



CONTENTS

2013

- 3 People Places Priorities
- 4 Looking Forward – Strategic Plan
- 6 Reducing Reoffending
- 7 Darren's Story
- 8 Highlights of our Year
- 10 Foundation's New Services
- 12 Football Health Learning...
- 13 Spotlight on Selby
- 14 People and Places – Our services
- 16 2013 Performance and Outcomes
- 18 Tools for Inclusion – FIT KIT
- 19 The Financial Year
- 20 Promoting Healthy, Positive and Respectful Relationships
- 21 Sugar-Plumb Solutions
- 22 Our People
- 23 Contact Us

THEY WERE THERE TO LISTEN
AND ADVISE ME WITH DIFFERENT
APPROACHES TO THE THINGS THAT
I WAS HAVING PROBLEMS WITH.

I WOULD ALWAYS RELY ON FOUNDATION
WITH HELP REGARDING BENEFITS AND
THINGS WITH THE HOUSE, I REALLY
ENJOYED WORKING WITH FOUNDATION
AND I AM NOW VOLUNTEERING WITH
THROUGH THE GATE.

MY SUPPORT WORKER HAS BEEN THERE
FOR ME SHE RESPECTED ME AND WAS
NON JUDGMENTAL, LISTENING AND
HELPING ME WITH MY ISSUES.

PEOPLE PLACES PRIORITIES

2013 has been a year of transition for Foundation. We have been sad to lose significant colleagues on the board and staff team, but are looking forward to the changes we are making bearing fruit, taking Foundation in new directions while staying true to our roots.



We said goodbye to several long serving members of staff who have had a

huge impact on Foundation's development, not least our founding CEO Steve Woodford, who retired after almost 30 years at the helm. Maggie Jones joined as the new CEO in May and in November a new Director of Development and Communications, Paul Hardman was appointed to lead on our ambition to raise Foundation's profile and gain wider recognition for the importance of our mission of ending social exclusion.

Foundation's greatest asset is its people, both customers and staff. This year they have faced many challenges arising from the current environment with fortitude, achieving real and lasting positive change for customers and the communities in which we work. Many colleagues have taken on additional responsibilities and managed higher workloads for which we are grateful.



We are delighted this year to have opened new services in Tameside,

providing adults with complex needs with accommodation and structured support, and Doncaster, where Foundation is working with care leavers. In Leeds, we are now partners in a consortium delivering a holistic, individually tailored approach to independent living for disadvantaged young people. The early results are inspiring, with the enthusiasm of the young people and their optimism for the future providing a lesson for us all.

In spite of the amazing achievements of our customers and the great support from partners across the 22 localities in which we work it is important to recognise that life has become significantly more difficult, for individuals, families and organisations, with the impact of benefit reforms, continuing high levels of unemployment and rising living costs.



These are, however, the times we were made for. Foundation's

mission of ending social exclusion has never been more relevant or important. We remain totally committed to our vision of a country in which everyone, no matter what their personal circumstances, has the opportunity to achieve and belong.

Towards that end, Foundation will be working in 2014 to offer real solutions to the barriers faced by our current customers. Building on our track record we aim to diversify our services and use the experience of customers to inform and influence decision makers.

Thank you for the support you have given to Foundation, we hope you will be inspired by the pages that follow to redouble your efforts, working with us to create a fairer world.

Nigel Lockett
Chair of Trustees

Maggie Jones
Chief Executive

LOOKING FORWARD

STRATEGIC PLAN 2012-15 – REACHING TARGETS

Our Targets

25%

of colleagues will have had a background of eligibility for support

Progress In 2013

Foundation employs

351 PEOPLE and of these
60 HAVE a background
of eligibility for support
(17%)

What Next?

NEXT YEAR WE WILL BUILD ON THIS BY SUPPORTING CUSTOMERS TO GAIN SKILLS AND VOLUNTEER THROUGH OUR GROW PROGRAMME. AS VACANCIES ARISE WE WILL ALWAYS CONSIDER CANDIDATES WHO ARE FORMER CUSTOMERS. A GUIDE FOR NEW EMPLOYEES WITH A BACKGROUND OF SUPPORT IS CURRENTLY IN DEVELOPMENT.

All services to achieve a minimum

75%

in relevant quality assessments

Last year we participated in the quality assessment framework,

ACHIEVING 100%

in both Bradford (QAF level A) & North Yorkshire (QAF Level A).

WE WILL INVESTIGATE A NUMBER OF QUALITY MODELS INCLUDING CQC QUALITY STANDARDS WITH A VIEW TO ENSURING WE CAN MEET THEM FOR FUTURE SERVICE DEVELOPMENT.

REACH 70%

social inclusion score

Our social inclusion scores ranged from (registered with a doctor)

93% TO 16%

(in paid work)

AVERAGE OF 58%

WE WILL WORK TO INCREASE THE AVERAGE INCLUSION SCORE AND PRIORITISE TARGETS ON ACCESS TO THE INTERNET AND BANK ACCOUNTS FOR OUR CUSTOMERS. THESE ARE NOW VITAL AS BENEFIT REFORMS ARE ROLLED OUT.

Achieve positive satisfaction levels from stakeholder feedback of

90%

97% of stakeholders provided positive feedback on Foundation rating our services and staff as

GOOD OR EXCELLENT

INCREASING THE RESPONSE RATE TO OUR STAKEHOLDER SURVEY FROM THE CURRENT 20% WILL BE A PRIORITY IN 2104 AND RESPONDING DIRECTLY TO THE FEEDBACK RECEIVED BY IMPROVING OUR COMMUNICATION ON REFERRALS.

REDUCE

the average cost of service per customer by

2% PER YEAR

We monitor the hourly cost of delivering our services.

Compared to last year we have

ACHIEVED A 5%

reduction in the hourly rate.

WE WILL CONTINUE TO REVIEW HOURLY COSTS IN ORDER TO BE MORE EFFICIENT IN AN INCREASINGLY COMPETITIVE MARKET PLACE. WE WILL INVEST IN NEW MODELS OF SERVICE DELIVERY AND INVOLVE CUSTOMERS TO ENSURE THE QUALITY OF SUPPORT IS NOT COMPROMISED.



OUR MISSION: WE WORK TOGETHER WITH PARTNERS TO PROVIDE OPPORTUNITIES FOR CHANGE, GROWTH AND SOCIAL INCLUSION FOR OUR CUSTOMERS

Our Targets

Progress In 2013

What Next?

90%

positive feedback
from customers at exit
from our services

84%

of customers who responded to
our SMS text survey provided
positive feedback.

IN 2104 WE WILL WORK TO INCREASE THE
NUMBER OF CUSTOMERS WHO COMPLETE
AN EXIT SURVEY AND ANALYSE RESULTS BY
SERVICE TYPE TO EFFECTIVELY IMPLEMENT
CUSTOMER SUGGESTIONS FOR IMPROVEMENT.

EXCEED 90%

positive outcomes
in preventing
homelessness

LAST YEAR 80%

of customers leaving our services
secured settled accommodation

88% SUCCESSFULLY

maintained their accommodation.

NEXT YEAR WE WILL EXTEND RELATIONSHIPS
WITH THE PRIVATE SECTOR TO ENSURE
SUFFICIENT MOVE ON ACCOMMODATION FOR
CUSTOMERS. TO ENSURE "MOVE ON FROM
DAY 1", WE WILL INCREASE THE NUMBER
OF "FIT KIT" CUSTOMER SESSIONS FOR
IMPROVED TENANCY KNOWLEDGE.

55%

of customers taking up
employment, training
or education

Last year nearly one third of
our customers had a need in
relation to employment training or
education. Of this group

39%

obtained paid work

70%

participated in work
like activity and

74%

took part in training or
education.

IN 2014 WE PLAN TO OFFER MORE HELP
TO OUR CUSTOMERS TO ENABLE THEM
TO ACCESS EMPLOYMENT. WE WILL BE
PROVIDING MORE WORK CLUBS DELIVERED
FROM OUR PREMISES AND IDENTIFYING
OPPORTUNITIES TO BUILD SUCCESSFUL
SOCIAL ENTERPRISE ACTIVITIES TO PROVIDE
TRAINING AND WORK OPPORTUNITIES.

GROWTH

in contract funding of

10%

Our latest report and financial
statement shows that our
contract income last financial
year increased by

2%

compared to 2011-12.

IN 2014 WE WILL INVEST IN OUR CAPACITY
TO RESPOND TO TENDER OPPORTUNITIES BY
STRENGTHENING OUR DEVELOPMENT TEAM,
AND PROACTIVELY SEEK FUNDING FOR WORK
ON HEALTH AND EMPLOYMENT AS PRIORITY
ISSUES IDENTIFIED BY OUR CUSTOMERS.

Reduce carbon
footprint by

2% PA

We focused on reducing car
journeys and energy consumption.
As a result we have been able to
reduce our carbon footprint by

11% OVERALL

WE WILL CONTINUE WORK TO REDUCE
TRAVEL COSTS BY USING OUR OFFICE BASES
IN A MORE FLEXIBLE WAY AND PILOTING THE
USE OF NEW TECHNOLOGY FOR MEETINGS.

REDUCING RE-OFFENDING ACROSS THE NORTH OF ENGLAND

Foundation delivers 21 services that provide support to ex-offenders across the North of England.

"I HAVE NOT OFFENDED SINCE WORKING WITH FOUNDATION. I HAVE MY OWN HOUSE AND HAVE A BUDGET PLAN IN PLACE SO I DON'T FEEL THE NEED TO OFFEND ANYMORE."

Durham customer

LAST YEAR (2012-13)

1,270

ex-offenders left our services, and at any time we support approximately

1,000

Foundation staff deliver services from custodial settings and in the community. Through our Making Safe scheme we provide support to the perpetrators of domestic abuse.

We strive for excellence in our service delivery and obtain high performance and quality standards.

Last year (2012-13) we achieved a Level A through the Supporting People Quality Assessment Framework (QAF) for our North Yorkshire-wide Resettlement and Community Safety (RACS) service, and our Bradford Offender Services.

Customers leaving our services last year achieved high levels of positive outcomes in key areas all of which exceed the national average for England.

POSITIVE OUTCOMES ACHIEVED

by ex-offenders leaving

Foundation* services compared to the national average** (2013-13)



76 67

Achieving settled accommodation



84 81

Complying with statutory orders



87 84

Reducing harm to others



91 87

Improved choice and control



87 81

Improved mental health



80 72

Better management and reduction of substance misuse



70 61

Engaging in work like activity

RATES OF SUCCESS

While in support our ex-offender customers achieve high rates of success in staying out of trouble.

123

Since April 2013, 123 customers of our offender services completed an exit survey.

90

Of this group 90 reported that they have not been charged with an offence or imprisoned during this time.

73%

This means that 73% did not commit any offences.



PRIORITIES

DARREN'S STORY



PEOPLE



Darren a former customer from Leeds is one of our customer trustees with an important role in our organisational governance.

AFTER BEING MADE REDUNDANT AND LOSING MY HOME, FOUNDATION HELPED ME GET BACK ON MY FEET...

They helped me to find a new home and supported me through what was a very difficult time in my life. Without their knowledge and support things would have been much worse.

Once back on my feet and in settled accommodation, I was asked if I would like to join the board as a customer trustee.

At first I was not so keen on the idea but with excellent support from other customers, staff and other trustees I have now been on the board for 19 months, it has been massively rewarding and beneficial to many aspects of my life.

Being a customer trustee has also given me the opportunity to be a member of two committees, Performance and Marketing and Development, this has meant that with help from members of the Customer Empowerment Group (CEG) and other customers I have

been able to voice any issues or feedback that customers may have in my role as trustee.

This has been really beneficial to customers and the organisation as a whole, it has proved that

Foundation has a Board that listens and acts upon what its customers want. I would really encourage other customers to get involved,

whether it be in Customer Empowerment Groups, GROW volunteer opportunities or other groups, it really is rewarding and can be a lot of fun too.

IT HAS BEEN MASSIVELY REWARDING AND BENEFICIAL TO MANY ASPECTS OF MY LIFE.

COUNTRYSIDE VOLUNTEERS

Customers from across Durham and Darlington gained valuable employment skills through volunteering opportunities with Countryside Rangers, as part of the Priority Prolific Offender Mentoring scheme.

Foundation staff worked alongside customer volunteers to help with countryside management activities and made a positive contribution to their local community.



HIGHLIGHTS OF OUR YEAR

JANUARY

Year one of the Springboard project achieved positive outcomes for 63 young people leaving care



FEBRUARY

Our Families First service launches in Bradford

MARCH

Young People's flagship service in Leeds starts delivery



APRIL

Launch of our Tameside service

ALL YEAR ROUND

Kirklees walking group



MAY

Maggie joins Foundation.



JUNE

Steve's retirement event in Leeds



HIGHLIGHTS OF OUR YEAR

PLACES

PEOPLE

JULY

Fit Kit tools for social inclusion implemented across the organisation.

AUGUST

Our Families First Key Worker service starts delivery in Leeds



SEPTEMBER

Foundation is part of a successful bid to the Homeless Hospital Discharge Fund

OCTOBER

Foundation's Annual Housing Report is completed. This was produced by our customers with support and co-ordination from a staff member.

New service in Calderdale for rough sleepers starts delivery.

NOVEMBER

Foundation appoints Paul Hardman as the Director of Development and Communications



DECEMBER

Our Children Affected by Domestic Abuse Therapeutic Service rolls out across North Yorkshire.

INTRODUCING FOUNDATION'S NEW SERVICES

This year has seen the launch of new services including support for families and young people leaving care and a new partnership for delivery.



YOUNG PEOPLE LEAVING CARE ARE HELPED TOWARDS INDEPENDENCE IN DONCASTER

Foundation's CLASS (Care Leavers Accommodation Support Service) service has been delivering supported housing to young people in Doncaster since June 2012. With a focus on young people 16-18 years of age, our support is designed to address key outcomes areas: be healthy, stay safe, enjoy and achieve, make a positive contribution, and achieve economic wellbeing.

Vulnerable young people leaving local authority care and referred to this service are provided with a comprehensive package of support based on an individualised assessment of needs. Our Doncaster-based team members Nikeisha, Adele, and Mark, work closely with local landlords to source secure accommodation for young people. Support is designed to help vulnerable young people to gain resilience and to build their independence.

ADDRESSING COMPLEX NEEDS IN TAMESIDE

Foundation's expansion into Greater Manchester in 2013 has paved the way for new partnerships and the delivery of a large accommodation-based service. With 54 customers at any one time, the Tameside team support adults with complex needs and through structured support enables them to achieve social inclusion. This service operates over nine different sites in the Borough including self-contained accommodation and shared facilities.



The work of our Tameside team is recognised by the mayor.



FAMILIES FIRST IN LEEDS AND BRADFORD

The Troubled Families Programme involves work with

local authorities to: get children back into school, reduce anti-social behaviour and crime levels, help adults into work, and reduce the costs of these families on public services. This is delivered through a Payment-by-Results model.

The Families First approach draws on research evidence that the provision of intensive intervention and support to the most troubled families is the most effective way to turn their lives around and to stop anti-social behaviour.

Foundation is delivering the Families First programme in Bradford and Leeds.

"TROUBLED FAMILIES ARE THOSE THAT HAVE PROBLEMS AND CAUSE PROBLEMS TO THE COMMUNITY AROUND THEM, PUTTING HIGH COSTS ON THE PUBLIC SECTOR. THE GOVERNMENT IS COMMITTED TO WORKING WITH LOCAL AUTHORITIES AND THEIR PARTNERS TO HELP 120,000 TROUBLED FAMILIES IN ENGLAND TURN THEIR LIVES AROUND BY 2015."

HM Government, 2013

Key Workers provide intensive support to families offering practical approaches to overcoming barriers and simple solutions that enable them to build positive relationships, be effective parents, and engage with services.

Families typically face a wide range of problems such as financial difficulties including debt, insecure housing, health problems, drugs and/or alcohol misuse, and domestic violence. Our approach to Families First is built on effective partnerships with the health

service, schools, criminal justice services, social services and other voluntary sector partners. Our whole family approach encompasses all family members and through a wrap-around approach builds the team around the family (TAF).

FLAGSHIP LEEDS

In July this year the Flagship partnership commenced delivery of a young people's service across the city of Leeds. Led by GIPSIL (Gipton Supported Independent Living) working in partnership with Foundation and Leeds Housing Concern, this service offers pre-tenancy work and up to 6 months accommodation based housing related support to young people at risk, plus follow on floating support for these young people.

The service aim is to maximise independent living for young people 16 to 25 years including young offenders, those leaving care and teenage parents. Through the partnership we are able to provide a single point of access into the service but also provide a focussed and localised support across the city. Foundation works closely with local agency BARCA across the North West of Leeds to provide a localised service for our young customers.

FOOTBALL HEALTH LEARNING...

Leeds Head Start participant
Danny is congratulated by
Support Worker Lisa



Our Leeds Headstart Project funded by Sport England, has been offering opportunities for Foundation customers to take part in the Championship Programme run by Leeds United Football Club.



The project aims to promote regular participation in football, positive mental and physical health, and skills for employment or training.

Tom a young man supported through our Leeds Young People's Service, has a history of drug misuse, offending and relationship problems. From the outset, Tom's low level of self-confidence was a major challenge, but participating in the Headstart Project was the catalyst that helped him to turn his life around.

Tom took part in coach planning sessions that culminated in him running a warm up session for the group.

He learned the importance of effective communication both on the football pitch and as part of a team. Football offered a focus and positive use of leisure time, helping to address the boredom and lack of structure that had been a factor in his offending behaviour.

is accessing community services and interacting with neighbours - all part of sustaining a tenancy. Improved fitness has helped Tom to cut back on his smoking and he has now successfully applied for a 30 week course at Leeds Rhino's in conjunction with City of Leeds College.

"I REALISED HOW MUCH SMOKING WAS HARMING ME AS THE GAP BETWEEN MY LAST DOING SPORT AND HEAD START WAS PROBABLY A YEAR, BUT MY BREATHING AND FITNESS WERE MUCH WORSE."

Tom, Leeds customer

Tom is now successfully managing his own tenancy in Leeds and as consequence of his improved self-confidence he

For Tom the future is now looking much brighter.



SPOTLIGHT ON SELBY

Cygnets House is a small hostel in Selby accommodating eight young people aged 16 to 25.



"MY PROJECT WORKER LISTENS TO ME AND TAKES ON BOARD WHAT I SAY; THIS IS THE FIRST TIME FOR A LONG TIME THAT I FEEL VALUED. MY CONFIDENCE LEVELS HAVE ALSO INCREASED AND I FEEL MORE COMFORTABLE IN GROUP SETTINGS. I THINK THIS IS BECAUSE OF POSITIVE FEEDBACK I HAVE RECEIVED FROM MY PROJECT WORKER AND TUTORS"

Selby and Springboard Project customer

The hostel forms part of the Young People's Pathway, a partnership led by Foundation delivering services across North Yorkshire and working to reduce youth homelessness and provide suitable accommodation for young people. In Selby we work with young people who have higher levels of need, offering intensive support 24 hours a day.

Staff, customers and volunteers work hard to make the hostel feel like home. Recently we have been working with companies, family members and of course customers to create a stimulating and exciting environment at the hostel, as well as delivering a range of activities designed to promote skills for social inclusion.

Our 2013 activities have included:

- Cooking groups for healthy eating on a budget
- Our local market stall sells unwanted items that have been donated by staff, customers and partners. Customers take a lead role in manning the stall, learning valuable skills along the way and all the money raised is used to fund customer activities, such as ice skating, cooking and gym visits
- Our Extra Mile scheme is funded through regular donations from a customer's mother. Every month a customer is nominated for their positive achievements and rewarded with a card, certificate and £20.
- Staff and customers recently teamed up with Lloyds Banking Group in Leeds, who provided a team to decorate bedrooms and transform the garden. With the help of some of our customers they cleared the weeds, made wooden planters and planted vegetables.

"I WAS USED TO DOING NOTHING PRODUCTIVE WITH MY TIME, WHICH IS PARTLY WHY I ENDED UP IN SO MUCH TROUBLE. I DID NOT KNOW WHAT OPPORTUNITIES WERE OUT THERE FOR ME."

Selby customer



PEOPLE AND PLACES OUR SERVICES

3,624 people left our services last year
(2012-13)



1,270

Ex-offenders

Barnsley, Bradford, Calderdale
Darlington, Durham, Hull, Kirklees
Lancashire, Leeds, North East
North Yorkshire, Wakefield



934

Young people at risk

Calderdale, Darlington
Doncaster, Kirklees, Leeds
North Yorkshire, York



725

Homeless families

Bradford, Leeds
North Yorkshire
Redcar & Cleveland



579

Homeless adults

Leeds, North Yorkshire
Tameside, Wakefield
York



116

**Survivors of
domestic
abuse**

North Yorkshire
Redcar & Cleveland

LANCASHIRE



CRAVEN



LEEDS TEAMS



CALDERDALE



TAMESIDE



KIRKLEES



BRADFORD



PEOPLE



PLACES

PEOPLE AND PLACES OUR SERVICES



2013 PERFORMANCE AND OUTCOMES

The excellent work of our offender services in Bradford and North Yorkshire has been recognised this year through the Quality Framework Assessments (QAF) completed by both local authorities. We were rated at Level A for both of these.



We are continuing to make good progress with our social inclusion scores and other outcome measures both showing improvements compared to previous years and to the England-wide average for our 5 outcome measures (economic wellbeing, enjoy and achieve, stay healthy, be safe and make a positive contribution). Between 2011-12 and 2012-13, 14 out of 15 of these areas of need decreased by an average of 4%.

2012-2013

3,624 Total annual number of customers to leave the service



CUSTOMER AGE

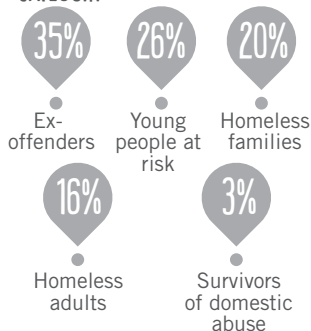
16-17

18-24

25-31

32+

CATEGORY



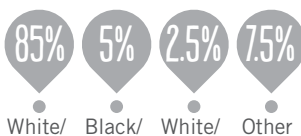
DESTINATION



DEPARTURES



ETHNICITY



DIABILITIES



each icon represents 5%

each icon represents 5%

2013 PERFORMANCE AND OUTCOMES

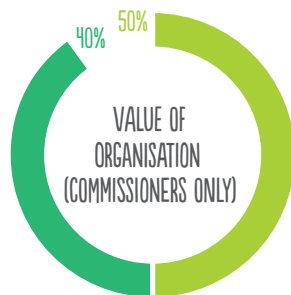
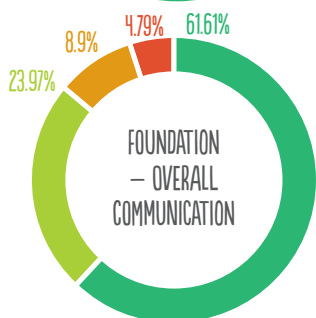
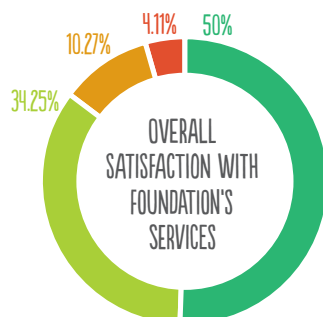
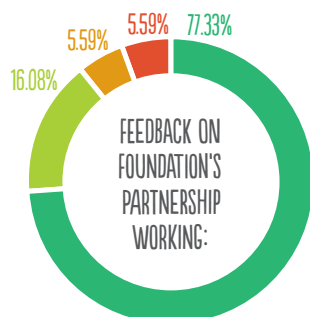
STAKEHOLDER SURVEY RESULTS:

EXCELLENT

GOOD

SATISFACTORY

NEEDS IMPROVEMENT



INCLUSION SCORES 2012-2013

Customer Inclusion – measured at the exit from the service



Registered with a Dentist



Internet Access



In accredited education/training



Registered with a Doctor*



Registered to Vote



Informal Learning – Last 6 months



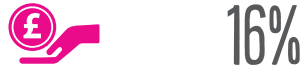
Involved in a community activity



Use a Library



Bank or Post Office Account



In Paid Work



TOOLS FOR INCLUSION

FIT KIT

As part of Foundation's mission to end social exclusion we are pleased to announce the arrival of Fit Kit – a new range of resources to equip our customers with the skills for successfully managing a tenancy, for independent living, and for social inclusion.



"FIT KIT IS QUICKLY BECOMING AN IMPORTANT PART OF THE SUPPORT OFFERED TO OUR CUSTOMERS..."

Laura Strickland
Academies Manager

Fit Kit launched in July this year, complements our housing support services and offers opportunities for structured learning. With 35 core activities addressing housing and independent living, each module can be delivered as self-directed learning, completed with support staff or volunteers, and as part of a workshop session.

The Fit Kit themes reflect our five outcome areas

1. **Achieve economic wellbeing**
2. **Enjoy and achieve**
3. **Be healthy**
4. **Stay safe**
5. **Make a positive contribution**

and related topics:



Money



Health



Community



Education, employment and training



Housing

"...Not only is it being used successfully in individual sessions, it also excellent for group work. In our Durham team customers have completed the FIT KIT module on Managing Stress followed by yoga sessions, in Bradford, the Education, Employment and Training activities are being used in the weekly Job Club and our Craven team have plans for FIT KIT to be used by volunteers to support customers in a variety of areas. We're currently working on further modules on wellbeing and parenting. We're really excited about having such a fantastic resource available to our customers."

Laura Strickland
Academies Manager



THE FINANCIAL YEAR

INCOME & EXPENDITURE

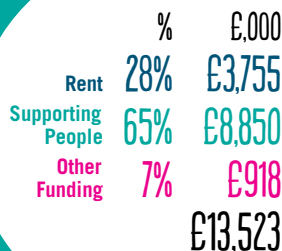


PRIORITIES

The organisation had another successful year with turnover rising from £12.8m to £13.5m with the commencement of some new contracts and a significant increase in rental income.

Our expenditure rose as the organisation grew but remained under tight control which meant we were able to deliver another modest surplus in line with the Board of Trustees' requirements.

INCOME



EXPENDITURE



THANK YOU TO OUR FUNDERS:

Barnsley Council
Big Lottery Fund
Bradford MDC
Calderdale Council
City of York Council
CRISIS
Darlington BC
Darlington Crime Reduction Partnership

Darlington Police and Crime Commissioner
Doncaster Council
Durham County Council
Health and Social Care Volunteering Fund
Homeless Hospital Discharge Fund
Kirklees Council
Lancashire County Council
Lancashire Probation Trust

Leeds City Council
Middlesbrough Council
North Yorkshire County Council
Redcar and Cleveland BC
Sport England
Tameside MBC
Wakefield Council
York and North Yorkshire Probation Trust
York YOT

PROMOTING HEALTHY, POSITIVE AND RESPECTFUL RELATIONSHIPS

Foundation's Children and Young People's Service based in Redcar offers therapeutic support to children and young people affected by domestic violence. Our specialist support addresses safety issues and helps to build confidence and emotional resilience.

"FOUNDATION CHILDREN'S SERVICE HAS HELPED BRING THE THREE OF US TOGETHER AND CLOSER THAN EVER TO SUPPORT EACH OTHER WHEN THINGS ARE A BIT DIFFICULT."

Customer of our Redcar Children & Young People's Service

Jill is a young woman who has overcome a traumatic childhood and with support developed the confidence and skills to form healthy and respectful relationships...

...Jill was supported by Foundation's Children and Young People's service in Redcar and Cleveland after growing up in a home where domestic abuse and violence were the norm. Further to entering into an abusive relationship with a young man herself, Jill benefited from the specialist support provided by our service.

Through one-to-one sessions with her Foundation worker she was able to consider and understand what a healthy none abusive relationship looks

like and she felt more able to safely express her concerns in a confidential environment. As her aspirations and confidence grew Jill discussed ending her own abusive relationship and was supported to approach the risks associated with this safely.

"I REALLY THINK FOR THE FIRST TIME SOMEONE UNDERSTANDS WHAT I HAVE BEEN THROUGH AND HAS PUT LOTS OF DIFFERENT PEOPLE IN TO HELP SUPPORT ALL THE STUFF THAT'S HAPPENING."

15 year old customer

Through implementation of the Care Assessment Framework (used to identify and manage the needs of children and young people) a process led by Foundation, Jill was supported by a range of services to finish this relationship.

Now 16, Jill is both single and happy. She is at college and is training to be a hairdresser. For the first time she feels in control of her life. She says she now knows the little warning signs to look out for when she is dating.

Jill hasn't given up on finding a boyfriend but knows that when she does have a relationship it will be based on mutual respect and equal control.



Before and After drawings to illustrate the impact of our children's service in Redcar and Cleveland.



PEOPLE

SUGAR-PLUMB SOLUTIONS

VERONICA'S STORY



TAKING AWAY THE STRESS OF BEING HOMELESS AND HELPING ME TO FOCUS ON MY FUTURE

I went off the rails as a teenager after my dad died of cancer when I was 15. Then after problems at home with my mum due to drinking all the time, I became homeless and was struggling to go to college every day.

When Foundation gave me a flat for the first time in 9 months I felt safe and secure again. I had a Support Worker visit me every week to see how I was doing and if I needed anything. We would have a nice chat and a cuppa which I looked forward to each week.

He taught me recipes to cook and helped me sort out my money situation to pay bills.

I felt the need to do well each week so I had good news to tell him and so I knuckled down with my art work and completed the course with a Triple Merit grade! I then thought about what I wanted to do as a job and because I always liked helping my dad with DIY around the house when I was younger, I decided to study plumbing. I am now running my own female plumbing business – Sugar-Plumb Solutions.

I'm now on good terms with my mum, we have a great relationship together and I love making her proud. This would never have been possible without the help of Foundation – taking away the stress of being homeless and helping me to focus on my future. Things are going great for me now and I am booked up with work for months ahead. I love being my own boss and my next step is to become Gas Safe registered to expand my business even more.

OUR PEOPLE

VERY HAPPY WITH ALL THE SUPPORT I RECEIVED FROM FOUNDATION. THEY MOVED ME TO A BETTER AREA. I AM NO LONGER OFFENDING AND AM NOW VOLUNTEERING FOR THE ESTEEM PROGRAMME WHICH IS FUNDED BY PROBATION, I AM INVOLVED WITH THE OUTDOOR PURSUITS PROGRAMME"

Karl, former customer, Leeds.

BOARD MEMBERS

Nigel Lockett

Chair

David Powell

Finance & IT Chair

Philip Turnpenny

Marketing &
Development Chair

Claire Vilarrubi

Performance Chair

Aidan Grills

HR Chair

Peter Johnston MBE

David Jorysz

Amanda Mather

Customer Trustee

Darren Mills

Customer Trustee

David Pattinson

Rebeka Smith

SENIOR MANAGEMENT TEAM

Maggie Jones

Chief Executive

Jo Carnachan

HR Director

Paul Hardman

Development and
Communications Director

Teri Stephenson

Operations Director

Caroline Watson

Finance and IT Director

AREA MANAGERS

Maggie Allen

Leeds and the North East

John Hill

Bradford, Calderdale,
Lancashire and Tameside

Melanie McQueen

York, Wakefield, Kirklees,
Barnsley and Doncaster

Wendy Merry

North Yorkshire

Eric Richardson

Scarborough and the North East
(to June 2013)

I KNEW THAT IF I WAS FEELING LOW I COULD PICK UP THE PHONE AND TALK TO SOMEONE. I FIND IT DIFFICULT TO ASK FOR HELP BUT EVERYONE MADE ME FEEL VALUED.



PEOPLE

CONTACT US



PLACES

HEAD OFFICE

Tennant Hall, Blenheim Grove
Leeds. LS2 9ET

Tel 0113 3030150

BARNSELEY

McIntocks, Summer Lane
Barnsley. S70 2NY

Tel 01226 241665

BRADFORD

East Wing, Ground Floor
Broadacre House Annexe
George Street, Bradford.
BD1 5AA

Tel 01274 303550

CALDERDALE

21 Bull Green
Halifax. HX1 2RZ

Tel 01422 386910

CRAVEN

Unit 13, High Corn Mill
Chapel Hill, Skipton. BD23 1NL

Tel 01756 701110

DARLINGTON

Hallmark House
1a Chancery Lane
Darlington. DL1 5QP

Tel 01325 289410

DONCASTER

Room 1, First Floor
247 Property Services
71 Netherhall Road, Doncaster.
DN1 2QA

Tel 07891 874370

DURHAM

Miners Hall, Redhill
Durham. DH1 4BD

Tel 0191 3862303

HARROGATE

Haywra House, 12 Haywra
Street, Harrogate. HG1 5BJ

Tel 01423 500905

KIRKLEES

1a Lord Street
Huddersfield. HD1 1QA

Tel 01484 550686

LEEDS

Tennant Hall, Blenheim Grove
Leeds. LS2 9ET

Tel 0113 3030220

LANCASHIRE

Calico Building
Centenary Court, Croft Street
Burnley. BB11 2ED

Tel 01282 686409

NORTHALLERTON & HAMBLETON

Hambleton District Council
Civic Centre, Stone Cross
Northallerton. DL6 2UU

Tel 01609 767008

REDCAR

Unit 1, Henson's Business
Centre, Kirkleatham Street
Redcar. TS10 1RE

Tel 0300 4562214

RICHMONDSHIRE

The Galleries, Ryders Wynd
Richmond. DL10 4JU

Tel 01748 850756

RYEDALE

YMCA, The Sidings
73 Riverside View
Malton. YO17 9RB

Tel 01653 691400

SCARBOROUGH

22 Victoria Road
Scarborough. YO11 1SD

Tel 01723 361100

SCARBOROUGH DOMESTIC ABUSE SERVICE

69a Manor Road
Scarborough. YO12 7RT

Tel 01723 365609

SELBY

Cygnat House, 3 Church Lane
Selby. YO8 4PQ

Tel 01757 210415

TAMESIDE

Harper House, 28 Adam Street
Ashton-Under-Lyne
Tameside. OL6 6LQ

Tel 0161 3303436

THIRSK

11 Westgate, Thirsk. YO7 1QR

Tel 01845 522222

WAKEFIELD

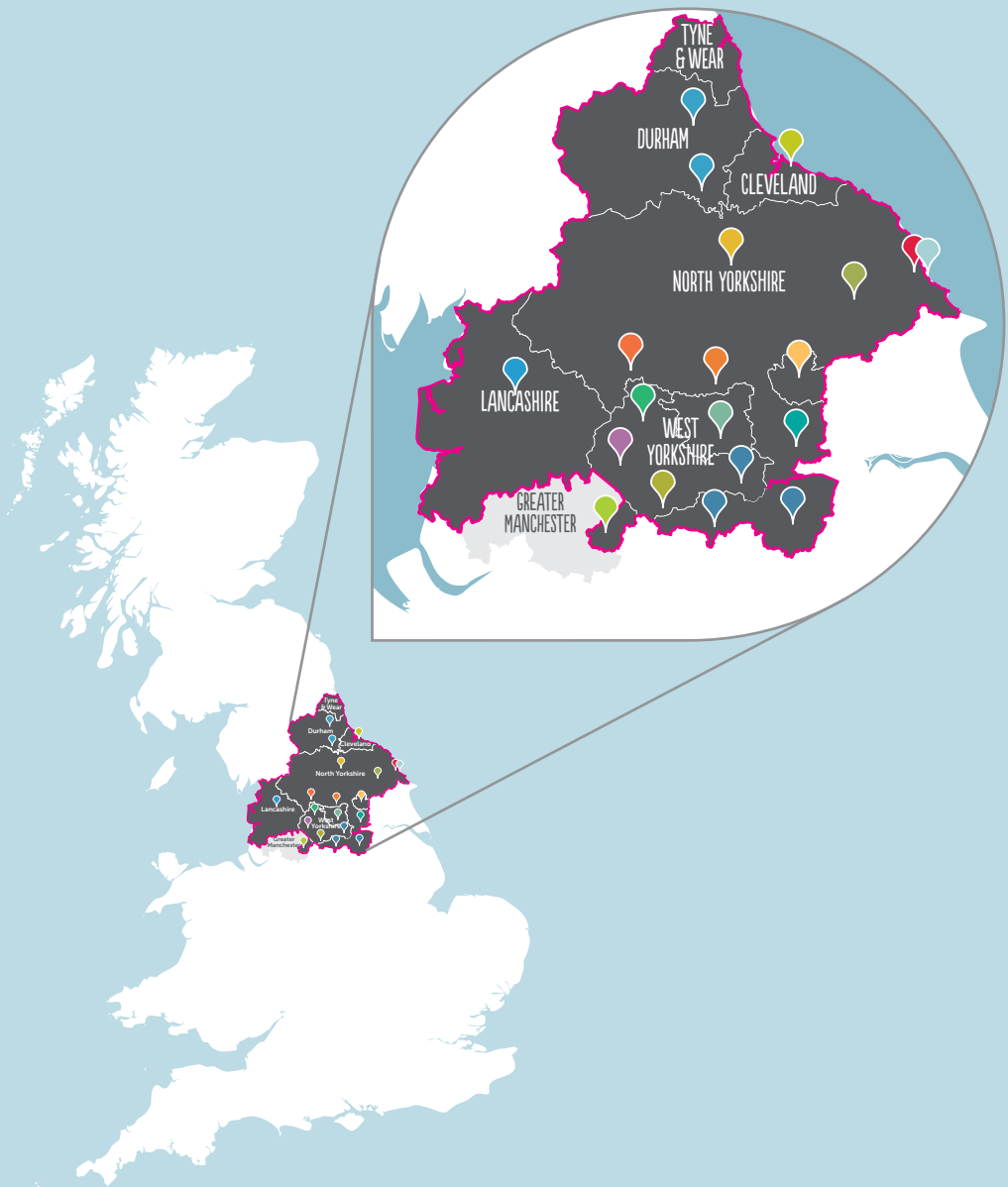
The Loft, Trinity House Trinity
Church Gate, Union Square
Wakefield. WF1 1TX

Tel 01924 247247

YORK

Basement Office
27/28 St Marys, Bootham
York. YO30 7DD

Tel 01904 526240



FOUNDATION

Foundation: Registered Charity 515517
Company limited by guarantee 1829004

Design and production: Nic Draper Design

www.foundationuk.org
www.foundationdomesticabuse.org
Twitter Foundation____
Facebook Foundationuk.org

