcohol as well as encounters with law enforcement. Described by his nephew as 'a wee rascal', every copper in Cumbria knew who he was. But despite his rascal ways he was kind... he would give you his last penny if you needed it – even if it was one he'd just begged for himself.

a new beginning

By the time JT was referred to Langley, by his social worker in 2005, all other accommodation options had been exhausted. The referral was taken by Chris Metcalfe, now our Director of Operations, who has had an enduring relationship with JT over the last 20 years. First moving in to Box Tree Cottage, JT then spent some time at Longcroft, when his greater level of support-needs became apparent, before ending up at Chatterton Hey.

Being the first client and also the longest serving person at Chatterton – amongst both clients and staff – Dave, the current manager, comments that JT saw himself as the 'unofficial gaffer'. His 14 years at Chatterton Hey were filled with many memories. He was well-known locally as he would chat to passers-by as they walked down the lane. This helped to cement a good relationship between the service and the local community.

One of Chris' key reflections across all three services JT lived – or four if you count Ashdene where he went on holiday – is that staff persevered. This persevering and patient love, combined with quality care and support, was both saving and changing his life at the same time.

Whilst at Chatterton Hey, reoffending was never really an issue, and as time wore on his drinking and related behaviour effectively stopped. More recently JT was a welcome presence at the pensioners group in the local parish church, and was even responsible for introducing Jackie the current chaplain to Chatterton Hey after inviting her to one of his well-loved parties.



JT FELL IN THE POND AT THE FRONT OF CHATTERTON WHEN I WAS VISITING. HE CAME INSIDE WET-THROUGH TELLING ME A STAFF MEMBER PUSHED HIM IN, EVEN THOUGH I KNEW IT WAS NOT TRUE!

– Chris Metcalfe



JT and Chris Metcalfe

NEWS ROUND-UP

It's been a busy season at Langley – take a look just a few of the things that we have to celebrate recently, as we continually strive to grow, improve and glorify God in all we do.

PROJECT Basecamp

Over the summer our central services office in Coventry had a full refurbishment – with funding from the landlord – which was officially reopened on September 30th!

The transformation is unbelievable – from a dark and dingy labyrinth of strangely interconnected offices to an airy, modern, open-plan space. We have already started to notice an improvement in collaboration across our central teams, as well as people stating that they “look forward to coming into the office now”!

A huge thanks to Richard our Director of Finance & Business Services and Executive Assistant Fran who together steered the project to such a fantastic outcome. We were pleased to honour significant people in the naming of two of the new spaces: The Calvocoressi Boardroom (see page __ for details) and The Team K Hub after our founders.



>> NEWS FLASH

We are pleased to share that we are in the planning stages to open a new service in 2026. Details are subject to confirmation but please hold this exciting opportunity, and the people we will be able to impact through it, in your prayers.

ENCOUNTER DAYS

In the last edition of Breakout we shared about our Client Encounter Days. This autumn has been the season of our Staff Encounter Days, which are run by our chaplaincy team and provide any staff who wish to attend the opportunity of a day exploring faith and encountering God. During October 30 staff joined together in two different locations.

Thank God for these events, and please pray for all those who attended.



TOGETHER WE Take STEPS, TOGETHER WE TRANSFORM LIVES

You can learn more, read updates, and donate here:



langleytrust.org/steps



Bernadette, our Director of People Services, is raising money for Langley. Alongside her work, Bernadette is a passionate runner, and a prolific “parkrun tourist” having completed (at the time of writing) 316 parkruns in 103 different locations – including the Unity Day parkrun in Berlin this October.

This year Bernadette is bringing these two worlds together by running to raise funds toward Langley’s mission. She has committed to a series of runs, including two half marathons: the Great North Run and the Great Eastern Run.

save THE DATE CHRISTMAS 2025

Christmas is a special time at Langley and we want to invite you to get involved. Join us for a short online Christmas service “Outside Inn”, as we consider how Jesus came to earth to welcome the outsiders in.



NEWS ROUND-UP

...continued

INVESTORS IN PEOPLE AWARDS

Alongside our Platinum accreditation, we are pleased to share that we have two finalists in the Investor In People Awards. These are:

Tracy Wild, CEO – Leader of the Year – well done Tracy!
Langley Trust – Employee Engagement Award

We find out the results in November. Win or not – being a finalist is a huge achievement!

LANGLEY PEOPLE AWARDS

Every year we celebrate our people with our internal People Awards. Any staff or client can nominate staff and volunteers within Langley for recognition in a variety of award categories. It is a great opportunity for us to celebrate our people.

This year we have broken all our previous records with 174 nominations, 28 of which were from clients nominating members of staff for the Client Champion Award. We're thankful for the engagement of our clients and staff, and for all the people who work incredibly hard across Langley that we can celebrate.

Our thoughts are with the panel making the final decisions on the winners!



SUPPORT US

Give financially to Langley and help people with convictions to transform their lives. We truly value all our supporters and the huge difference they make to the individuals we work with.

Give to Langley to improve our client experience

Help Langley provide the best experiences, resources and environments to see our clients flourish. Our services and their gardens are our clients' homes – they are significant to their rehabilitation and success.



langleytrust.org/givenow

GIVE NOW:

For more information or if you have any questions please get in touch with Louisa: fundraising@langleytrust.org

Ways To Give

- **Make a one-off donation:**
langleytrust.org/givenow or use the QR code below.
- **Set up a regular standing order:**
langleytrust.org/givenow or use the QR code below.
- **Leave A Legacy:** Over the years we have had the privilege of being included in the legacies of many Langley friends and supporters. Please get in touch if you would like to discuss this opportunity.



Investors in People **PLATINUM**

'INVESTORS IN PEOPLE' SAY WE ARE PLATINUM PEOPLE!

Platinum is one of the least reactive metals – it's stable, holds its own. It has remarkable resistance to corrosion, even at high temperatures, and is therefore considered a noble metal.

We believe this describes Langley pretty well, and after nine consecutive years with Gold accreditation we wanted to pursue Platinum, the highest level of recognition Investors in People offers. Investors in People is an international accreditation that recognises organisations unsurprisingly for their commitment to investing in their people – to achieve high performance, sustainable results as well as living out their values.

The assessment is thorough, an incredible 95% of our staff responded to the confidential survey, and staff were picked at random to meet with the assessor in person to explain more about working for Langley. Amazingly our external assessor admitted to numerous "goose-bump" moments as she learnt from staff and clients about the impact Langley has on their lives.

Why is this so important to us? Investors in People assess thousands of organisations worldwide against a set of established criteria – only the top 0.5% of those assessed achieve Platinum. They know what excellence looks like and they are a trusted brand. We truly care about our people and we are thrilled that the experts affirm this!

This isn't just an award – it's a celebration of every person who makes Langley what it is. Our staff, our clients, our volunteers, our supporters – this is win for all of us.

Learn more and watch Tracy's celebratory video here:



LANGLEYTRUST.ORG/IIP

A few staff quotes came from the assessment:

“ WHEN I SEE OUR CLIENTS THRIVING – LIKE FROM BEING INSECURE AND HAVING VERY LITTLE CONFIDENCE TO LEARNING TO DRIVE – IT MAKES ME FEEL SO PROUD TO BE PART OF THE LANGLEY TEAM.

“ LANGLEY ARE EVERYTHING TO ME, THEY SAVED ME WHEN I NEEDED SAVING AND I NOW HAVE A GREAT LIFE BECAUSE OF THEM

“ I FEEL HONOURED TO WORK HERE. I NOW HAVE THE CONFIDENCE TO DEAL WITH SO MANY DIFFERENT TYPES OF SITUATIONS.

“ I AM SO SUPPORTED AND LANGLEY HAVE INVESTED IN ME VERY EARLY IN MY CAREER, I WILL BE FOREVER GRATEFUL AND CAN'T THINK OF WORKING ANYWHERE ELSE

“ THE VALUES OF LANGLEY HAVE KEPT ME HERE MORE THAN ANYTHING ELSE.



ELFRIDA'S EYES

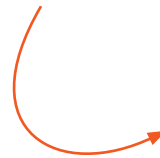
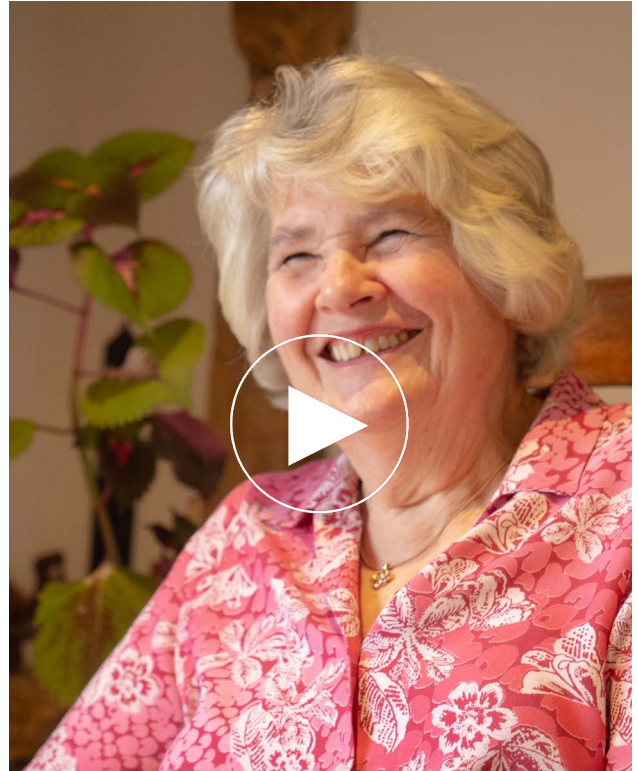
And now for something a little bit special

At our recent Leadership Retreat we had the joy and privilege of Premiering a short documentary style film: "Elfrida's Eyes" for our managers, chaplains and leaders. And now we are pleased to share this film more widely!

Elfrida Calvocoressi was the wife of the late Roy Calvocoressi OBE – one of our 5 founding members. Roy and Elfrida – who became a trustee – played a hugely pivotal and long-standing role in Langley Trust.

Together they were significant in the formation and development of who we are and they both had a particular and impactful vision for the Christian basis of our work and the spiritual wellbeing of our staff and clients.

The involvement of the Calvocoressis continues to this day, nearly seven decades on, extending into the next generation of the family. Elfrida and their son George are both Langley Fellows and the family continue to support our work with their prayers, time and investment.



LANGLEYTRUST.ORG/ELFRIDA

“ I THINK IF HE SAW LANGLEY TODAY, I THINK THE TEARS WOULD JUST FILL HIS EYES. HE JUST WOULDN'T BE ABLE TO BELIEVE QUITE HOW FAR LANGLEY HAS COME.



To mark the Calvocoressi involvement we were thrilled to be able to name the boardroom in our newly renovated office space in Coventry:

THE CALVOCORESSI BOARDROOM

GET IN TOUCH

Interested in getting involved with Langley's work?



LANGLEYTRUST.ORG/GETINVOLVED



Pause For Thought

TWO'S COMPANY... THREE'S A CROWD?

Ever been there? You're enjoying a great time with a friend and someone else joins you. Or perhaps you've been the one spoiling the privacy and comfort of another pair. Three's a crowd... or is it? How does God see it?

God made every human being in his image. He knows each of us inside out, sees and hears everything we do, and wants us to live with him forever. So, he's in our company and conversations. His Spirit communicates with our spirit (whether we hear him or not)

“ ON BANK HOLIDAY MONDAY WE HAD THE JOY OF SEEING ONE OF OUR CLIENTS BAPTISED

The more we embrace that notion, even when we cannot see, hear or sense him, three is no longer a crowd. We have spiritual company in every conversation. Talking about God with others moves to a very different level as we live with that in mind. It is not my responsibility to convince or persuade others etc. That's God's work. Bringing souls ever nearer to his kingdom.

The angels in heaven rejoice as that happens... as we did recently at Dorado (Langley service based in London) when, on Bank Holiday Monday, we had the joy of seeing one of our clients baptised.

So, at Langley, as we have the huge privilege of caring for and mentoring people with convictions – and for all of us in our daily lives – we can remember that every time we speak with someone, Jesus is also part of the conversation. He is having two vertical communications as we focus on the horizontal.

“ I THOUGHT I WOULD TAKE JESUS IN WITH ME. BUT I SOON REALISED THAT JESUS WAS ALREADY THERE. NOW, I GO INTO PRISONS TO ENCOUNTER JESUS.

-Former Chaplain General to the Prison Service

Alan Hare

Volunteer Chaplain, Dorado



WHATEVER YOU DID FOR ONE OF THE LEAST OF THESE... YOU DID FOR me.

MATTHEW 25:40

More than that, Jesus taught that these conversations and interactions have a deep eternal significance. Remember his teaching to his disciples in Mathew 25 - Whatever you did for one of the least of these... you did for me... I was in prison and you came to visit me."

And as a former Chaplain General to the prison service once said – "I thought I would take Jesus in with me. But I soon realised that Jesus was already there. Now, I go into prisons to encounter Jesus."

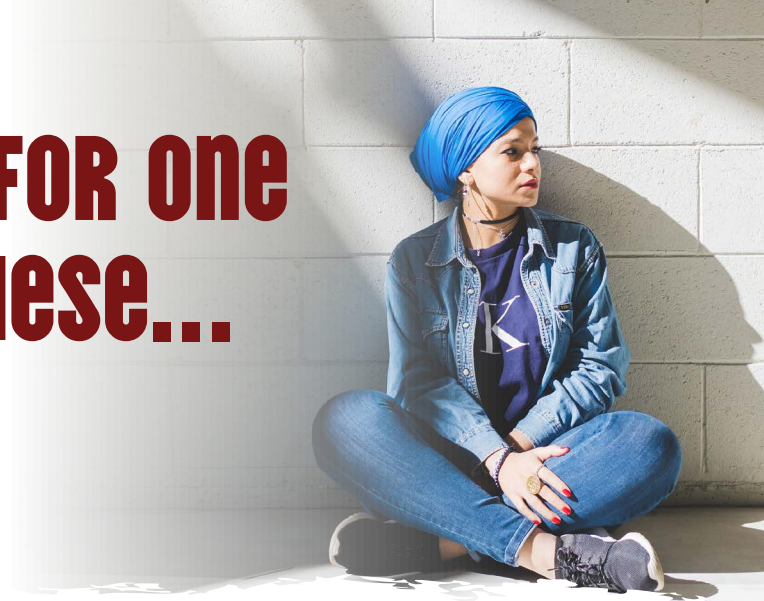
My work at Langley is to live a life which reflects God's son. As each of us cares for, supports, prays for our clients and staff, God is moulding us to better reflect him to those around us. He's in those conversations.

Two's company... three's a blessing.

Alan Hare

Volunteer Chaplain – Dorado, London

*I'd especially recommended Pete Greig's book "How to hear God" on this topic



Watch an interview with Alan here:



LANGLEYTRUST.ORG/ALAN





**THANKS FOR READING THIS EDITION.
WE WOULD LOVE TO HEAR FROM YOU!**

Please direct any queries, comments
or feedback to us at

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