

2023 Calendar



**Creating a World
Where Everyone
Matters**

www.foundationuk.org



FOUNDATION

Inspiring independence. Transforming lives.

Foundation is part of the Inspire North Group



INTRODUCTION

Welcome to Foundation's Annual Housing Report for 2022, presented to you in a 2023 calendar. This report is for our clients and provides important information about Foundation's performance as a registered social landlord.

Despite it being a tough year, Foundation's services have continued to thrive to support vulnerable people across the North of England. Foundation was awarded Runner Up Organisation of the Year in the Howard League for Penal Reform's Community Awards for +Choices, Directions and the Resettlement and Community Safety Scheme.

Foundation services have also been featured in an array of media titles over the year, including fundraising appeals on local radio stations and even TV appearances on BBC Look North. Our #NoExcuseForAbuse campaign brought Foundation's domestic abuse work to the forefront around 2022's football World Cup to share the important message that there is no excuse for domestic abuse – at any time.

We hope you enjoy seeing what our services have been up to in this calendar!

OUR 2021/2022 RENT STATISTICS ARE:

We collected 89.2% of rent

7.4% of our properties were empty

It took on average 17 days to re-let a property

THE MONEY SIDE OF THINGS:

Our income was £11,514,000

Our staff costs were £4,278,000

The cost of our housing was £4,871,000

Other costs were £2,275,000

Our operating surplus was £90,000

Wear, tear and upkeep:

We spent £99,696.44 on repairs

The average cost per repair was £184.28

Breakdown of repairs:

- Building - 16%
- Locks and Security - 11%
- Glazing - 4%
- Plumbing & Heating - 20%
- Electrical Work - 11%
- Joinery - 13%
- Cleaning - 12%
- Decorating - 8%
- Other - 5%

82.9% of emergency repairs completed in 24 hours

86.3% of emergency repairs completed in 7 days

94.3% of non-urgent repairs completed in 28 days

89% satisfied with repairs and maintenance



CLIENT SATISFACTION

96% of clients said they were likely to recommend us to friends and family

Here are the figures on the complaints we received:

Complaints received: 40

Acknowledged within 3 days: 67.5%

52.5% were resolved within 10 working days



CLIENT INCLUSION AND INDEPENDENCE

41.4% more clients registered with a dentist than last year

9% more registered with a GP than last year

7.4% more have a bank account

-1.1% more have regular access to a computer/the internet

0.7% more are involved in a local club or activity

4.9% more are in employment

0.1% more have taken part in informal learning

16.1% more have registered to vote

-4.7% more are in education

Scarborough & Ryedale

The North Yorkshire Young People's Pathway operates in Scarborough and in Ryedale, promoting independent living skills.

Foundation Scarborough also delivers Resettlement and Community Safety Scheme which works with high need offenders.

Children's Therapeutic Service is based in Scarborough for young people who have suffered or witnessed domestic abuse.

"Coming from quite a bad home it's really nice being here."



Clients and colleagues all geared up for their 72 ft abseil off a tall bridge during their residential trip!

 @FoundationScar1

January

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January 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 New Year's Day	2 New Year's Day Bank Holiday	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20 Guru Gobind Singh's Birthday	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

We received 30 compliments – thank you!

Directions



Directions provides support to males reportable to probation in the community or in custody.

The service is dedicated to supporting clients' wellbeing and helping them to achieve their personal goals and avoid reoffending.

"Working with Directions has made me a completely different person with a new outlook on life."



Directions celebrating its first anniversary with clients and colleagues.

 @OffenderService

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LGBT History Month 

February 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5 Tu Bishvat	6 Tu Bishvat Start of Children's Mental Health Week	7	8	9	10	11
12 End of Children's Mental Health Week	13	14 Valentine's Day	15 Parinirvana	16	17 Lailat al Miraj	18 Lailat al Miraj
19	20	21 Shrove Tuesday	22 Ash Wednesday	23	24 Festival of Ayyam-i-Ha	25
26	27	28	1	2	3	4

We completed **901** repairs

Durham



Foundation Durham provides a complex needs service through accommodation-based, floating and triage support.

The team also offers a Domestic Abuse Navigator Service, providing support for clients who are fleeing domestic abuse.

"Foundation has shown me there is a life out here for you and if you want it, you can have it."



Clients at Foundation Durham feeding deer on a group trip.

Twitter: @FoundationDurh1
Instagram: foundationdurham

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March 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	1 St. David's Day	2	3	4
5	6 Purim	7	8 International Women's Day	9	10	11
12	13	14 Start of British Sign Language Week	15	16	17 St. Patrick's Day Red Nose Day	18
19 Mother's Day	20 End of British Sign Language Week	21	22 Ramadan Begins	23	24	25
26	27	28	29	30	31	1

99% of our clients feel they are treated as a human being and with dignity & respect

Craven/Harrogate

Foundation Harrogate works with adult offenders, young people and victims and perpetrators of domestic abuse.

The Resettlement and Community Safety Scheme and North Yorkshire Young People's Pathway are delivered in both Craven and Harrogate.

The Foundation Craven Mental Health Service supports local people with accommodation-based mental health support.

"Foundation has been supportive for everyone."



Clients engaging in cooking sessions to support with the cost-of-living crisis.



Stress Awareness Month

April 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1 April Fool's Day
2 Autism Awareness Day	3	4	5	6	7 Good Friday	8
9 Easter Sunday	10 Easter Monday	11	12	13	14	15
16	17	18	19	20	21 Eid al-Fitr	22
23 St George's Day	24	25	26	27	28	29
30	<p>94% of our clients feel they make their own choices, and are supported through those choices</p>					

Action Towards Inclusion (ATI)

The Action Towards Inclusion programme supports individuals 18+ who are unemployed or economically inactive to progress into job-search, education, training and employment.

The service provides mental health, financial and housing support.

"ATI has helped me pursue a dream I didn't think was possible."



ATI colleagues celebrating five successful years of ATI!

🐦 @towards_north 📷 @tinorthyorkshire



Mental Health Awareness Month

May 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	1 Early May Bank Holiday	2	3	4	5	6
	8 Coronation of King Charles III	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25 Start of Shavuot	26 Buddha's Birthday	27 End of Shavuot
28	29 Spring Bank Holiday	30	31	1	2	3

93% of our clients feel their stories are shared appropriately so they don't have to repeat themselves

Selby & Doncaster

Foundation Selby's North Yorkshire Young People's Pathway supports young people aged 16-25 in both hostels and community settings.

The Resettlement and Community Safety Scheme also operates from Selby, working with high-risk offenders.

Foundation Doncaster offers the Care Leaver Accommodation Support Service for young people leaving care with housing needs.

"Loved being at one with nature on our residential trip."



Residents and colleagues enjoying the great outdoors.

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LGBTQ+ Pride Month

June 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11 Race Unity Day	12	13	14	15	16	17
18 Father's Day	19	20	21	22	23	24
25	26	27	28 Eid al-Adha	29 Eid al-Adha	30	1

92% of our clients say that Foundation staff go the extra mile – no-one gives up on them

Leeds



Our Way Leeds provides support and accommodation for 16 to 25 year olds living in Leeds and provides cluster accommodation for young people leaving care.

"Mediation at OWL helped build up our relationship, making us realise that talking is the key."

Beacon is a Leeds city-wide housing related support service supporting vulnerable adults. This includes promoting living skills, access to employment and substance misuse recovery support.

"My worker really listens and understands me."



A client having a great time at the Leeds Rhinos Rugby Game.

@OurWayLeeds OurWayLeeds



South Asian Heritage Month

July 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23 Birthday of Haile Selassie I Rastafari	24	25	26 Tisha B'Av	27	28	29
30	31	97% of our clients value their relationships with staff and feel listened to when they have ideas				

+Choices



Respect Accredited service,
+Choices (Positive Choices,) is
a service working across North
Yorkshire with perpetrators of
domestic abuse, no matter their
background to support them to
change their behaviour.

+Choices also provide victim liaison
through an Integrated Support
Service.

"I no longer hit out physically.
I've learnt that I'm capable of
change."



An employee team building day
at Dalby Forest!

Twitter @ChoicesDAPP



August 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1 Lammas Day	2	3	4	5
6	7	8	9 International Day of the World's Indigenous People	10	11	12
13 Start of Obon	14	15 End of Obon	16	17	18	19
20	21	22	23	24	25	26
27	28 August Bank Holiday	29	30 Raksha Bandhan	31	1	2

**83% of our clients feel their
accommodation is of a high standard**

Darlington



The Foundation Darlington Young Parents and Families Service offers accommodation and floating support which also includes a triage service for drop in, and crisis intervention.

"The support and guidance I received from my support worker Steve from day one was excellent, and this has allowed me to feel safe and confident."



A Foundation Darlington client after completing the Ultra Marathon. What a collection of medals!

@FoundationDarl1
 families_project_foundation



World Alzheimer's Month

September 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6 Krishna Janmash-tami	7	8	9
10 World Suicide Prevention Day	11	12	13	14	15 Rosh Hashanah	16 Rosh Hashanah
17 Rosh Hashanah	18	19	20	21	22	23
24 Yom Kippur	25	26 Mawlid	27	28	29	30

77% of our clients feel safe and secure where they live

Redcar



Foundation Redcar offers a **Community Domestic Abuse Service**, supporting those aged 16+ who have experienced domestic abuse.

Foundation Redcar also provides the **Kaleidoscope Project** offering emotional support to children and young people.

"Spending 15 minutes talking with you has been worth its weight in gold, I can get on with my day now and enjoy spending time with my children."



Caroline, a volunteer at Foundation Redcar ran a half-marathon to raise funds for the domestic abuse service.

 @FoundationRedcl

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Black History Month Breast Cancer Awareness Month

October 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15 Start of Navaratri	16	17	18	19		21
22	23	24 End of Navaratri	25	26	27	28
29	30	31 Halloween	1	2	3	4

60% of our clients feel that repairs are done in a **timely manner**

Hambleton & Richmondshire



The North Yorkshire Young People's Pathway service is delivered in Richmond, supporting young to stay in their present accommodation or secure suitable accommodation.

Foundation's Resettlement and Community Safety Scheme also operates in Richmond, supporting offenders in the area.

"It's been so nice to watch (the onion) grow and know that I started it, it's made me want to do more, as I didn't think it would be successful!"



A client with their first successful growth from the garden.

 @FoundationRich1
 FoundationRichmond



Men's Health Awareness Month

November 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5 Guy Fawkes Night	6	7	8 Guru Nanak Ji's Birthday	9	10	11 Remembrance Day
12 Diwali	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30 St Andrew's Day	1	2

76% of our clients their accommodation is easy to heat

Wakefield & Kirklees

Foundation Wakefield's Access to Housing Pathway provides support to people at risk of homelessness.

The team also supports young people who may be at risk of offending or have experience of being in care.

Foundation Kirklees offers accommodation-based support for offenders including vulnerable women or those involved in sex work.

"I'd just like to thank everyone at Foundation who has helped me through thick and thin."



Clients at Foundation Wakefield rustling up some delicious food.

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December 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1 World AIDS Day	2
3	4	5	6	7 Start of Hanukkah	8	9
10	11	12	13	14	15 End of Hanukkah	16
17	18	19	20	21	22	23
24 Christmas Eve	25 Christmas Day	26 Boxing Day	27	28	29	30
31 New Year's Eve						

We received **143** responses to our client survey – **thank you all** for participating.

Foundation works in locations across the North of England from Doncaster to Durham to tackle social exclusion of all kinds. In doing so, we support nearly 3,000 clients, including adults with drug and alcohol problems, women experiencing domestic violence, male perpetrators of domestic abuse, the young and the vulnerable, the homeless and people at risk of homelessness. We believe in social justice, fairness and the right to belong. We support adults, young people and families, building on their strengths to make a lasting difference, empowering change and social inclusion.

Feedback

If you are a client and would like to share feedback about your experience with Foundation, make a complaint or give a compliment, please visit www.foundationuk.org and click 'Compliments & Complaints' in the top navigation bar.



OUR OFFICES

Craven

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

Darlington

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

Complex Needs Service
1a Chancery Lane,
Darlington, DL1 5QP
Tel: 01325 351579

Durham

29d Front Street,
Framwellgate Moor,
Durham, DH1 5EE
Tel: 0191 386 2303

Harrogate

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

Kirklees

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

Leeds

Central Services Team,
3 Limewood Way,
Leeds, LS14 1AB
Tel: 0113 273 9660

Our Way Leeds
and Horizons, Suites 2, 3 & 8,
Armley Park Court,
Stanningley Road,
Leeds LS12 2AE
Tel: 0113 303 0220

Foundation Beacon,
Unit 7, Northwest Business
Park, Servia Hill,
Leeds, LS6 2QH
Tel: 0113 303 0150

Redcar

PO Box 226,
Redcar, TS10 9BB
Tel: 01642 758993

Richmondshire

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

Scarborough

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

Child Therapeutic Services,
Yorkshire Coast Enterprise,
Unit 26, Aulborough Street,
Scarborough YO11 1HT
Tel: 01723 361100

Selby

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

Tameside

Staff Office
(Rear of Flat 3), Ambleside,
Stalybridge SK15 1EB
Tel: 0161 304 7187

Wakefield

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