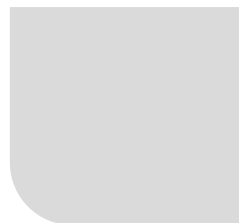
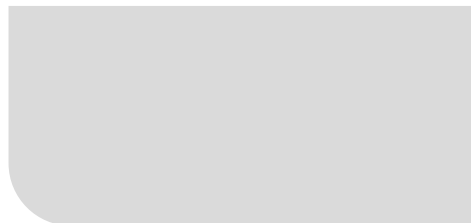
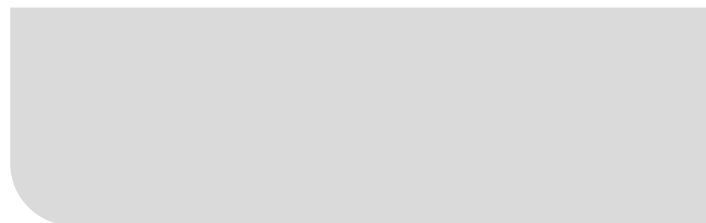




# Impact Report

## 2014/15

 **FOUNDATION**



Inclusive  
communities  
where everyone  
matters



## Contents

3	Introduction
	<b>INSPIRING INDIVIDUALS</b>
4	Customer Activities in 2015
10	Co-production
12	Healthier Communities
20	Families and Children
21	Training, Volunteers and Students
22	Young People
	<b>TRANSFORMING LIVES</b>
5	George's Story
6	Strategic Plan 2012-15 Progress Report
8	Strategic Plan 2015-18
14	Performance and Outcomes 2014-15
16	Helen's Story
18	A Year of Fundraising
23	Skills for Life
24	Nezy's Story
	<b>PARTNERS AND PEOPLE</b>
26	Partnerships
27	The Financial Year
28	Trustees and Senior Management Team
29	Contact Us



## Introduction



*Maggie*  
**Maggie Jones**  
 Chief Executive



*Nigel*  
**Nigel Lockett**  
 Chair of Trustees

**"A huge, well-earned thank you is due to all the staff, customers and sponsors who have contributed to this success which we will continue to build on in the year ahead."**

Foundation's 30th year has been one of review and renewal. We have developed a new Strategic Plan to map our course to 2018, refocusing our Vision, Mission and Values alongside investing in a new website and refreshing the look and impact of our brand. Trustees, staff and customers have worked together putting our commitment to co-production into action (more on page 9), creating a Vision which reflects the vital connection between neighbourhoods and individuals in combating social exclusion:

### **Inclusive communities where everyone matters**

Our 30th Appeal towards creating an exciting woodland enterprise for young people has got off to a great start with staff from across the organisation running, cycling, baking, cooking meals, and setting up stalls and events to raise over £12,000. In addition we have been awarded a Big Lottery Fund grant to prepare a detailed business plan for the venture.

Customers have told us that health and wellbeing is an increasing priority for them, so this year has seen the development of our new Health Offer, piloted with customers and supported by an expanding range of health related, customer led, activities and groups. The creativity and enthusiasm of staff and customers is well documented in this report. They are an inspiration to us all!

The positive stories in the pages which follow sustain our hope and determination to tackle the struggles which lie ahead. Further cuts in public spending, benefit reductions and increasing rents, alongside the relentless demonisation of the poor in the media, mean that Foundation, our customers, supporters and partners must fight even harder for the fairer world we want to create. **We are up for the challenge.**

## Customer Activities in 2015

### Burns Night in Durham

On January 25th customers and staff from our Durham team celebrated Burns Night with a meal, poetry readings and prizes.

*"I have never read out a poem in front of anybody before, but I did it!"* Mark, Durham customer

### Fishing with Foundation

Fishing is popular with our customers who enjoy being part of fishing groups in Bradford, Durham and York. In Bradford our well established Fishing Group meets weekly. Up to 8 customers regularly attend the sessions fishing at Riley's Pond, Brookfoot Lake, and the Calder and Hebble Navigation Canal.

*"Caught my first fish on my first session - was 'hooked' from there on in."* Jim, Bradford customer

### England Homeless Football Association



Foundation Leeds entered players for the Homeless FA regional training centre at the Etihad Stadium - Manchester City's home ground. Six customers completed the six training sessions and gained a Level 1 Sports Leadership Award. Leeds customer Marcel McKoy-Blair has been selected by the England Homeless FA.

*"Being picked for the Homeless World Cup is a great opportunity for me."* Marcel, Leeds customer



▲ Durham customers

### Durham delivers Fit Kit

Our Durham Fit Kit sessions focus on developing life skills including social skills, accessing health services, and preparation for employment. Group work sessions take place in a local church hall or at other local venues. Our most popular sessions have been Equality and Diversity Awareness, an accredited cookery course, and a First Aid course. We regularly attract up to 12 customers per session.

Our guest facilitators have delivered sessions on housing, careers advice and caring for our countryside. Group activities are also supported by partners including the Police and Probation Service.

*"The support we get is great with housing and day to day living. There is no other service that provides what Foundation do. Your support is great."* Mary, Durham customer

## George's Story

Our Foundation4Change programme provides customers with support designed to change their behaviour towards a partner or family member. George first came to the service in 2014 and since then has made significant progress. George told us he enjoyed engaging within the eight week Foundation4Change programme because he was fully involved and working with others who wanted to be there and to address their issues.

George has since become involved in various activities including being interviewed by BBC Sheffield live on air to discuss the Foundation4Change programme. He also attended networking events with staff members where, despite being very nervous, he stood up in front of professionals to talk about the service and how he has benefitted from it. Recently he has been involved in the programme evaluation being undertaken by Sheffield University. By becoming a member of the Client Reference Group he has shared valuable feedback about the service with the research team.

Since completing the programme, George has attended the regular drop-in sessions that offer extra support each month to those who have completed the Foundation4Change programme. At these sessions George has contributed to service development including branding for the service leaflet and reviewing letters and documents for the evaluation team invites.

George has continued his involvement with Foundation in Doncaster. Recently he has moved from being self-employed to gaining a job as a Graphic Design Digital Engineer Manager. This is a fantastic opportunity for George and evidences how his confidence has grown as a result of Foundation4Change.

# "I AM RESPONSIBLE FOR MY OWN BEHAVIOUR"

*"Foundation has given me new opportunities, I enjoy coming to drop-in and having the support from my support worker, there is always someone on the end of the phone. Since completing the programme I have recognised that I am responsible for my own behaviour, and not alcohol."*

George, Doncaster customer





# Strategic Plan 2012-15 - Progress Report

TARGET	PROGRESS IN 2015	PROGRESS SINCE 2012
<b>15% of employees have experienced a customer related issue such as offending or homelessness</b>	<b>17% OF COLLEAGUES</b> had a background of eligibility for support (we employed an average of 398 people in 2015)	We exceeded this target with a 3 year <b>AVERAGE OF 16%</b> . However, this will continue to be a focus for our strategic plan going forward
<b>Foundation services achieve 75% OR ABOVE in quality assessments</b>	Recent quality assessments for our services have all <b>EXCEEDED 75%</b>	Foundation consistently <b>EXCEEDED 75%</b> in all quality assessments since 2012
<b>Customer social inclusion KPIs EXCEED 70%</b>	Our average social inclusion score across nine KPIs was <b>57%</b>	Across the previous three years the average social inclusion score was <b>57%</b>
<b>Stakeholder feedback rates satisfaction with Foundation at 90%</b>	To date stakeholder feedback from our 2015 survey indicates that <b>94%</b> rated overall satisfaction with Foundation as 'good' or 'great'	Satisfaction levels <b>EXCEEDED 90% IN TWO</b> out of three years
<b>2% REDUCTION in the average annual cost of service per customer</b>	Our average hourly rate in 2015 was <b>£17.41</b>	Over the past 3 years we reduced our hourly rate by <b>10%</b>

TARGET	PROGRESS IN 2015	PROGRESS SINCE 2012
<b>Customer feedback rates satisfaction with Foundation at 90%</b>	<b>97%</b> of customers rated their satisfaction with Foundation as 'good' or 'great'	Since 2012 our positive feedback and reported satisfaction levels from customers at exit from our service have <b>INCREASED BY 12.6%</b>
<b>Positive homelessness prevention outcomes EXCEED 90%</b>	<b>85%</b> of customers successfully maintained their accommodation and <b>79%</b> secured settled accommodation	Over the previous three years an <b>increasing number of customers</b> successfully maintained their accommodation
<b>55% of customers taking up employment, training or education</b>	<b>77%</b> of customers with an identified need successfully participated in training or education and <b>20%</b> were employed when leaving our services	Since 2012, we have seen increasingly <b>high numbers of customers</b> participating in training or education. The number gaining employment has not shown a similar increase.
<b>10% GROWTH in contract funding</b>	Compared to 2014 our contract income decreased by <b>1.79%</b>	Since 2012 we achieved an overall <b>growth in contract funding of 2.21%</b>
<b>2% REDUCTION in our carbon footprint</b>	This year our carbon footprint increased by <b>12.5%</b> This was primarily due to fewer employees across the organisation	Although the 2014-2015 figure of 1.26Kg per FTE represents a 12.5% rise last year, overall we have achieved a <b>20% decrease</b> in our carbon footprint since 2010

# Strategic Plan 2015-18



Customers, staff and trustees worked together over a period of five months to debate and create a new strategic plan for Foundation, which provides vision and inspiration for our work as well as a path to achieve more for customers over the next three years. It also commits the organisation to working in new ways, with customers as equal partners in the creation of services, which build on their strengths, better meet their needs, and deliver measurable social value.



**Vision**  
**Inclusive communities  
where everyone  
matters**



**Mission**  
We build rewarding futures through  
recognising people's strengths,  
championing their voices and  
working in partnership to deliver  
excellent services

## Our Four Core Values



**Empowerment**  
Self-worth, respect and control



**Innovation**  
Bold, creative solutions



**Inclusion**  
The right to belong and be heard

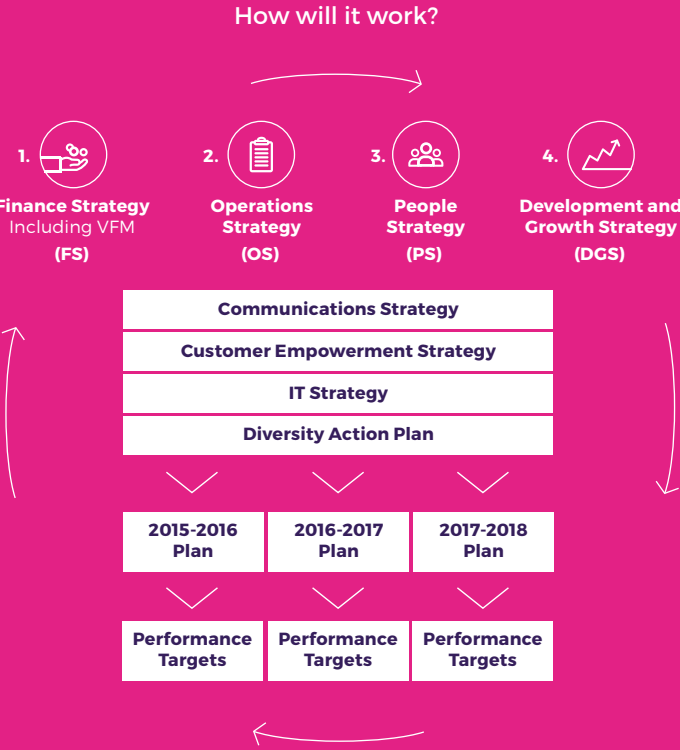


**Professionalism**  
Leading the field in best practice  
and high standards

Our goals set out priority activities, which will put these values into action over the next three years and the Strategic Plan is supported by a practical action plan for each area of Foundation's business.

Milestones have been set out for each year of the plan and we will be reporting on these in future Impact Reports and on our website.

## Corporate Strategy





During 2015, customer empowerment has been championed by Maggie, Foundation's Chief Executive and Pat Taylor a lead trustee. Empowerment groups have been established by Area Managers and reviews of customer empowerment completed, leading to a new commitment to move to co-production as part of our Strategic Plan 2015-18.

**Co-production refers to a relationship where professionals and citizens share power to design, plan, assess and deliver support together. It's about recognising that everyone has a vital contribution to make in commissioning, designing and delivering social care provision – and that people's lived experience is as important as professional skills and expertise.**

New Economics Foundation, 2015

**Co-Production** will move Foundation from being an organisation that delivers **for** its customers, to one which delivers **with** them, recognising that their strengths, skills, abilities and experiences can help create more effective services and improve connections between Foundation and the communities in which we work. Co-production is not a set of separate structures or procedures; it is a culture, which underpins every relationship and activity right across the organisation.

We recognise that this shift will not happen overnight. It will need sustained action at all levels of the organisation, and a willingness to change attitudes as well as practice. We are completely committed to taking positive action every year to extend co-production across the organisation and reporting on our progress.

**Co-production with customers will include:**

- A **Central Co-production Group** that has organisation-wide oversight and that comprises 50% customers. This group will oversee the implementation of all of Foundation's co-production activities;
- Establishing **local Co-production Groups** that will be a forum for providing feedback, decision-making and all aspects of service development and improvement;
- Customer Trustees - we have agreed a target of 4 by March 2016;
- Co-production will be embedded in all aspects of staff recruitment, induction and training;
- Customers will be involved in all service reviews, continuous improvement processes, and audits;
- Equal access to information using a wide range of communication routes and formats appropriate to individual customer needs



## Healthier Communities

Health has been identified as a priority area in Foundation's Development and Growth Strategy 2015-18. Our review of customer support needs highlighted that 51.4% of customers identified health as a priority area. In response to this we piloted a new focussed health and wellbeing approach across seven teams in March 2015.

The **Foundation Health Offer** brings all our health interventions together into one package. It provides a toolbox of assessments, interventions and advice to assist frontline workers to address a wide range of health and wellbeing issues with the aim of improving health alongside the other housing related support we deliver. The toolkit interventions are all NHS and NICE approved and are short and very user friendly for staff and customers alike.

Within the initial four weeks of support we undertake a brief health needs assessment. This short assessment covers:

- Mental health and wellbeing (using nationally recognised NHS Mental Health service assessments);
- Drugs and alcohol (using nationally recognised NHS assessments);
- Current health conditions;
- Age appropriate health screening check list;
- Physical activity;
- Healthy eating;
- Smoking; and
- Sexual Health.

Each customer is guided through the short assessment and in response to the results, staff focus on particular elements of health. Our health framework identifies appropriate assessments, referral routes into treatment or professional support available. A toolkit of interventions is developed for the customer to increase knowledge, understanding, and advice on risks and changes that will improve health and wellbeing.

### DID YOU KNOW?

How many units of alcohol are in your drink?



## Our Health and Wellbeing Projects

### Cook & Eat

Our cook and eat sessions promote health and new skills: shopping on a budget; making healthy choices; safety, health and hygiene; food storage; and using recipes.

The Kirklees weekly cooking group prepares nutritional and affordable meals that can be recreated at home. The sessions, led by a Support Worker, include up to six customers who are encouraged to develop cooking and budgeting skills and to work as part of a team, all contributing to independent living. Recipes are being included in a cookbook for customers to use at home.

*"Helping to make something I haven't made before, and eat it, was really good. I will definitely try and make this at home. I didn't know that healthy food could be that easy and taste so good."*

Elsa, Kirklees Customer

### Health Checks

In Tameside, Pennine Care NHS Trust provided health checks for both staff and customers at Westbrook. Participants benefited from 30 minute health checks during sessions in March and July 2015. Results from checks on weight, height, BMI, heart health and cholesterol were detailed for each participant on a personalised information card. This activity helped to focus minds on health and wellbeing and resulted in pledges to switch to healthier food choices and to take more exercise in the garden or park.



▲ Members of Kirklees walking group

### Walking for Health

The Kirklees walking group led by a customer volunteer and Support Worker meet regularly. Recent walks ranging from 4-12 miles have included Kinder Scout and Malham Tarn. Up to nine participants take part benefiting from the outdoor exercise, team building and map reading skills.

*"I enjoyed the walk I found it challenging but good. It was nice to spend time with other customers and staff in an open and relaxed environment"*

James, Kirklees Customer

### Mindful Employer

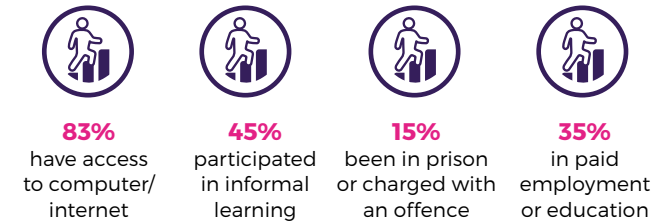
As a mindful employer, Foundation aims to: ensure a positive and enabling attitude towards job applicants with mental health issues; brief and train staff on mental health issues; make it clear that people with mental health issues will not be discriminated against; and provide non-judgemental and proactive support to staff who experience mental health issues.





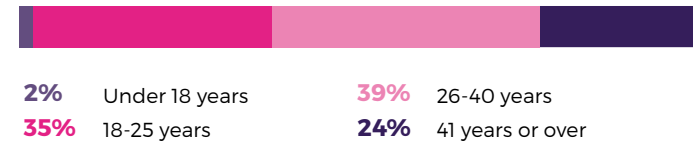
## Performance And Outcomes 2014-15

Our 12 Foundation Key Performance Indicators (KPIs) measure social inclusion. Customers are asked about these areas when they enter and leave our services. In 2014/15 89% of customers completed our exit survey and the following outcomes were achieved:



**3,125** customers  
left our services:

### Customer Age



### Customer Client Group



### Gender

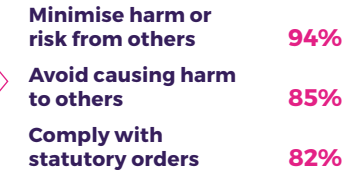
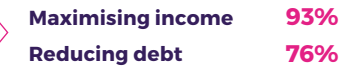
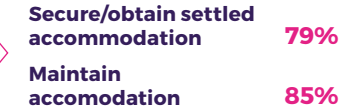


**Customers from Black & Ethnic Minority (BME) Groups 8.5%**

### Customers' Support Priorities



### Outcomes Achieved (ON LEAVING OUR SERVICES)

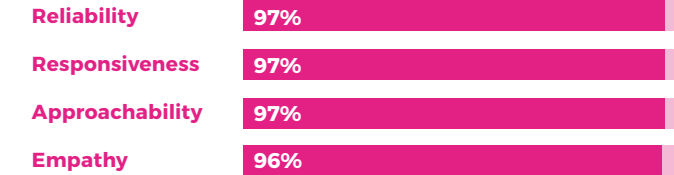


### Customer Feedback

We asked customers how satisfied they are with Foundation:

**97%** answered 'good' or 'great'

We asked customers to rate our staff:  
(% rated as 'good' or 'great')



"Foundation has made me believe in myself, pushing me gently to achieve things and improve my life."

**York customer**



## Helen's Story

“Before I came to Foundation, I had no goals or interests. I had a job in a sandwich shop but I was really poorly and was drinking every night – alcohol was my coping mechanism. I had attended Alcoholics Anonymous but was still drinking and I soon slipped back into a party lifestyle.

Previously I had been homeless and staying with my sister, but had to leave as she became pregnant. My sister did some research and came across Foundation - I was referred after serving a six week prison sentence.

Foundation found me somewhere to live, but I was taken advantage of and felt unsafe. Local individuals just came and took over my property - I was scared. Foundation relocated me into another property and I started to get involved in the customer groups – I went fishing, walking, came to art group and to pamper days.

My confidence started to increase and I felt like I had a chance in life and I was able to take the opportunity to detox.

During this time I was diagnosed with the early stages of psychosis – I was hearing voices and experiencing things that were scary and hard to understand. My medication had to be reviewed several times, sometimes I still struggle but I manage.

I am now a customer volunteer with the Kirklees team and I feel a huge sense of hope and value.

I can contribute because of my experiences and my journey with mental health and alcohol services.

I am in the right place and have good support around me.

I am co-ordinating the customer walking group, have sat on interview panels, attended team meetings and completed e-learning modules.

I feel I have a future!”

*Helen, Kirklees customer*

“I feel  
I have a  
future”





## A Year of Fundraising

In September 2014 Foundation's 30th anniversary signalled the beginning of our fundraising efforts in support of the woodland social enterprise and these have continued throughout 2015. From fetes, car boot sales, bag packing, tuck shops to sponsored events, staff and supporters have really excelled!

### January

Project Manager Nicki Watkinson proposed Foundation for school fundraising activities with a local school in Selby, Brayton High School. Along with a Foundation customer Damien, she attended assemblies at the schools to talk about homelessness, our woodland project and Foundation.

A showing of the Springboard Project's 'How to Fly' music video had a massive impact on the children and challenged misperceptions. Fundraising activities included: bun sales, a sponsored silence, speed dating, sporting activities and a 'dress down' day. A very

positive response raised a total of £900 and helped to raise awareness of our work as well.

### February

The way to Foundation's heart is through its stomach! Tina Dalby, Pam Wood and friends hosted a Sunday lunch for colleagues and their family members at the SBCL Cricket Club in Sowerby Bridge.

A three-course meal was prepared for 30 paying guests raising an amazing £500.

### March

In March staff members Laura and Janine organised a stall at the Clitheroe Car Boot Sale. Sales of donated items raised a total of £200.

### April

**"3 riders, 3 days,  
3 hundred miles"**

The Tour de Foundation followed on from the unprecedented success of last



▲ Our Tour de Foundation cyclists

year's Yorkshire leg of the Tour de France. Pedalling across the North of England the 2 Tour de Foundation riders (Scarborough Support Workers Carl Martin and Dave Flinton) and a third mystery rider, visited 10 of our offices covering 300 miles in 3 days. Sponsorship from partner organisations and contactors helped to raise more than £10,000.

### May

A Spring Fair at the Gledhow Sports and Social Club in Leeds raised £457. On a beautiful sunny day in May, a variety of stalls were set up including: handmade furniture; organic fruit and vegetables; books;

cakes; greetings cards and jewellery. The Spring Fair was made possible by the efforts of Maria, a volunteer who found the venue, designed publicity, liaised with stallholders and served tea and sandwiches at the event.

This is an example of the amazing contribution that our volunteers make and their significant efforts for our fundraising.

### June

Our Lancashire team raised £300 after completing the three Peaks challenge. Starting at 7.30am the group walked more than 28 miles in 11 and a half hours.

### July

Further to securing funds from the Big Lottery's Awards for All programme, we will be appointing a consultant to conduct a feasibility study and business plan for the woodland project. This will enable us to access other funding sources for taking the project forward in 2016.

In total we have raised more than £12,000 towards setting up our ambitious woodland social enterprise. A big thanks to all staff members, customers and supporters who have raised funds or made a donation.

**30 FOUNDATION**  
YEARS BUILDING SOCIAL INCLUSION



### A huge thanks to our sponsors:

Energycentric Corporate - Utility Brokers - Vodafone - Comms Provider - Alliance Fire - PHQ Plumbing Services - QE Electrics - Dunnes and Dusted - Tameside - Crown Properties - Scarborough - Cleaner Solutions - David and Wendy Leister - David Hurd, Landlord - Scarborough - Daisy Communications - Ashley Cleaning Supplies - Tameside - GW Professional Cleaners - Leeds - Rodley Interiors - Connect Coolers - Fidelity Communications - Yorkshire Housing - Colin Holgate Carpets - Harrogate - Select Security - Harrogate - Jim Furby Building - Scarborough - Pro-Line Security - Richmond - Kashmir Carpets and Furniture - Kirklees - Paul Westbury Joinery - VCS Ltd - Walker and Hutton Electrics - Scarborough - Diamond Beauty - Durham - No Fuzz TV - Scarborough - Pennine Properties - Kirklees - Monster Clean - Scarborough - DGH Haulage - Scarborough - CH Properties - Kirklees - Billy Burrell - Durham - WSB Property Consultants - R&B Building - Craven - Forward Training Solutions - Andrew Mear, High Corn Mill - Craven - Tony Davies - Craven - Metticks Butchers - Tameside Spirit Cycling - Venn Group Recruitment - Housing Options staff - Scarborough - Liberty Health Club - Richmond - Ravensthorpe Discount Centre - Kirklees - WM Russell Decorators - Richmond - Merritt and Fryers Builders Merchants - Craven - Craven Ariels - Craven - Skipton Bed Centre - Craven



## Families and Children

### Families and Teenage Parents in Darlington

Our service for families and teenage parents offers accommodation-based and floating support to 28 young people in Darlington. This service aims to prevent homelessness and repeat incidents of homelessness alongside the development of skills for independent living. Our support includes encouragement to engage in meaningful activity and building confidence and aspiration for entering education, training or employment. Support Workers deliver the service in partnership with a wide range of organisations including: the Family Intervention Team, Children's Centres and Health Visitors.

### Young People Leaving Care

Our support for young people leaving care now includes referrals for housing related support under the White Rose Framework. As one of a group of approved providers on the White Rose Framework, Foundation is housing and supporting young care leavers in Doncaster, Wakefield, Leeds and Sheffield. This year we have supported 22 young people.

### Children and Young People in North Yorkshire affected by Domestic Abuse

Our specialist support service for children and young people affected by domestic abuse commenced delivery in June. Our skilled staff work across the county providing one to one and group support to children and young people aged up to 19 years addressing: emotional, behavioural, educational, and social issues. Our child friendly venues across North Yorkshire provide a safe environment for children and young people to explore their feelings through play, creative activities, counselling, and peer support.

### Redcar & Cleveland Domestic Abuse Service

This year we were successful in retaining services for victims of domestic abuse in Redcar and Cleveland. The new service includes:

- A **refuge** service delivered in partnership with Coast and Country for women fleeing domestic abuse
- Our **Independent Domestic Violence Adviser** (IDVA) service promotes the safety of victims and those at risk of domestic abuse
- An **Early Identification and Referral Programme** based in primary care will include training and a pathway for adults and children affected by domestic abuse
- A **Sanctuary Service** offering victims support and preventing homelessness through physical security works to their property.



▲ Support for young families

## Training, Volunteers and Students

In 2014/15 we delivered 198 group sessions to customers using our Fit Kit (Foundation Inclusion Tools) modules. A total of 1,862 customers participated in these sessions with their Support Worker or as part of a group. Our target for this year is to deliver 4,000 sessions preparing our customers for taking up a tenancy and for independent living. Customers completing Fit Kit modules can now gain Level 1 or 2 qualifications (accredited by CERTA).

**50 VOLUNTEERS**  
have made a valuable  
contribution to our  
work in 2015

**2,457 VOLUNTEER HOURS**  
were delivered  
between  
April and June 2015

**45 STUDENTS**  
from universities in Huddersfield,  
Durham, Teesside, Sunderland, Leeds,  
Bradford, Hull, York and Lancashire  
have completed placements with  
Foundation teams



▲ Garden volunteers, York. Pots and planters generously donated by Sainsbury's.

York volunteers help to maintain and care for our garden at St Mary's on behalf of the residents. Every Monday they tend the garden promoting wildlife, creating a zen area, potting vegetables and encouraging self-sufficiency.



▲ Volunteers and customers, Durham

*"I am going to miss this team and my customers. Seeing the progress made along with the issues resolved, is the reason I wanted to go into social work in the first place."*

Placement student

*"I volunteer as a Counsellor with Foundation. I offer counselling to the high-risk offenders who have been within the prison service and are adapting back within society."*

Volunteer with Lancashire Team

*"I wanted to be more involved in the local community and to contribute something to society."*

Valentina, CST Volunteer

### Supporting Young People in North Yorkshire

**The Young Peoples' Pathway in North Yorkshire brings together Children's and Young Peoples Services, District Housing Departments and Foundation teams as lead providers of accommodation and support services for 16-25 year olds. This is an awarding winning service recognised at NYCC's Risk Management Conference for Best Risk Management Initiative.**

Foundation's role as lead provider working with 16 different partners, is to ensure that the service is delivered in line with the requirements of North Yorkshire County Council. The main responsibilities relate to ensuring a countywide approach, information and monitoring requirements, managing the contractual relationship with partner agencies, hosting a range of regular meetings at all levels to support staff, promote good practice, support partner agencies and track the progress of young people on the pathway.

The rurality of the county brings particular challenges for delivery – we have offices in every district and fully mobile staff enabling us to respond effectively and efficiently to young people's needs. Foundation also contributes to leading the development and steering of the project by writing policies and procedures, identifying training needs, organising and sourcing training, enforcing partnering agreements and ensuring quality assurance and performance targets are met.

#### CLASS: Care Leaver Accommodation Support Service

Foundation's CLASS service provides housing related support to care leavers aged 16-18 years old. Alongside tenancy training to support successful move on, we provide activities and sessions to promote resilience and independence among young people. Key areas are health and wellbeing, money management, and preparing for the future.

#### CLASS (Care Leaver Accommodation Support Service)

##### Health & Wellbeing

- Self-esteem and confidence building course
- Healthy relationships
- Stress management
- Empowerment activities

##### Money Management

- Bank accounts
- Credit unions
- Pension schemes
- Understanding tax & insurance
- Budgeting
- 'Food on a fiver'

##### Mapping My Future

- Where do I want to be in five years?
- How can I achieve my goals?
- My plans for education, training and employment
- Registering for housing and making a housing application

**The Big Lottery Funded Springboard Project promotes the resilience of young people from care to adulthood. In care many young people experience mental health problems and when leaving care they face abrupt transitions to adulthood that bring additional emotional and psychological demands.**

In response to low confidence levels, relationship problems and feelings of anger among young people, the Springboard Project developed a training course in partnership with Affinity (a provider of psychotherapeutic services in York). The aim of the training course was to help young people explore and learn about themselves and their own behaviour, providing an opportunity for them to focus on themselves and to plan for positive change. Our Life Skills course focused on seven principal areas: assertiveness; goal setting; early warning (cycles of behaviour); anger management; self-care (emotional resilience); mindfulness; and empathy.

Young people who completed the Life Skills course achieved improvements in self-confidence, social and communication skills, alongside feelings of personal achievement, and confidence in asking for help.

Participants said:

*"A lot of it is down to me. I can change things, I already have changed things for the better."*

Amy, Springboard customer

*"My family controlled what happened to me, but I control what happens to me now. I know where to go for more help if I need it."*

Mark, Springboard customer



▲ Springboard customers gain new skills as part of a team



## Nezy's Story

**The Big Lottery funded WY-FI (West Yorkshire- Finding Independence) programme aims to improve the lives and wellbeing of people with the most entrenched and complex needs. It targets those who don't engage with or have been excluded from services. Our Calderdale team help customers access the services they need, and to build their resilience, independence and confidence.**

Nezy was referred to the WY-FI project last year with multiple needs. Foundation's WY-FI Navigator Billy provided support to help him to tackle these issues and progress towards independence:

- **Homelessness** – Nezy had been sleeping on his brother's sofa for some time
- **Offending** – since the age of 13 Nezy had been involved in crime including burglary and theft. However, since an accident he has regretted his offending behaviour
- **Substance misuse** – Nezy has a long history of drug use including heroin, amphetamines and cannabis
- **Mental health** – Nezy has suffered from paranoia, hallucinations, self-harm and self-neglect. He has also been diagnosed with a personality disorder.

The WY-FI project established a strong relationship with Nezy enabling him to build confidence and trust in Billy his keyworker. Support focussed on building positive support networks re-connecting Nezy with his family, and ensuring his registration and engagement with the Doctor, Practice Nurse and the Recovery Steps Project.

Focussed and consistent support has helped Nezy to see the possibilities available to him, respond to advice, and to consider his future options. He has become more positive and less manipulative. Living near to his GP Surgery he has successfully maintained his accommodation.

Nezy would now like to contribute positively to the community and to help young people avoid the mistakes he has made. He is interested in becoming an Expert by Experience, a peer mentor or a Navigator for the WY-FI project. Recently Nezy tested negative for drugs, he considers that he has improved and made real steps forward, but acknowledges that he still has some way to go.

**"WY-FI HAS HELPED WITH MY CONFIDENCE. I CAN NOW SIT IN WAITING ROOMS IN COMFORT WITHOUT FEELING SCARED AND PARANOID."**

*Nezy, Calderdale customer*

**"WY-FI HAS HELPED WITH MY CONFIDENCE"**





Partnerships

We work innovatively with partner organisations to enhance customer support, deliver social value and to contribute to community events and activities. This year Foundation staff have been involved in innovative partnership activities:

The Pret Foundation Trust, **Pret A Manger**'s charitable arm, donate their surplus sandwiches to customers participating in our Leeds football sessions. As this partnership has grown our customers have been invited to consider 3 month apprenticeships based in Leeds and York. Successful candidates will be considered for employment when vacancies arise. The apprenticeship scheme has the potential to be life changing for our customers and demonstrates the real value of working with local businesses to address social exclusion.

Staff from **Lloyds Banking Group** have over successive years volunteered their time. This year bank staff wanted to continue their involvement with Foundation and decided to host a 5 A Side Football tournament, offering them the opportunity to have direct contact with customers. The tournament took place in May 2015, at Soccer City in Leeds. The event showcased the skills of the players, including their commitment, dedication and team spirit, and was eventually won by the York team in a Leeds - York final. Staff from Lloyds also refereed the matches, provided substitutes for teams and a fantastic lunch.

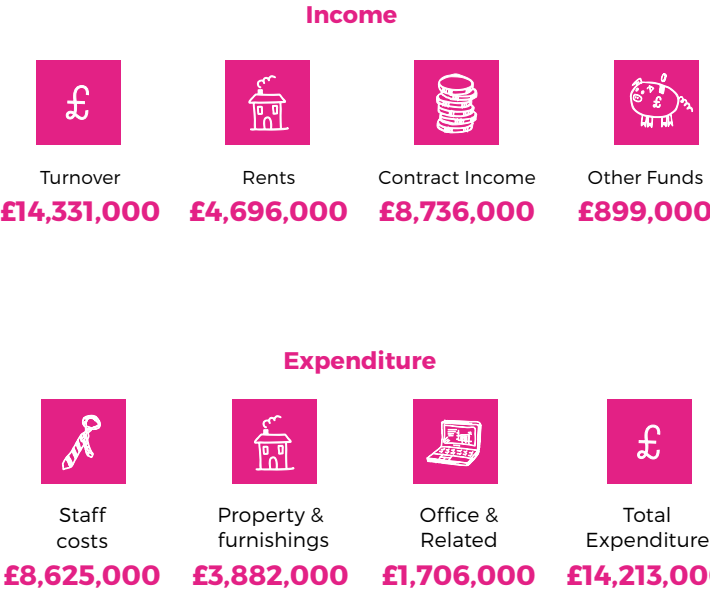
**North Yorkshire Police** partnered with Foundation in Harrogate to provide community placements for trainee police officers shadowing Housing Support Workers. This has offered mutual benefits. For police there have been insights into our services, an understanding of homelessness and of the issues facing our customers. For Foundation stronger links have been built with the local police.

Foundation working in partnership with **Great Lives** organised several 'Proud of Your Pad' events in Tameside throughout the year. Foundation customers took part in the events collecting litter and leaves, tidying up and planting flowers and vegetables. Proud of Your Pad is about bringing residents together, building confidence, improving the kerb appeal of the accommodation we manage, and supporting community cohesion and reintegration.



The Financial Year

This has been a challenging year with significant cuts being imposed by a number of local authorities. Foundation has managed its finances tightly and has returned to a surplus.



Thank you to our funders:



## Trustees And Senior Management Team

### Area Managers

#### Maggie Allen (Area 1)

- Darlington
- Durham
- Redcar & Cleveland
- York
- Selby

#### Harry Hudson (Area 2)

- Doncaster
- Barnsley
- Leeds
- Wakefield
- Kirklees

#### Maggie Langhorn (Area 3)

- Calderdale
- Bradford
- Lancashire
- Tameside

#### Simon Featherstone (Area 4)

- Harrogate
- Northallerton & Hambleton
- Richmondshire
- Scarborough
- Craven
- Thirsk
- Ryedale

### Senior Managers

**Jo Carnachan (to July 2015)**  
HR Director

**Lisa Firth**  
Operations Director

**Paul Hardman**  
Development & Communications Director

**John Hill**  
Assistant Operations Director

**Maggie Jones**  
Chief Executive

**Caroline Watson**  
Finance & IT Director

**Viki Whelan**  
Assistant Operations Director

### Board of Trustees

Julia Bates  
Aidan Grills  
Peter Johnston  
David Jorysz  
Nigel Lockett (Chair)  
Scott Lyons (customer trustee)  
Carl Page (customer trustee)  
Richard Parry  
David Powell  
Mark Simpson  
Pat Taylor  
Philip Turnpenny  
Claire Vilarrubi



▲ Members of our Operations & Development Committee

### Committee Members

Rob Jeffreys  
Rebekah Smith  
Chris Welch



▲ Paul, Maggie, Lisa and Caroline from our Senior Management Team

## Contact Us

### Head Office

Tennant Hall, Blenheim Grove,  
Leeds LS2 9ET  
**Tel** 0113 303 0150

### Barnsley

Unit 18, Mount Osborne  
Business Centre,  
Barnsley S71 1HH  
**Tel** 01226 779321

### 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

Pinder House,  
Keighley Road,  
Skipton BD23 2NS  
**Tel** 01756 701195

### Darlington

Hallmark House,  
1a Chancery Lane,  
Darlington DL1 5QP  
**Tel** 01325 289410

### Doncaster

Unit 5 First Floor,  
Portland Place, Trafford Way,  
Doncaster DN1 3DF  
**Tel** 01302 323159

### 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 303 0220

### Northallerton & Hambleton

Hambleton District Council,  
Civic Centre, Stone Cross,  
Northallerton DL6 2UU  
**Tel** 01609 767008

### Redcar

PO Box 226, Redcar TS10 9BB  
**Tel** 0300 456 2214

### 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

### Selby

Cygnat House,  
3 Church Lane,  
Selby YO8 4PQ  
**Tel** 01757 210415

### Springboard

Moor Lane Youth Centre,  
Wains Road, Acomb,  
York YO24 2TX

### Tameside

Westbrook, 20 Astley Road,  
Stalybridge,  
Tameside SK15 1NJ  
**Tel** 0161 3047187

### Thirsk

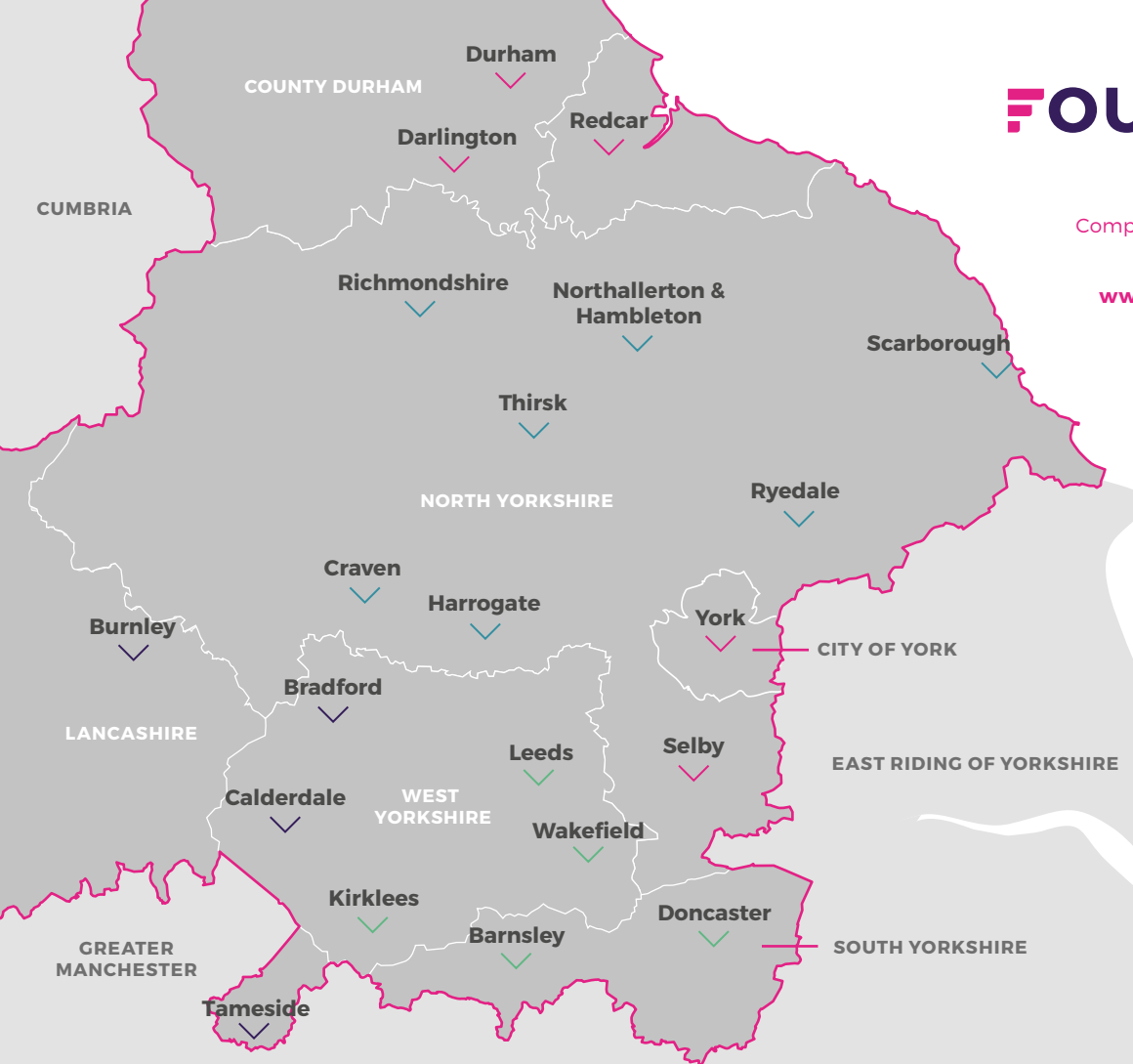
11 Westgate, Thirsk YO7 1QR  
**Tel** 01845 522222

### 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

Registered Charity: 515517  
Company limited by guarantee: 1829004

[www.foundationuk.org](http://www.foundationuk.org)  
[www.foundationdomesticabuse.org](http://www.foundationdomesticabuse.org)

 Foundation\_\_\_\_

 Foundationuk.org

Some customer names used throughout this report have been changed to protect confidentiality.

Many thanks to  
James Bruce & Kate Crosswaite

Design by wearemagpie.com

