



The **Benjamin** Foundation

**Annual Review  
2019-2020**



Annual Review 2019–2020

# The Benjamin Foundation

Hope Opportunity Stability Independence



## We help young people, children and families in Norfolk and Suffolk to deal with challenges in their lives by:

- Preventing youth homelessness,
- Providing emotional well-being support,
- Helping families to build stronger relationships,
- Offering positive activities to young people with limited opportunities.

Our work brings hope, opportunity, stability and independence to the people we support.

We provide high quality support services to everyone we work with by using the Nurtured Heart Approach®. Developed by Howard Glasser, this approach turns the most challenging situations towards success by focussing on individual skills and qualities and promoting 'inner wealth'. The Nurtured Heart Approach® is used in all of our services with very positive results.

2019-20 was a milestone for our charity as we celebrated 25 years. Thank you to everybody who has used our services, supported, shopped, donated, volunteered and worked with us during this time.



Each year, we support  
in the region of

# 2,000

people in Norfolk and Suffolk



## A message from our Chair of Trustees, Julian Wright

After our 25th anniversary milestone, this year's Annual Review is a great summary of all our activities and the positive support we provide to local young people across our services. I hope you enjoy reading it.

Helping young people at risk of homelessness towards independent living is a vital part of our work and we continue to grow our accommodation capacity in Norfolk and Suffolk. Working closely with End Youth Homelessness, we have been able to add significant new services, including the Future Builders project, alongside plans to launch an outreach Tenancy Support Service to fit alongside our successful Job Coach and Rent Deposit Scheme projects.

Our efforts over the last few years to a diversified financial base have helped us face into the significant impacts presented by Covid-19. Our staff have been truly amazing; their unwavering commitment, resilience and positive approaches have enabled us to provide continuity of services and adapt to the ever-changing challenges presented throughout the crisis. I thank each and every one of them.

We continue to see demand for all our services growing and new areas of need arising, especially within our Early Help and Youth Work services. Funding remains challenging, so it is really encouraging to report that our Young Carers support has been able to expand following funding boosts, especially as the nominated charity beneficiary of the 2019 Norfolk Superhero quadrathlon, and also a generous donation from St James Place Foundation.

The Benjamin Foundation continues to successfully evolve to meet the needs of the young people seeking our support, guiding them towards successful independent living and helping them cope with the challenges life throws at them. We will continue working hard to ensure we are here for them all, for the next 25 years...



## Our 25th Anniversary

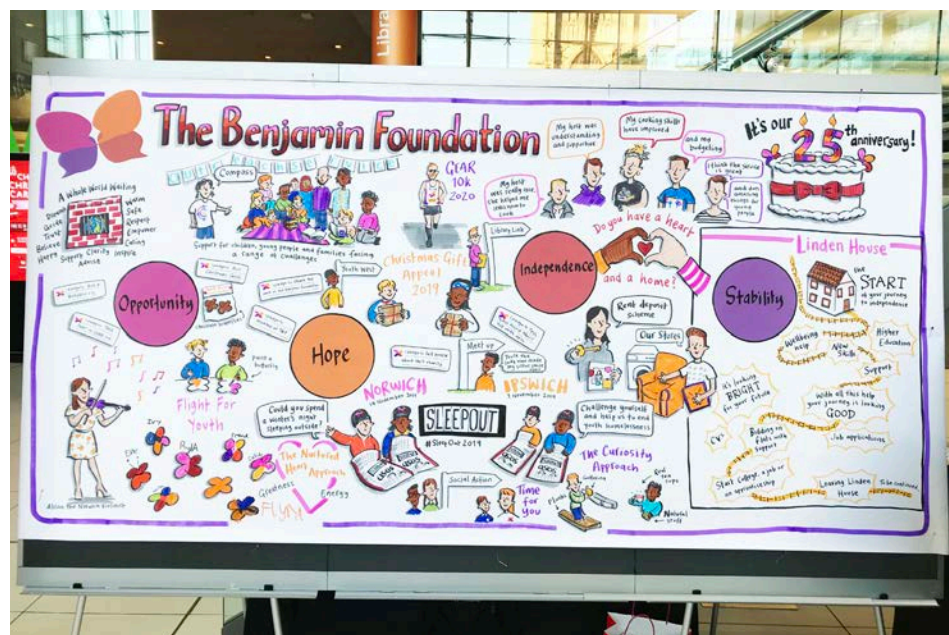
In 2019, we celebrated our 25th anniversary with our 'Flight for Youth' campaign, commissioning hundreds of ceramic butterflies in our four colours to represent hope, opportunity, stability and independence. These were for sale and displayed in installations for the public to enjoy at Holkham Hall's Walled Garden and The Assembly House in Norwich.

The butterflies also inspired creativity with many individuals, businesses, community groups and artists painting their own unique butterflies to feature in the installations and in an online auction.

In October, we held a Family Fun Day in Norwich, where all of our services came

together for a very special showcase of our work.

Thank you to everybody who supported our 25th anniversary celebrations, including our headline sponsors, Norwich High School for Girls, to make it a very memorable year.







## Preventing Youth Homelessness

Last year in the UK, 110,000\* young people approached their local authority for help after becoming homeless, either on the streets or in unstable or unsafe accommodation.

At any one time, we give over 100 local vulnerable young people a safe and supported home. They may be homeless or at risk of homelessness through no fault of their own, often due to a breakdown in relationships at home, or because of heartbreaking circumstances meaning they are not safe at home.

We give these young people a safe home and help them to build their confidence and self-esteem. We support them as they learn life skills such as cooking, cleaning and budgeting, as well as offering guidance with their education and career so they can leave us and go on to lead successful, independent lives. This work keeps vulnerable young people off the streets and helps to prevent the local homelessness problem growing.

In September 2019 Aspire, our accommodation centre in Great Yarmouth marked a decade of supporting young people in the town.

We welcomed The Mix House to our family of services in January 2020. In partnership with Suffolk County Council, The Mix House supported accommodation centre in

Stowmarket increased our provision for vulnerable young people aged 16 to 18 in the county.

We are proud to be a regional charity partner of End Youth Homelessness – a UK-wide network of charities joining forces to tackle youth homelessness.

\*Source: End Youth Homelessness



We provided over  
**40,000**  
safe nights' accommodation  
in 2019-20



## Heart and Home

2019-20 has seen the expansion of Heart and Home, our network of trained hosts supported by us to look after vulnerable young people in the hosts own homes. Using our existing staff skill set, we have creatively and flexibly met the changing needs of our Commissioners. We have been involved in a pilot scheme with Suffolk County Council as part of their Staying Close Service, supporting young people leaving care to live independently in their own home, in an area where they have good existing support networks often linked to their former placement.

**"It's a place of unconditional positive regard. I feel safe."**

—Young person supported by our Heart and Home service

We have also been privileged to deliver bespoke outreach work to a range of families, young people and children within Norfolk for those deemed to be on the Edge of Care or needing specialist additional support around for example, tenancy support or managing healthy relationships.

Heart and Home supported **32** young people and provided

**5,616**

safe nights in 2019-20



## Future Builders

The Future Builders project provided young people, including those who are vulnerably housed or have been affected by homelessness, with the opportunity to learn construction skills in two houses in North Walsham, while giving them the training they need to gain an apprenticeship or full time work. The homes will provide an affordable housing option for local young people.

**"I see Future Builders as an opportunity"**

—Young person on the Future Builders scheme

Funded by the Ovo Foundation, we were supported by several organisations to make Future Builders a success. Thank you to End Youth Homelessness, Gasway, RTB Roofing and Building, Victory Housing, Easy Bathrooms, Nova Training, Vaillant and Plumbing Trade Supplies.

**17**

young people gained on-site experience thanks to the Future Builders project



OVO  
FOUNDATION





## Anchorage

In 2019-20, our Anchorage service in Great Yarmouth continued working with the private landlord sector to provide safe and affordable accommodation for young people. We supported their personal development, finding work and helping them manage their tenancy. For many, this would be the pathway to securing their own home.



***“They have continued to support me to this day and have never once given up hope or refused to help me when I ask for it.”***

—Young Person supported by our Anchorage service

## Rent Deposit Scheme

The Rent Deposit Scheme is a joint initiative funded by Yorkshire Building Society and administered by End Youth Homelessness. To date, the scheme has supported 61 young people into private rented accommodation.



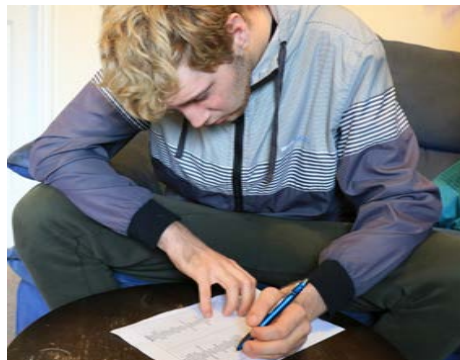
***“Without The Benjamin Foundation none of this would have been possible.”***

—Young person supported by the Rent Deposit Scheme

## Job Coach

Developed by our Job Coach, we delivered an Employability Course to help the young people we support across our Housing and Homelessness services. The course is comprised of units to help to develop skills and confidence in young people, helping them to gain the building blocks they need as they take steps towards independent lives.

Through End Youth Homelessness, the role of Job Coach is funded by kind donations from individuals via a BBC appeal, Churchill, MVK, H&M and Eversheds.



**Young people have completed over**  
**900**  
**units of the Employability Course**

## Emotional Wellbeing Support

We deliver services to support children, young people and families facing a range of challenges.

Mental Health problems, such as depression and anxiety, affect about 1 in 10\* children and young people due to wide variety of reasons. They may be experiencing challenges at home or school, or going through traumatic events such as bereavement or bullying.

In 2019-20, our Butterflies and Time for You services helped children and young people to talk about their feelings in order to build their mental health, self-confidence and resilience.

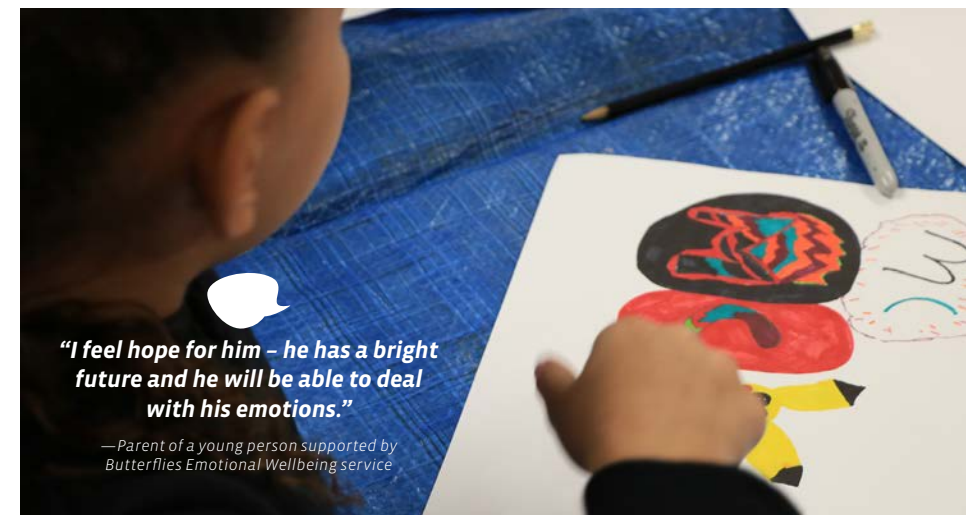
Compass Outreach Service, in partnership with Norfolk and Suffolk (NHS) Foundation Trust continued our work with families

experiencing complex challenges, supporting them to introduce sustainable and meaningful change using therapeutic interventions.

By helping at an early stage, we aim to prevent more serious problems arising in the future. We are extremely proud of this work to help create confident, resilient individuals and stronger families.

\*Source: The Mental Health Foundation

**We delivered**  
**7,567**  
**sessions of emotional wellbeing support in 2019/20**



***“I feel hope for him – he has a bright future and he will be able to deal with his emotions.”***

—Parent of a young person supported by Butterflies Emotional Wellbeing service

## Positive Activities

We provide positive activities for young people who have limited opportunities, such as those who come from a socially deprived area or those who help to care for a parent or family member. Without opportunities to escape day-to-day pressures and have new experiences, young people risk feelings of isolation, poor mental health and a lack of social skills.

Through our youth activities throughout Norfolk, we give young people a safe, supportive environment to learn, enjoy, socialise and be a positive part of their community.

We supported

**132**

**Young Carers in Norfolk during 2019-20**



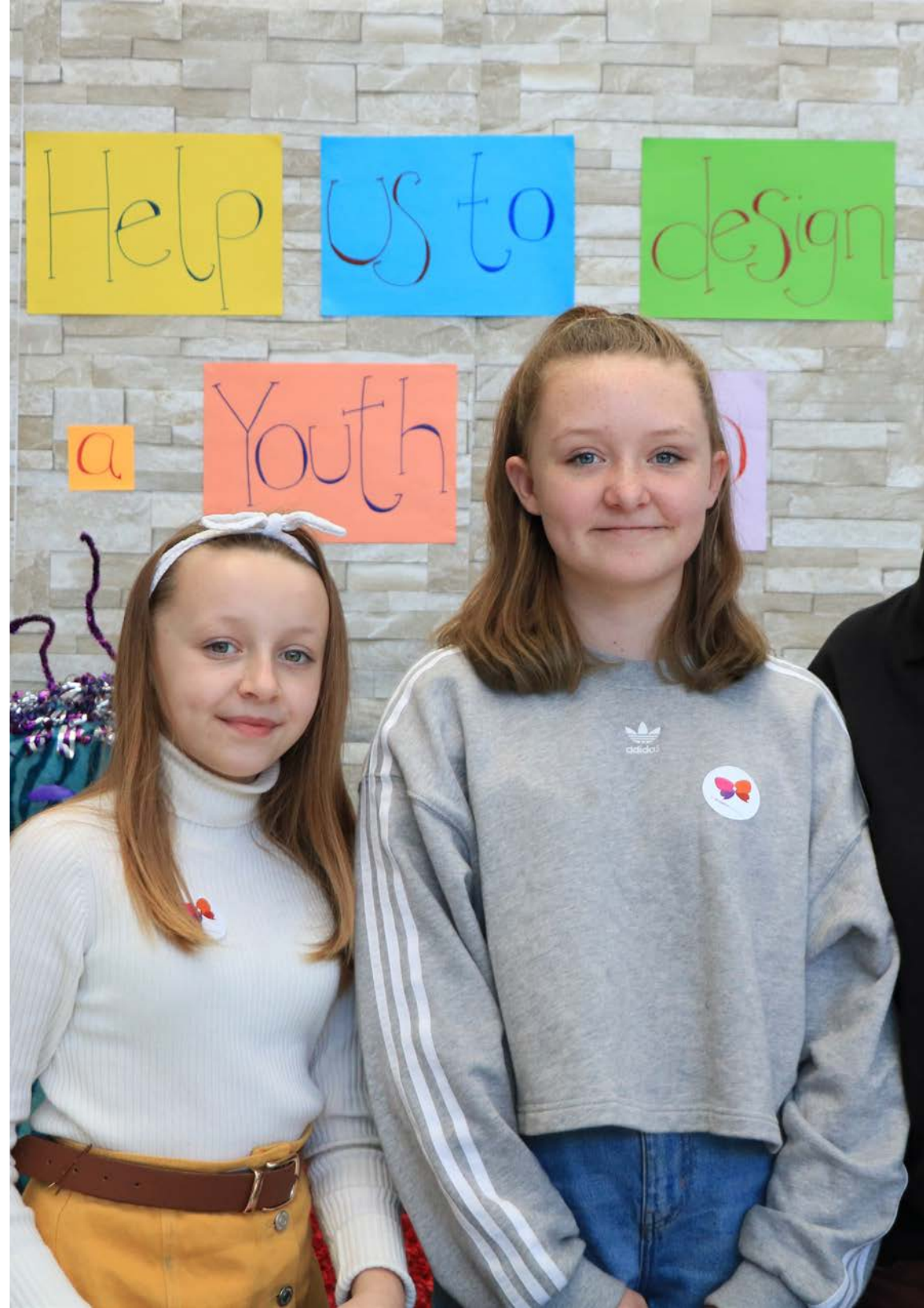
## Supporting Young Carers

Norfolk County Council estimates there are up to 12,000 children and young people in Norfolk who are carers. In 2019-20, we gave young people, who may be helping to care for a family member at home, the opportunity to enjoy groups sessions, workshops, activities such as bowling and residential trips to activity centres. Support from organisations such as Norfolk Superhero and Reepham Rotary made this possible.

In October 2019 we started delivering Young Carers support on behalf of Voluntary Norfolk's Carers Matter Norfolk service, as part of the county commissioned service for Young Carers.

## Youth West

We continued to provide open access Youth Clubs for young people in West Norfolk to enjoy positive activities together as part of the Youth West partnership.





## The Inclusion Project

We began work with the Norwich Opportunity Area on the new Inclusion Project in April 2019 to support families and pupils who are at risk of exclusion from school to successfully continue their education.

Working with over 30 schools, our Family Support Workers provided tailored support to pupils and families and worked closely with teachers and Special Educational Needs Coordinators to provide a valuable link between home and school.

We also provided 14 Nurtured Heart Approach® parenting courses for many of the parents referred to the project.



—Young people from the Inclusion Project enjoy positive activities at the end of the Summer holidays.

### The Inclusion Project worked with

# 177

## young people and their families in the 2019/20 academic year



***“The Nurtured Heart Approach® has really helped me recognise that I needed to change my parenting approach and it has revolutionised our family connections. It’s improved the whole family dynamic and we are so much happier and communicating in such more positive way.”***

—The Inclusion Project parent.



**Norwich**  
Opportunity Area

## Meet Up

In 2019-20 we supported over 500 local people through Meet Up, our Youth and Family Centre in Thetford, which reached its tenth anniversary in January 2020. With Youth Clubs and Drop-ins, a Parent Support Group, a Senior Citizen Lunch Club and a Parent and Toddler Group, Meet Up provides a valuable focal point for the local community, which has significant areas of deprivation, reducing social isolation by bringing people together to enjoy positive activities in a safe and supportive environment.

Our thanks to The National Lottery Community Fund for their continued support of Meet Up.



## Library Link, Activity Zone

Library Link, Activity Zone is a project funded by the North Norfolk Youth Advisory Board, in partnership with Norfolk County Council Library Service. This year we began holding young people’s activity sessions in North Norfolk libraries.



***“You’re the only person who believes in me.”***

—Meet Up member





## Providing Childcare

We provide childcare for children aged from just a few months to 13 years in safe, supportive environments to give parents peace of mind.

Our settings, Town Tots and Kidzone in North Walsham, Dussindale After School and Breakfast Club in Norwich, and Ditchingham Day Nursery are Ofsted-registered and provide a warm welcome for children, parents and carers.

Activities are planned around the interests of the children to enhance their development, emotional, social and learning skills.

**Our Ditchingham Day Nursery cooks provided**

**7,500**

**fresh and nutritious meals in 2019-20 all prepared on site in our 5-star inspected kitchen**



***“With the Curiosity Approach, you have come to know them as an individual and given them the warmth, care, modelling and direction they need to grow.”***

*—Parent of a young person who uses our childcare services*

Since introducing The Curiosity Approach into our Early Years services in January 2019, we are working towards accreditation. We have seen an overall increase in children’s learning and development as a result of becoming inquisitive learners. The biggest increase has been to children’s personal, social and emotional development stages, where we have seen an increase to development by 32% in a year.





## Our Furniture Stores and Re-use Shops

Our Norfolk Furniture Stores and Suffolk Re-use Shops continue to provide an essential stream of income for our charity, while enabling people to pass on items they no longer need in a sustainable way, supporting re-use and reducing waste.

Our stores in Norwich, Dereham and Holt sell good quality used furniture and electrical goods, with brand new white goods and beds too. In 2019-20, our stores continued to provide valuable services to local communities while generating funds.

This year, we were delighted to extend our partnership in Suffolk with FCC Environment and Suffolk County Council with the opening of a Re-use shop at the new Bury St Edmunds Recycling Centre. In collaboration with the Re-use shop at the Ipswich, Foxhall Recycling Centre, the shop aims to reduce waste and increase recycling in the county, as well as raising vital funds to support local people in need.

Thank you to everybody who has supported our stores.

**Why not visit your local store to see the range of items available? We are always looking for new stock, so if you have any items you wish to donate, please get in touch.**





## Opportunities and new ways of working

In July 2019, we were honoured to present on the Nurtured Heart Approach® with the Children's Success Foundation in the USA, giving us an opportunity to share learning with like-minded peers from across the globe.

As the 2019-20 financial year neared its end, the COVID-19 pandemic swept into the country and with it brought challenges and new ways of working.

Our essential services to prevent youth homelessness were maintained, providing safe nights for vulnerable young people throughout the lockdown challenges. The dedication of our teams ensured they received as much stability as possible during a time when their usual routines, support networks, jobs and education were disrupted.

Our services adapted to provide help in changed circumstances. Technology enabled us to move some of our services online with young people embracing this new way to come together, utilising video calls to enjoy positive activities and keeping in touch as a group. Some services, such as Meet Up in Thetford, had to temporarily close their doors but as restrictions began to lift, we were able to begin some socially distanced outreach support, bringing smiles to the local community once again.

COVID-19 had an immediate effect on our finances with the temporary closure of our

Furniture Stores and Re-use Shops. Our own events and supporters fundraising activities were cancelled or put on hold. We launched a COVID-19 emergency appeal for donations to support us during this difficult time.

We are grateful for the passion and dedication of our colleagues, the resilience of those who use our services and the generosity and commitment of our supporters who demonstrated the spirit which runs throughout The Benjamin Foundation. From the bottom of our hearts, thank you.



## Thank you for the support!

**Thank you to everybody who has supported us throughout the year, bringing hope, opportunity, stability and independence to local children, young people and families.**



Our supporters include Clapham and Collinge, Norwich Inns Group, Norfolk Superhero Challenge, Reepham Rotary, Lambert Bardsley Reeve, Horning Friends, Norfolk Property Sector, TUI, East Coast Community Healthcare and many, many other corporate supporters, community groups and individual fundraisers.

Our thanks also to all of the Grant Making Trusts and Foundations who have made a huge difference to the work of our charity by supporting us this year:

National Lottery Community Fund, Breckland Council, North Norfolk Youth Advisory Board, New Anglia LEP, The People's Postcode Trust, End Youth Homelessness, The OVO Foundation, The Screwfix Foundation, Norfolk Community Foundation, The Flux Family Fund and The Paul Basham Trust.



## Fundraising

Every year, money raised by individuals, businesses and community groups makes a real difference to our work and this year was no exception. The majority of our funding comes from local authorities and, with their budgets under continued pressure, the support of local people is more important than ever.

Fundraising from our own events, such as Butterfly Treasure Hunt and Sleep Out, plus supporters' own fundraising activities helps to provide, for example, young people with essential household items, equipment for positive activities and emotional wellbeing support.



## Norfolk Superhero Challenge

We were thrilled to be the chosen charity for the 2019 Norfolk Superhero Challenge. The Quadrathlon – a swim, kayak, cycle and run – took place in June in support of our work with local Young Carers and raised £103,000 – a record breaking amount for our charity. Thank you Superheroes!

## Sleep Out

In November 2019, Sleep Out became our second fundraising event of the year to break through the £100,000 barrier. Our flagship fundraising events in Norwich and Ipswich support our work to end youth homelessness and to give local vulnerable young people the building blocks they need to forge independent lives.



***"It feels more personal when you're helping and giving back to your own community."***

*— 2019 Sleep Out participant*

A Young Person's Fund enabled the young people we support to purchase items to help them on their road to independence, such as essential household items, transport to jobs or education and clothing, to name just a few. Thank you to everyone who supported Sleep Out 2019, including our host venues, Birketts in Ipswich, and Norwich City Football Club.



**250 people took part in Sleep Out 2019, raising over**

**£100,000**





## Charlotte's Story

*"I put myself into a low place in life where I couldn't do anything. I had to then move out and live with one of my friends. I decided that I needed to come back to The Benjamin Foundation and start over.*

*Living in a 24 hour place like this is so helpful. You've got everything. You've got support. I couldn't be happier.*

*I've got the confidence now to go out and do something and try to achieve something.*

*With people helping, by doing things like Sleep Out, we can get into employment and get the things that we need. They don't realise how much us young adults are thankful for that."*



—Charlotte, 21. Resident at one of our accommodation centres.

## Get Involved

Our teams are working every single day of the year to support local people who need extra help. With your support, we can bring hope, opportunity, stability and independence to more local children, young people and families who are going through difficult times.

### Make a donation

#### £20

pays for a young person in our Housing and Homelessness service to receive 1 hour of support from a dedicated Support Worker

#### £120

pays for the basic necessities, such as food, toiletries and bills, for a young person for one month

#### £180

pays for six sessions of emotional wellbeing support for a young person

#### £500

enables a group of Young Carers to enjoy a residential trip to give them the chance to escape their day-to-day pressures

### Here are the top five ways you can support us:

- Donate
- Fundraise by holding your own activity or event
- Buy or donate furniture
- Support us through your workplace Corporate Social Responsibility programme
- Take part in our fundraising events, such as Sleep Out

### Make a donation at:

[www.benjamindoundation.co.uk/donate](http://www.benjamindoundation.co.uk/donate)

or contact our Fundraising Team on:

**01603 886933**

**events@benjaminfoundation.co.uk**

## Finance and Governance 2019-20

Income	Expenditure
<b>Charitable Activities <sup>(1)</sup></b>	<b>Charitable Activities <sup>(1)</sup></b>
£ 5,036,000	£ 5,152,000
<b>Retail Activities <sup>(2)</sup></b>	<b>Retail Activities <sup>(2)</sup></b>
£ 1,010,000	£ 900,000
<b>Fundraising <sup>(3)</sup></b>	<b>Fundraising <sup>(3)</sup></b>
£ 383,000	£ 114,000
<b>Total Income</b> £ 6,429,000	<b>Total Expenditure</b> £ 6,166,000

### Charitable Activities <sup>(1)</sup>

Housing Rent	£ 2,494,000
Contracted Care & Support	£ 2,357,000
Grant funded Care & Support	£ 185,000

### Social Enterprises <sup>(2)</sup>

Donated goods	£ 548,000
New goods	£ 77,000
Recycled waste	£ 384,000

### Fundraising <sup>(3)</sup>

Legacies	£ 13,000
Donations	£ 179,000
Events	£ 293,000

<b>Surplus</b>	<b>£ 263,000</b>
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## Trustees 2019-2020

Julian Wright (Chair)  
 Stephen Ede (Vice Chair)  
 Gemma Walpole (Vice Chair)  
 James McCulloch (appointed April 2019)  
 Tom Harvey (appointed February 2020)  
 There were no Trustee resignations.

## Finance and Governance 2018-19

Income	Expenditure
<b>Charitable Activities <sup>(1)</sup></b>	<b>Charitable Activities <sup>(1)</sup></b>
£ 4,907,000	£ 4,848,000
<b>Retail Activities <sup>(2)</sup></b>	<b>Retail Activities <sup>(2)</sup></b>
£ 1,000,000	£ 799,000
<b>Fundraising <sup>(3)</sup></b>	<b>Fundraising <sup>(3)</sup></b>
£ 254,000	£ 124,000
<b>Total Income <sup>(4)</sup></b> £ 6,161,000	<b>Total Expenditure <sup>(4)</sup></b> £ 5,771,000

### Charitable Activities <sup>(1)</sup>

Housing Rent	£ 2,406,000
Contracted Care & Support	£ 2,282,000
Grant funded Care & Support	£ 219,000

### Social Enterprises <sup>(2)</sup>

Donated goods	£ 520,000
New goods	£ 80,000
Recycled waste	£ 400,000

### Fundraising <sup>(3)</sup>

Legacies	£ 87,000
Donations	£ 84,000
Events	£ 83,000

<b>Surplus</b>	<b>£ 390,000</b>
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**Hope Opportunity Stability Independence**



## Keep in Touch

### Head Office

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**E:** [info@benjaminfoundation.co.uk](mailto:info@benjaminfoundation.co.uk)  
**[benjaminfoundation.co.uk](http://benjaminfoundation.co.uk)**

## Our Stores

### Norwich Furniture Store

103 Oak Street  
Norwich  
NR3 3BP

**T:** 01603 661921

**f** Restore Norwich – The Benjamin Foundation

### Holt Furniture Store

Unit 4B Glaven Road  
Hempstead Road Ind. Estate  
Holt  
NR25 6ES

**T:** 01263 713721

**f** Restore Holt – The Benjamin Foundation

## The Benjamin Foundation

### Follow us on social media:

**f** The Benjamin Foundation

**t** @CharityTBF

**y** benjaminfoundation

**@** charitytbf

### Dereham Furniture Store

1a/b Rashes Green Ind. Estate  
Dereham  
NR19 1JG

**T:** 01362 692392

**f** Restore Dereham

### Ipswich Re-Use Shop

Foxhall Recycling Centre  
Ipswich  
IP10 0HT

**T:** 01473 610322

**f** Re-use Shop Ipswich

### Bury St Edmunds

Bury St Edmunds Recycling Centre  
Fornham Road  
Bury St Edmunds  
IP31 1SJ

**T:** 01473 610322

**f** Re-use Shop Bury St Edmunds