

**Inclusive
communities
where everyone
matters**

**Impact report
2016/17**



FOUNDATION



CONTENTS

Introduction	03
Housing - Beacon	04
Co-Production and Social Inclusion	06
Young People	08
Working with Women	10
Children and Families	11
Legal Services	12
Perpetrator Services	13
Outcomes and Performance	15
Finance	16
Senior Management Team and Trustees	18
Foundation Contacts	19





INTRODUCTION

Innovation has been a major theme this year as we work to maintain high quality support in the face of continuing austerity. Staff and customers have worked together, innovating services to help tackle crisis situations alongside sustained support.

Highlights of the year include winning a major new contract in Barnsley and retention of our North Yorkshire Young People's service. Co-production has continued to develop across the organisation with more customers running groups, mentoring fellow customers and playing a key role in staff appointments.

There is much talk about the broken housing market but far less emphasis on the solutions our customers and other low income families need. Housing benefit levels are not keeping pace with rent rises leading to evictions and heart-breaking choices between food and warmth. We are building on positive relationships with our landlords and setting up our social lettings agency, Foundation Living. Having a secure home is the bedrock for a happy independent life in the community. Our customers consistently tell us this is their number one priority.

Our grateful thanks go to staff, customers, volunteers, students, funders and supporters who continue to work together to build inclusive communities where everyone matters.



Maggie Jones Chief Executive - - -



Claire Vilarrubi
Chair of Trustees



HOUSING - BEACON

Having a safe and secure home can create powerful opportunities for change.

Case study: Paul spent his childhood in and out of the care system and as an adult, battled addictions and spent many years sleeping rough. After a stint in prison and health issues that threatened his life, Paul made the courageous decision to seek help through rehabilitation services. We have been working with Paul to provide him with secure housing and support him with his recovery. We've helped him with practical skills such as how to budget, pay bills and maintain his home; all of which has provided him with the safety and security needed to rebuild his life.

Now Paul's confidence has grown, allowing him to share his story at events to benefit others.

We work in partnership to deliver excellent services



“Before, I only knew I was good at selling drugs, I didn’t know I was good at anything else. Other people out there need more help than me. Maybe I can help them.”



In 2016/17 we
provided **1155**
people with
homes



86%

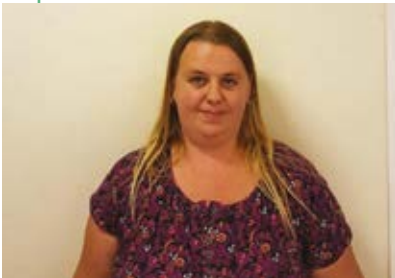
Our 2017 survey
found that one
of the top three
priorities for our
customers is:
Accommodation



38%

more people **registered with a dentist**

CO-PRODUCTION AND SOCIAL INCLUSION



Foundation is committed to being an organisation that doesn't just deliver for its customers, but delivers with them. We work with our customers to co-produce opportunities for social inclusion.

Foundation Tameside customers co-produced a "Connecting with your community" event working with community partners to provide health checks and safety information for customers. Alongside our community volunteers, customer volunteers and peer mentors add huge value to our organisation, supporting others from their own experience. Suzanna was referred to our Wakefield team after being a victim of domestic abuse. She lacked confidence and found it hard to open up. Over time her confidence **has grown and she now volunteers with our Wakefield team, hosting beauty events for other female customers and helping with administration.**

Durham team found that their vulnerable female customers were not attending group sessions. Working with female customers the team co-produced a program of activities led by women for women only to attend.

"As a volunteer I've been allowed to work at my own pace and I now do two days a week, helping out with reception duties. I can't believe how much my confidence has grown, I feel on top of the world!"

**Volunteer peer mentors
play a vital role in helping
our customers learn from
the experience of others.**

**“I like to help people
and love having the
opportunity to do so”**



11.5% 
more people
**registered
to vote**



SUPPORT FOR YOUNG PEOPLE



Young people, aged **16-25** are now our largest customer group.

Our Young People's services organise activities to help customers grow confidence and build positive social relationships.

In North Yorkshire services support young people who are homeless or at risk of homelessness. Our Activities Workers have taken advantage of the beautiful surroundings to create numerous opportunities for young customers to share positive social time with their peers, take on new challenges and appreciate the great outdoors! Activities have included den building, wood crafts, cooking on an open fire, as well as physical challenges such as Go Ape.

Alongside more practical support, such as housing, skills for independent living, education and employment, young people are developing themselves as individuals ready for positive and independent lives.

“Meeting new people and being so active in the forest was really fun. I was tired at the start of the day but now I’ve got loads of energy”



“I wish me and my younger brother could have done this together with our social worker when we were little. I think it would have helped us.”





SUPPORTING WOMEN

We offer a growing number of services that primarily support women and children who are victims of domestic abuse.

In Redcar, an early intervention referral service, a refuge, a navigation service and the Sanctuary Scheme work closely together to support women and their children through experiences of domestic abuse and into safer lives.

Case study: Jane* self-referred herself into the Foundation refuge as a victim of domestic abuse. Jane was suffering from Post-traumatic Stress Disorder and struggled to give her children the emotional support they needed. Jane was frightened the perpetrator would take her children from school.

A counselling referral was made for Jane and the refuge team worked with a health visitor to arrange for Jane to visit a school in the area where she wanted to live. Jane was reassured about the security in the school building and the rehousing process began. The navigator service now engaged to support the family make the move from refuge and into their new home.

The Sanctuary Scheme put extra security into the new property and the family were able to start their new life.

*Names have been changed to protect the individual's identity





CHILD THERAPEUTIC SERVICES

Using creative therapies to help children who have witnessed domestic abuse.

Our Child Therapeutic Service supports children who have witnessed domestic abuse, through play therapy and activities.

J is a ten year old child who had witnessed severe domestic abuse towards his mother from his father. J's father was recently imprisoned after being found guilty of the attempted murder of J's mother. At home, J had become violent towards his mother who was severely depressed, leaving her unable to manage her child's own violent behaviour. J was suffering from developmental trauma and was not in school.

J was referred to Foundation and received 30 sessions of 121 non-directive play therapy over 9 months. During this time, his mother received parenting advice and was referred for counselling. Following therapy, J and Mum have bonded and now play together happily. **J has also been on school activities and trips, and bravely shared his experiences with other children in a school assembly.**

**“My support worker
is easy to talk to”**



LEGAL ADVICE

Our Legal Service help vulnerable people to remain in their homes.

Our legal services offer advice and representation to our customers, and the wider public, preventing hundreds of families from becoming homeless every year. They also help Foundation staff with housing related queries, ensuring the best possible standards as a registered social landlord.

Case study: Mrs Smith*, a single parent to four children living in a housing association, has a history of severe depression and a fragmented work record. Unfortunately over a number of years she had accrued around £8000 in arrears and faced eviction. Mrs Smith reached out to our legal team in fear of losing her family home. Our team found that the housing association had not applied correct eviction procedure and had allowed the arrears to gather over a six year period without taking any action.



723

In 2016/17 Foundation's Legal team helped 723 clients, dealing with housing related legal advice.

Foundation's legal team achieved an overturn of the outright eviction order and instead Mrs Smith was given a suspended eviction order and support to set up a manageable repayment scheme.

*Names have been changed to protect the individual's identity

Legal Service Helpline Number: 0113 211014

"I don't think I would get any help from anyone else if Foundation weren't there."



PERPETRATOR SERVICES

Our perpetrator programmes help individuals understand and take responsibility for their actions.

Foundation also offers programmes to help perpetrators of domestic abuse, such as Foundation 4 Change (F4C). In 2016/17 the service in Doncaster received 177 referrals and 44 of those who attended the initial assessment and were accepted onto the programme.



20

To date in Doncaster, 20 customers have **completed the full eight week course successfully.**

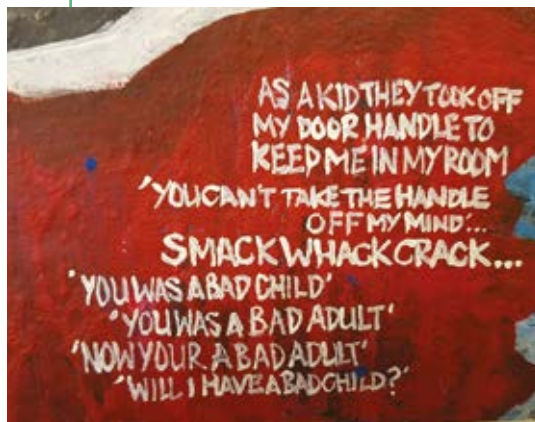
Case study: One customer joined the service due to a relationship breakdown with his partner. His partner had suffered a stroke and since becoming her full time carer this customer had displayed concerning behaviours he felt unable to control. **After completing the programme with Foundation, the customer was able to re-establish the relationship and to this day, there have been no further incidents.**

“I have lots of tools and information and a better understanding thanks to you. Loads of discussions have been going on between myself and L and I feel that you have led me to a point where I can make decisions by myself and not feel selfish about them. You have made a huge difference and I appreciate that.”

Feedback from the F4C service in Redcar



James, a Kirklees customer, contributed his art work to an exhibition about homelessness. James' work reflects his own experience of being homeless.





As a result of the work we do with customers – **96% of them leave us with a bank account**. This compares really well to the UK average for all adults which is 97%



OUTCOMES AND PERFORMANCE

(all figures are based on % saying yes when they come to us and % saying yes when they leave)



38% more registered with a dentist



17.1% more have access to a computer



9.4% more registered with a doctor



6% more involved in a local club / activity



11.5% more registered to vote



7.8% more in employment



9.5% more have a bank account



20.4% more involved in informal learning

Customer Survey

Rating of Staff as “Good” or “Great”

96.5%
satisfaction

97.6%
reliability

96.2%
responsiveness

96.7%
approachability

94.9%
empathy





FINANCE

Developing valuable income streams.

We have achieved a modest surplus this year due to our continued efforts to keep costs as low as possible. In addition there were some one-off factors relating to contract renewal which enabled us to save more than usual on staffing costs. Austerity is still with us, affecting both our funders and customers adversely. We will continue to take action to reduce costs in the year ahead to make sure as much resource as possible goes to the front line support our customers deserve.



£11.3million

Income

£125k

New pension scheme deficit costs

£6.1million

Staff costs

£1.3million

Other

£3.4million

Housing costs

£366k

Surplus



SENIOR MANAGEMENT TEAM AND TRUSTEES

CEO

Maggie Jones

Senior Management Team

Director of Operations: Viki Whelan
 Director of Finance: Caroline Watson
 Director of Development and Communications: Paul Hardman

Committee members

Rob Jefferies
 Chris Welch

Board Members

Philip Turnpenny
 Claire Vilarrubi: Chair
 Mark Simpson
 Pat Taylor
 Richard Parry
 Nigel Lockett: Deputy Chair
 David Powell
 Julia Bates
 Andrew Holmes
 Rebekah Smith
 Pat Taylor
 Peter Johnson



“As the customer representative, I seek to take into account the views, experiences and aspirations of customers, by providing a route by which their own experiences could further support better planning and potentially, improve upon the current support services they are receiving. Most importantly, I give customers a voice in which they will be heard, and never ignored.”

Andrew Holmes our Customer Board representative.

THANKYOU TO OUR FUNDERS





OUR OFFICES

Barnsley

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

Bradford

Ground Floor,
Broadacre House
Annexe, George Street,
Bradford BD1 5AA
Tel 01274 303550

Calderdale

21 Bull Green,
Halifax HX1 2RZ
Tel 01422 386910

Craven

The Carriage Works,
3-5 Cross Street,
Skipton BD23 2AH
Tel 01756 701195

Darlington

Hallmark House,
1a Chancery Lane,
Darlington DL1 5QP
Tel 01325 289410117

East Mount Road,

Darlington DL1 1LE
Tel 01325 351579

Doncaster

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

Durham

76 North Road,
Durham DH1 5SQ
Tel 01913 862303

Harrogate

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 01133 030220

Redcar

PO Box 226,
Redcar TS10 9BB
Tel 03004 562214

Richmondshire

The Galleries, Ryders
Wynd, Richmond
DL10 4JU
Tel 01748 850756

Ryedale

Next Steps Community
Cafe, Church Street,
Norton YO17 9HP
Tel 01653 472296

Scarborough

22 Victoria Road,
Scarborough YO11 1SD
Tel 01723 361100

Selby

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

Springboard

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

Tameside

Staff office,
Rear of flat 3
Ambleside,
Stalybridge SK15 1EB
Tel 01613 047187

Wakefield

The Loft, Trinity House,
Trinity Church Gate,
Union Square,
Wakefield WF1 1TX
Tel 01924 247247

York

Room D005,
Ground Floor D Block,
Hudson House, Toft
Green, York YO1 6JT
Tel 01904 557490

FOUNDATION

Registered Charity: 515517
Company limited by guarantee: 1829004

www.foundationuk.org
www.foundationdomesticabuse.org

 foundationuk.org

