



FOUNDATION



IMPACT REPORT
2017/2018

**Inclusive
communities
where everyone
matters.**



Contents

Introduction	03
Championing Voices	04
Life or death for me...	06
Durham's Domestic Abuse Navigator (DAN)	07
Recognising Strengths	08
Mercury House	10
Working in partnership	12
Inclusive Communities	14
Volunteering	16
How are we doing	18
The money side of things	19
Senior Leadership Team	20
Thank you to our funders	21
Our offices	22



“Foundation is the closest thing I have to a family right now.”

Leigh, Foundation customer



Introduction

Partnerships have been at the heart of Foundation's work this year.



Maggie Jones
Chief Executive



Claire Vilarrubi
Chair of Trustees

✓

We were delighted to win a major new contract in Wakefield in partnership with Fusion and the Wakefield Rent Deposit Scheme, to develop new housing pathways for people facing homelessness. The Beacon Service, a ground breaking partnership with Turning Lives Around and Touchstone, was launched to support vulnerable people in Leeds so they could secure a home and establish new lives in the community. We also acquired further funding for our Domestic Abuse Navigator Service in Durham, working with an extensive range of statutory and voluntary organisations to improve the help given to individuals and families experiencing domestic abuse.

Our internal partnerships between staff and customers have also continued to develop across the organisation with more customers running groups, providing peer support to fellow customers, and playing a key role at Board level and in staff recruitment.

These partnerships provide positive evidence of how we put our values of empowerment, inclusion and innovation into practice; working with others, respecting and learning from them in achieving our ambition to create inclusive communities where everyone matters.

We sold our Head Office building this year as part of the drive to reduce central costs and our sincere thanks go to our predecessors whose wisdom and foresight enable us to continue to benefit from the valuable investment they made in Foundation's future 15 years ago.

We are hugely grateful to Foundation colleagues for the professionalism they have shown as we took concerted action to improve sustainability through reducing our cost base. Their willingness to put the wider Foundation Family before personal concerns is testament to the truly remarkable commitment Foundation staff have, and our collective belief in the transformational power of the work we do every day with customers.

■ **Our partnerships with like-minded organisations, customers, volunteers, students, funders and supporters enable us to provide hundreds of secure homes where people can live happy independent lives across the North of England. Our sincere thanks go to them for their priceless support and encouragement. We hope you enjoy just a snapshot of our inspirational successes this year in the following pages.**



Championing voices

At Foundation, we embed co-production in all of the relationships we have with our customers.

Co-production is built on the idea that those we work with are best placed to help shape and design the support that they need. From housing advice to learning basic life skills such as cooking or keeping a clean home, our customers tell us what they need and then work with our Foundation colleagues to help make it happen.

Leigh has a tenancy with Foundation Durham, here's his story.

“I have never appreciated anything so much in my life.”



> **“Foundation is the closest thing I have to a family right now”.**



Before I got on the wrong side of the law, I was on a decent wage as a head chef; I had a cottage and friends. Then literally overnight, my world turned upside down.

In 2014, I was arrested for a crime I am now incredibly ashamed of and got bail for 2 years – I kept all this hidden. Fast forward to 2016 when my court date finally arrived and I admitted to everything and got a suspended sentence. Social media went into a frenzy and within 48 hours, I'd lost my job, my house and everyone around me. I had nothing but 1 week's wage to call my own and my car.

I slept in my car night after night. The small money I had left was running out. I had the same grubby clothes on; couldn't wash properly; afford to eat properly. I was at the bottom of the rehoming list and I knew the only option was to contact my sister. I stayed with her in Durham until I moved into a hostel with another organisation. Apart from contact with the staff, I isolated myself from everyone else. It was a very lonely time.

Then, thanks to my Probation Officer and a meeting with Georgina at Foundation, my life started to turn

around. Georgina made me feel so comfortable, that I was upfront and honest – I stopped hiding behind all the lies I'd been so used to. We really did work together to find out what would be best for me, for me to get back on track. I wasn't told what to do or where to go, we discussed it together and, in the space of a week, I moved from the hostel into a Foundation property. My own place, a 1 bedroomed bungalow.

Moving there is the best thing that's happened to me since I became homeless. I have never appreciated anything so much in my life. I lost everything and everyone but now, now I have a new family and that family is Foundation. Deb, Mel and Jill have really pulled me back from a dark world. My journey's not finished but I'm much further on and that's why I now volunteer at Foundation. I'm part of something again and I use my chef experience to teach others. I provided Christmas Dinner for everyone here and I was also asked to be on the interview panel to recruit a new member of staff

I belong again. Thank you Foundation.

Leigh



Deb Meynell

Foundation Durham

“I’d say the best part of my job is the buzz I get from seeing a customer make good choices, make changes and then thrive no matter what circumstances they have come from. It’s life changing for all involved and I’m proud to be a part of that.”



Sam Martin

Operations Manager

“For me it’s imperative to hear the voices of our customers, as this lets us know if they are getting what they need and not what we think they need. It gives us the opportunity to develop strategies and services that keep us together in the right direction. Ultimately it’s all about the customer.”





Life or death for me...



The first thing you would notice when meeting Rebecca, is her warmth, her infectious laugh and her incredible smile. The smile that genuinely greets you however, hides an unimaginable past and that is why her story is both one of hope and inspiration, and of tragedy and trauma too.



Rebecca came from an incredibly unstable home. Both her parents were heroin addicts and at the age of 13, Rebecca found her Dad dead from an overdose and later, her Mum had hanged herself, unable to cope with her own addiction and mental health issues.

Rebecca was sexually abused, and became pregnant by her abuser at the age of 14. She subsequently and very sadly lost her child, who was still born. Life spiralled further out of control when aged only 14, she too started taking heroin. Following on from her addiction, she was the victim of domestic violence and her then partner, pushed her onto the streets

of Huddersfield to be a sex worker. In 2013, her two children were taken away from her and she spent time in prison. When she got out of prison, Rebecca was methadone free but she soon relapsed back to the world of homelessness.

The turning point? She didn't want her children to be orphans or be abandoned just as she had been; she wanted to protect them from her chaotic life and give them stability and hope for a better future. She realised that if she didn't look after herself, love herself, who else was going to value her?

Rebecca then got involved with lots of support agencies (11 key workers in 18 months), but it was **Foundation in Kirklees who helped her really turn the corner.**

“Sarah, my amazing support worker, gave me the confidence and belief in myself that I did have something to offer. It wasn't about the labels of drug addiction or sex working because you get used to what you are, but it was about what I could be and recognising my worth more. And I am worth more. I know that now.”



Rebecca is now in her own house, with a great and supportive partner and knows that she does have something to offer, that she does have a future. With support, she will shortly be starting a mechanical engineering course. **Her smile will only get bigger!**



Durham's Domestic Abuse Navigator (DAN)

✓ Helen Johnson, Domestic Abuse Navigator



For so many of our customers, domestic abuse is an inescapable topic. It seems that the majority of Foundation's customers, have experienced domestic abuse at some time in their life, either as a witness, victim or perpetrator. **Help is at hand though.**

This service of Foundation's, enables survivors to move forward with their lives and play a part in preventing homelessness, further abuse and isolation.

Helen is one of three Foundation Domestic Abuse Navigators (DANS). The DANS work across the Durham and Redcar region. **Helen's role is to better meet the needs of domestic abuse victims who are particularly vulnerable or sometimes excluded from refuge support.** Specifically, these are women with complex needs.

There is a particular focus on the vulnerability to homelessness for these women. Fleeing domestic abuse, some of these women have a range of complex needs and not all refuge accommodation is suitable for them. As such, people like Helen, provide extra support to tackle a range of issues, which can include mental health and addiction support.

One customer that Helen worked with, was a young Mum and her baby. *Steph endured both physical and mental abuse from the father of her child. In Steph's own words, he was 'completely obsessed' with her and controlled every aspect of her life.

Safety came in the form of a self-contained unit in a refuge but the support didn't end there. Unsurprisingly, Steph needed counselling for her extreme anxiety, an anxiety fuelled by a pending court case aimed to protect both Steph and her daughter from her abusive ex-partner.

Helen accessed funding to pay for childcare whilst Steph attended her counselling sessions. The responsibility for booking the sessions lay with Steph though, something Helen was keen to see.

➤ **"We are absolutely here to guide and support our customers, and we do everything that we can to help them. But it is also important that we help them build resilience, that we encourage our customers to take responsibility towards their independence. Even if that means something as small as booking a meeting. It's a start, a small start but important nonetheless."**

Steph received further specialist help and support to develop her confidence and parenting skills. More importantly, both Steph and her daughter were moved to a mother and baby unit near to her family so she could continue living her life safe and free from abuse.



*name has been changed to protect the identity of our customer



Recognising Strengths

If our customers want to move forward with their lives, it's not enough to simply look at meeting their needs. We also need to **recognise what their strengths are, focus on what they can do and build their confidence.**



Foundation Wakefield does just that. The team provides housing access and related support to:

- people that are either homeless or at risk of homelessness in Wakefield
- single people, couples or families.

In addition to housing support, the team also takes the time to explore what aspects of our customers' lives used to work; they identify what they were good at and what they enjoyed. From these conversations, customers and our colleagues build a picture of what life could be like again and then together they make it happen.



Julie Burnham, our Pathway Coordinator, said of recognising strengths:

“We work really hard in Wakefield to move our customers forward from only seeing what they can’t do, and identifying what they can do.”

We have lots of engaging activities that build confidence, are fun and give our customers the opportunity to realise their potential.”



Tracy is a customer of Foundation Wakefield. If you were visiting, it is possible that she would be the first person you'd meet as she volunteers and helps run the reception area. Tracy greets everyone warmly, with a friendly smile and an instant offer of a tea or coffee! The confidence for Tracy to have such an active role in the office, wasn't always there though and it's understandable why.

Tracy has a history of dealing with schizophrenia. Her father had it and she was also a full time carer for her son before he was sectioned for the same mental health illness. After her relationship broke up, every night she used to ask the question 'why me?' but no one answered because no one was there to support her. No family, no friends, no neighbours.



“I started to smile again, feel happy and that was the start of me believing in myself again.”

Loneliness and isolation broke down every fibre of confidence she had, so much so that she could go weeks without speaking to anyone. The silence that surrounded her led her to serious thoughts of suicide. It was only the thought of her son that prevented this.

Knowing that life had to change, Tracy started going to Foundation's job club. Slow steps at first and then bigger ones as she joined in many of the activities they have on offer there. **The best part? She started to make real friends to spend quality time with. She wasn't on her own any more.**

For colleagues, it became very clear that as her confidence grew, **Tracy was a real 'people person'. She always took the time to talk to visitors and staff, to find out how she could help others.** She put customers instantly at ease because she too had faced some of the same issues, the same barriers. These strengths didn't go unrecognized as Tracy now looks after reception and still gets involved in the classes on offer.



Tracy said:

"Look at me now! Volunteering and doing what I'm good at - helping and talking to people. It's so good to be valued again."



Mercury House

- In the face of rising homelessness nationally, Foundation launched a new hub for homeless services in Scarborough, on Friday 23rd March 2017. The hub provides a home for numerous specialist services, including a legal service, and 19 accommodation units for young homeless people, doubling the capacity previously available in the town.

The development of Mercury House was a major 12 month undertaking and was the result of an innovative partnership between Foundation and a private developer Mr Garry Leddon, who supported the charity every step of the way. Sadly Garry died before Mercury House was completed, but we hope its success will be a living tribute to him and we are grateful for the continued support of his family.

Mercury House forms part of the North Yorkshire Young People's Pathway, a service funded by North Yorkshire County Council and delivered by Foundation. The service comprises of two pathways: **Pathway 1 supports young people dealing with the threat of homelessness.** As the primary factor for 22-25 year olds becoming homeless is due to family related issues and relationship breakdowns, family mediation forms a key part of this service. **Pathway 2 is the accommodation pathway for young people with more complex needs,** with 110 young people coming through the service in 2017/18.



99% success rate

for Pathways 1 and 2 in preventing homelessness for young people they supported in Scarborough, keeping them in accommodation and off the streets.





Adult services at the hub include a resettlement service for ex-offenders and Making Safe, which tackles domestic abuse in the community. **These services combined have delivered supported housing to 83 adults in the last year with 85% of those supported refraining from reoffending.**

Alongside a therapeutic service helping children who have lived with domestic abuse and a specialist housing legal service, the hub provides a one stop shop in the centre of Scarborough for people from all walks of life to get help and prevent homelessness.

Foundation's core values include empowerment and inclusion and customers played a key role in the launch event, leading a tour of the hostel facility and sharing their own stories.

Adam Cook, 21, has been supported by Foundation since 2014. He remembers joining the service in their previous smaller property, sharing his experience of moving with the service into the larger, purpose build facility in Mercury House;

"Being in Mercury House allowed me to become more independent, because it was bigger and there is more on offer to help me learn how to look after myself. I have learned how to shop and cook healthy meals, I've sorted out my debt and I now live in my own place and have a job. I'm doing well and that's thanks to the staff at Mercury House and how they motivated me."



"I'm doing well and that's thanks to the staff at Mercury House and how they motivated me."

Adam Cook, 21



Working in partnership

Foundation is a delivery partner on the WY-FI Project (West Yorkshire Finding Independence) which is a service that supports people experiencing multiple problems e.g. homelessness, addiction to alcohol and drugs, re-offending and poor mental health.

Foundation work alongside Humankind, Bridge, Barca-Leeds, Community Links, Spectrum CIC, and Touchstone. The ethos of this partnership is that our customers:

- are supported by Navigators and Specialist Workers who build trusting relationships over time and who are service neutral
- receive person-centred support to achieve their hopes and aspirations
- inform future delivery models and innovation.



Debbie, Foundation's Lead Navigator said of working in partnership:



“Our customers are individuals, with often more than one need for support. At Foundation WY-FI, we have different partners who can support the different needs of our customers and the best part, we’re all in one place! This makes the continuity of how we help that individual so much easier for them”.

Our collective aim is that adults with multiple needs in West Yorkshire should have the opportunity of:

- a settled home
- positive health and wellbeing
- access to education and employment, and
- trust in a positive future.



“WY-FI helped change my life. I will enjoy continuing to work with them and I’d like to thank everyone who has supported me in becoming the person I am today.”

Niomi

Niomi was referred to WY-FI following her release from prison. When Foundation’s Lead Navigator Debbie met her, Niomi was abusing alcohol and prescribed medication. She was also due back in court for assaulting a police officer.

With WY-FI’s support, Niomi avoided another custodial sentence. As she began to trust Debbie, they started re-building Niomi’s relationships with the services she needed.

Niomi fell pregnant in 2017 and Debbie supported her throughout her pregnancy, encouraging her to eat well and abstain from alcohol and drugs. Debbie also organised some help with Niomi’s tenancy and finances. Niomi and her son are now living in stable accommodation and she has completed an introduction to volunteering course.





Inclusive Communities

- Action Towards Inclusion (ATI) was launched in Harrogate, York, Selby and Hambleton in 2017.

ATI provides keyworker support for individuals over 18 who are unemployed or do not have an income. Foundation offers direct support to help customers to progress into job-search, education, training and employment opportunities. ATI also offers support for customers to access other specific activities offered by our partners, including tackling problems associated with health, finances and skills.

Here's what just one proud parent had to say of the support received for her son.

➤



John's Mum

Dear ATI

I am writing to you because I want it documented just how grateful I am for what you are doing for my son, John. You will be, I am sure, as proud as I am to know that John (for the very first time) went into town on his own on Friday and made his way home again safely off his own back. It was the best feeling in the world. To some people it may seem like a very trivial thing, but, if they knew my son and the difficulties he faces with confidence and routine every day of his life they would know what a massive step forward this is for him. I know it's baby steps and town is not that far away but to us it's amazing and opens up his world.

He could not have done this without your support and patience. You have got to know John and listened to and taken on board everything I asked for e.g. transport, training for John. As his mum I cannot begin to tell you how happy I am with everything. I can at last concentrate on just being his mum. So again, thank you so much. You are giving my son the tools for his future and I cannot tell you how massive that is to us.

Kind Regards,
Beverley.



LEGAL FACT:

In 2017/2018 we dealt with 1,212 housing issues and **directly prevented homelessness in 458 cases.**



- > This photograph was taken after Aspired Youth (one of Foundation's partners) set up a workshop dedicated to our customers. We wanted to see how, in practical terms, the ATI scheme had benefitted our customers, promoted their general well-being and helped them get back into their communities.

Information, advice and interventions included money management and debt advice through the Citizen's Advice Bureau, counselling services through AGEIS Counselling and a number of NVQ qualifications promoted through other organisations.

Raman, our ATI Key Worker said:

“Our customers are often very complex, vulnerable and lacking in confidence. Part of our role is to support them back into their communities so they feel part of something and not excluded.

We create bespoke plans for each individual so they can meet and hopefully excel in achieving all of their hopes for the future.”





Volunteering

- > Volunteers have always played a vital role within the third sector. In the age of austerity, charities striving to carry out their mission and provide services for vulnerable groups and individuals, rely more than ever on the skills, time commitments and passion of their volunteers.

Laura Strickland, our Head of HR who leads on Foundation's volunteering programme said:

Thank you, thank you, thank you to all of our volunteers! The time you so freely give really does make a difference not only to our customers, but our staff too and for that we are incredibly grateful. You are the silent army that supports us and we greatly appreciate all that you do.

**We have over
50 volunteers
supporting
Foundation**



Adam , one of our volunteers said:

"I began volunteering with Foundation late in 2017, and since then I've got to know a wonderful bunch of people who work tirelessly to support their customers in every way they can. I've been really impressed by their empathy and patience. As a volunteer, I've had the opportunity to train as a Peer Mentor, to help out in the office with essential tasks, and to join in activities with customers such as cooking—a particular passion of mine! It has been very fulfilling to make these small contributions. I look forward to seeing my friends here again in the future, and I wish Foundation every success."



The next generation

Foundation supporting the next generation

Over the years, Foundation has welcomed hundreds of students through our doors, adding an invaluable opportunity to experience what it's really like to work on the frontline.

Michael was one of our willing student placements who arrived at Flagship Leeds in 2017. As a placement Support Worker, Michael shadowed our more experienced colleagues to broaden his understanding of the work we do with the many vulnerable people we support.

> Of his experience, Michael said:

“There’s no question about it. Had I not done my placement with Foundation Flagship, I wouldn’t have had my eyes opened to what it really means to work in this field. I learned an enormous amount, skills you can’t get from a text book or a lecture hall. It was life changing.”





How we are doing



We work successfully with our customers to improve their financial inclusion **97.9% of our customers have a bank account when they leave us** – the UK national average is only 97% of adults *

Our inclusion measures have been developed with customers and represent what was meaningful to them. All the figures are based on the % of customers **saying yes when they first come to Foundation**, and the % **saying yes when they leave**.



+35.6%

Registered with a dentist



+24.9%

Have regular access to computer/ internet



+5.3%

Registered with a GP



+5.9%

Involved in a local club/activity



+21.2%

Registered to vote



+7.8%

In employment



+9.9%

Have a bank account



+21.7%

more registered with a dentist

Customer Survey

Rating of Staff as “Good” or “Great”

96.8%

satisfaction

94.9%

reliability

96.9%

responsiveness

96.5%

approachability

95.8%

empathy



98.8% of our customers said that they would recommend us to family and friends if they needed similar support



The money side of things

The overall income level has remained consistent with 2016/17, although austerity measures have continued to impact on our financial situation. Changes to our contracts have increased our rental income, even with the mandatory 1% reduction in rents, and housing income now represents almost 50% of our revenue.

We achieved a modest surplus and our balance sheet is now back in positive territory. However, the growth in our pension scheme deficit contributions continues to be a major challenge for the business. We need to continue to control and reduce our costs extremely tightly and look to secure new funding streams if we are to meet the increasing pension demands and deliver the quality of service our customers deserve.

During the year we sold our head office at Tennant Hall and replaced it with cheaper to run rented offices. The funds have been ring fenced and invested in a low risk investment portfolio, with the objective of making a modest return to contribute to our surplus going forwards.



£10.7 million

Income

£5.4 million

Staff costs

£3.48 million

Non Staff Housing Costs

£1.38 million

Other

£440,000

Operating Surplus



Senior Leadership Team

> Chief Executive Officer

Maggie Jones

Senior Leadership Team

Paul Hardman

Director of Development and Enterprise

Caroline Watson

Director of Finance and IT

Viki Whelan

Director of Operations

> Board of Trustees

Claire Vilarrubi – Chair

Julia Bates

Peter Johnston

Richard Parry

David Powell

Mark Simpson

Pat Taylor

Philip Turnpenny

Chris Welch

Co-opted Members

Andrew Holmes

Rob Jeffreys



Andrew Holmes

Customer Board
Representative

- > “2017/2018 has been a busy year! I have communicated and liaised with project managers on several services to help share the customers’ perspective of what is going well, what isn’t going well and what we could do better as an organisation. **Customers trust that I will represent their interests. I share this with the Foundation Board of Trustees so changes for the better can be made.**”



Thank you to our funders



The strength of Foundation is due to the roles and individuals within our organisation, but also the support of all our funders, so **thank you!**



Three of our customers at Mercury House



LOTTERY FUNDED





Our Offices

Barnsley

Holden House, 2 Race Street,
Barnsley. S70 1BG
Tel: 01226 779292

Bradford

Legal Team, Ground Floor, Broadacre
House Annexe, George Street, Bradford,
BD1 5AA
Tel: 01274 211013

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 289410

Young Parents' Service, 117 East Mount
Road, Darlington. DL1 1LE
Tel: 01325 351579

Doncaster

85 Spring Gardens, Doncaster.
DN1 3DJ
Tel: 01302 323159

Durham

76 North Road,
Durham, DH1 4SQ
Tel: 01913 862303

Harrogate

12 Haywra Street,
Harrogate,
HG1 5BJ
Tel: 01423 500905

Kirklees

1A Lord Street,
Huddersfield,
HD1 1QA
Tel: 01484 550686

Leeds

Central Services Team, Unit 8,
Northwest Business Park,
Servia Hill, Leeds. LS6 2QH.
Tel: 0113 303 0150

Foundation Flagship, Suites 2,3,& 8,
Armley Park Court, 9 Stanningley Road,
Leeds. LS12 2AE.
Tel: 0113 303 0220



Leeds

Foundation Beacon, Unit 7,
Northwest Business Park, Servia Hill,
Leeds. LS6 2QH.
Tel: 0113 303 0239

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

Scarborough, 23 Aberdeen Walk,
Scarborough. YO11 1BA
Tel: 01723 361100

Mercury House, 21 Aberdeen Walk,
Scarborough. YO11 1BA
Tel: 01723 821583

Child Therapeutic Services, Yorkshire Coast
Enterprise, Unit 26, Auborough Street,
Scarborough. YO11 1HT

Selby

Cygnnet 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

Legal Team, The Raylor Centre,
James Street, York. YO10 3DW
Tel: 01904 414 181

Making Safe The Raylor Centre,
James Street, York.
YO10 3DW

FOUNDATION

Registered Charity: 515517
Company limited by guarantee: 1829004

www.foundationuk.org
www.foundationdomesticabuse.org

 [foundationuk.org](https://www.facebook.com/foundationuk.org)

