



The **Benjamin** Foundation

Annual Review
2020/21

About us

For over 25 years children, young people and families across Norfolk and Suffolk have been supported by The Benjamin Foundation to overcome big challenges in their lives. The generosity of donors, fundraisers, grant giving trusts and our success with winning commissioned service contracts means:

Each **night** up to

180
vulnerable
young people

have a home and support so they can finally feel safe from youth homelessness.

Each **week** up to

150
young people

can access our emotional wellbeing support, increasing their self-esteem and to finally feel understood.

Each **year** over

400
young people

attend our youth work in the community to gain new life skills, expand their horizons and finally feel confident.

We supported nearly

2,000
people across Norfolk & Suffolk in 2020/21

Predominantly children, young people and their families. This equates to over **250,000** hours of support.

Chairman's intro

With the growth of our services and widening engagement and support from key partners, we have a comprehensive range of additional help for children and families, as well as supporting young people on their journey to successful independent living.

Over the last year, we have seen the children and young people we support demonstrate amazing strength and resilience. The ongoing impact of Covid, particularly on mental health, access to affordable and safe housing, and employment opportunities increases the challenges young people face. As a result, we have seen demands from vulnerable young people grow across Norfolk and Suffolk.

Our staff showed unwavering dedication to be there for young people in difficult circumstances. Throughout the lockdowns, they kept vital services running, working above and beyond to keep young people safe, including over 50,000 safe nights accommodation for vulnerable young people.

We were pleased to welcome back furloughed colleagues. It is truly wonderful to see our emotional wellbeing and childcare teams back in face-to-face sessions in schools and our youth groups and young carers groups back delivering in-person activities. The Trustees are hugely grateful for the continued passion and hard work from all staff across the charity. To support our financial resilience, we welcomed the re-opening all of our Ben's Social Enterprise furniture stores, including a new shop in King's Lynn, and our re-use shops at Bury St Edmunds and Ipswich Recycling Centres.

I also wish to thank all of our supporters and volunteers for the time and energy they give to The Benjamin Foundation by visiting our shops, attending events and by raising funds. Your valued help means we can do even more to support children and young people across Norfolk and Suffolk when they need us the most.

Julian Wright
Chair of Trustees.





Support when people needed it the most

When the pandemic hit, vulnerable young people continued to have a safe home and support when they needed it most. Our local communities rallied round, and we were grateful to receive an influx of support, including monetary donations, meals, care packages and gift bags filled with essential items. This made a difficult time easier.

Online support for young carers, emotional wellbeing and our youth clubs provided valuable opportunities for young people to keep in touch, gain support and participate in positive activities during times which were unprecedented. Our nurseries provided essential childcare for Key Workers, demonstrating their vital role within local communities.

We are awestruck by how the young people we support responded and adapted during Covid-19, however, we know they need our services more than ever and the full impact on emotional wellbeing of young people has yet to be seen.

Though our furniture stores and re-use shops temporarily closed during lockdowns, our Dereham store was there for the community with a 'click and collect' service during the third lockdown.

With Sleep Out, our much-loved annual fundraising event unable to take place in 2020, we moved fundraising activities online, creating valuable opportunities to partner with local businesses and collaborate in virtual events with fellow member charities of the End Youth Homelessness movement. An emergency appeal at the start of the pandemic was well supported. Additionally, several fundraisers and supporters took part in virtual fundraising events. Thank you to everybody who supported us during a challenging year.



Housing and Homelessness

Last year in the UK, **121,000*** young people in the UK asked for help with homelessness.

*Source: Centrepoin



At any one time,
up to 180
vulnerable young people in Norfolk and Suffolk have a safe and supported home with us.

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 circumstances which mean they are not safe at home. With us, young people are able to build their confidence, self-esteem and resilience. They learn life skills such as cooking, cleaning and budgeting, as well as receiving guidance with their education and career.

We also support young people to overcome financial barriers that can come with accessing the private rental sector and support them to understand the responsibilities associated with managing a tenancy. This means they can leave our services with the best possible chance of leading happy, successful, independent lives, to keep them off the streets and prevent the homelessness problem growing.

The Benjamin Foundation has been supportive of and has been proud to contribute to the Norfolk Strategic Housing Partnership and 'No Homelessness in Norfolk' agenda in the past year. The Benjamin Foundation supports the system wide ambition in partnership with local authorities, housing providers and support providers to work together to eliminate homelessness in Norfolk.



The **Norfolk Strategic Housing Partnership**

Our **housing and homelessness services** provided over



50,000 safe nights

and including ancillary services supported **460 young people and adults** in 2020/21.

"I finally feel....safe"

We provided



45,038 safe nights

for **217 young people** in 24 supported accommodation properties in Norfolk and Suffolk. Our overall **occupancy rate was 87%**.

Our supported lodging service, Heart and Home provided



6,370 safe nights

for **37 young people**. **29 Hosts** opened their heart and their home to offer a bedroom, support and understanding to young people.

Our provision for vulnerable young people aged 16 to 18 in Suffolk increased, with **two new housing services** in Ipswich in partnership with Suffolk County Council as a direct response to Covid-19.

266 young people received a total of



£26,521

from our **Sleep Out Fund and emergency COVID fund** to support their aspirations, interests, essential move-on items and needs throughout the pandemic.



"The Benjamin Foundation has given me a sense of confidence and comfort. I feel a sense of normality when I speak to the staff but also in the independence I am given; they are always there for me and my needs. I have learnt to not be so stressed, anxious and depressed about certain situations, I have learnt a lot about money and budgeting. I now feel so much more confident about myself and the fact that I can now move forward in life."

Jayden, age 22.



92

of our resident young people moved on successfully during the year.

"I finally feel... independent"



40 young people

received support from our Rent Deposit Scheme enabling them to access private rented accommodation.



Young people have also accessed affordable housing in Norfolk through our delivery of the **Future Builders Project**. This gives them the opportunity to grow in confidence and gain life skills as they negotiate their way into the world of work, training or education.



359 young people

benefitted from an Employment Fund Bursary of **£35,000** from End Youth Homelessness enabling them to access employment, education or training. Our Job Coach service supported **82 young people**, 73 of whom accessed education, training or employment (EET).



144 AQA

accredited certificates were awarded for completing modules in our in-house Life Skills programme, Ben's Life Skills.

Our new outreach Tenancy Support Service extends the ladder of help provided, enabling young people to transition to and sustain their upward progress towards fully independent living. 88 young people were helped to sustain tenancies in the community. **32 having moved on** from our supported accommodation and 28 of whom had secured accommodation through our Rent Deposit Scheme.

Our Sustainable Housing Partnership Service (SHPS) in North Norfolk, Breckland and West Norfolk supported **78 single adults, couples and families** search for accommodation and maintain tenancies. This service is delivered in partnership with social investor, Bridges Finance.

Our supported living provision in King's Lynn, Butterfly House achieved Care Quality Commission registration in January 2021. With accommodation for up to **8 young people** at any time, we shifted our focus to working with young people with a mental health support need and helped 3 young people to move on to independent living.



"I was homeless, living in a hotel temporarily during the Covid pandemic and unable to return to my family home due to an unhealthy living environment. I now have a stable roof over my head, I have a bedroom I feel safe in, and I have a house I can call my home."

Libby, aged 24

End Youth Homelessness



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.

We remain concerned about the full impact of the pandemic on young people's emotional wellbeing. Recent research work suggests that we may have only seen the tip of the iceberg. End Youth Homelessness have also recognised the current mental health crisis and, in partnership with The Body Shop UK, have established a Health Fund designed to tackle this and give vulnerable young people help and support when they need it the most.

"I am very thankful to have you by my side supporting me through this journey of getting my own place."

Young person (age 17)



Supporting children, families and communities

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



Mental Health problems, such as depression and anxiety, affect about
1 in 10* children and young people
for a wide variety of reasons.

They may be experiencing challenges at home or school or going through traumatic events, such as bereavement or bullying, or they may need support to build their resilience and self-esteem.

With homeschooling, isolation from friends and family, and usual routines disrupted, a survey of young people by Young Minds in January 2021 revealed that **67% of respondents** feared that the Covid pandemic would have a long-term negative effect on their mental health. By helping at an early stage, we aim to prevent more serious problems arising in the future and are committed to working with people to create confident, resilient individuals and stronger families.





"I finally feel... supported."

1,500 children and families benefitted from our support in 2020-21. We adapted to provide online and one-to-one support, as well as face-to-face group sessions when Covid restrictions permitted.

Our emotional wellbeing work continued in the community via our partnerships with local schools, supporting children and young people to build their mental health, self-confidence and resilience at a time when they needed us more than ever.

448 children aged between 4 and 18, and their families received support through 5,051 support sessions. We have partnered with 75 schools to deliver these services including one in seven primary schools in Norfolk.

Project Unlock was launched in late 2020 to help young people in North Walsham and the surrounding area to combat the effects of the pandemic on their emotional wellbeing. By April 2021, 23 young people had received support through the project.



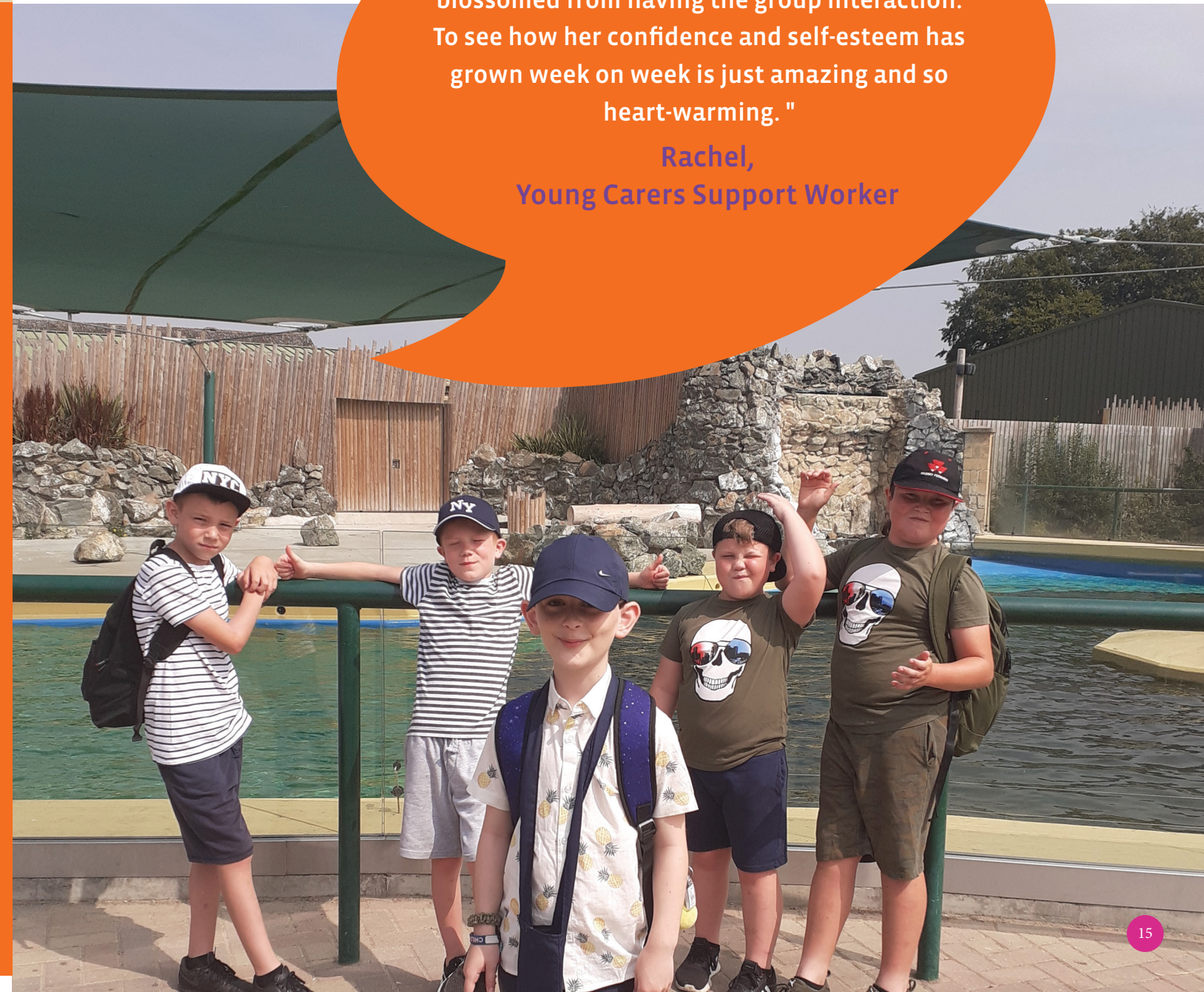
186 young carers gained support from our six young carers groups, which provided fortnightly or monthly group meetings. Additionally, young carers benefitted from **632 one-to-one tailored** support sessions for our Norwich and Broadland and North East Norfolk groups.

94 young carers were referred through our partnership with Voluntary Norfolk as part of the county-wide commissioned service between April 2020 and March 2021.

As well as regular group meetings we arranged positive activities. In August 2020 we took **two groups of 20** to Amazonia Zoo and to Banham Zoo, and in October 2020 we took **40 young carers** to Thorpe Woodlands Outdoor Activity Centre over two days.

"One young person in particular has blossomed from having the group interaction. To see how her confidence and self-esteem has grown week on week is just amazing and so heart-warming."

Rachel,
Young Carers Support Worker





"Sharing the tools and strategies has opened up useful channels of communication and also enabled us to employ the same strategies as a whole family. 'What's in the white space' has become a regular teatime conversation. Thank you for being there when we needed you the most."

Parent of a young person supported by our services

The Nurtured Heart Approach

Using 'The Nurtured Heart Approach®' developed by Howard Glasser, we turn the most challenging situations toward success by focusing on individual skills and qualities and promoting 'inner wealth'. This helps us to recognise and celebrate greatness, and create and nurture positive relationships in which people can progress and thrive.

"I finally feel.... understood."



From December 2020 to April 2021,

over 100 people

attended Nurtured Heart training and refresher sessions ensuring local children, young people, families, colleagues and volunteers all benefitted from this unique approach.

"Thank you for the wonderful presentation on the Nurtured Heart training, I know that this is going to be extremely beneficial to the children as well as myself!"

Nurtured Heart Approach course participant

Youth and community

Our youth services provide safe, supportive environments for young people to enjoy new experiences, build self-esteem, socialise and be a positive part of their community.

These opportunities give them a break from their day-to-day life pressures, help reduce the risk of feeling isolated and boost their emotional wellbeing.

"I finally feel...
confident."

Our six youth services located across Norfolk supported around 200 young people, **40% of whom are either disabled or have poor mental health.**

Our Meet Up centre in Thetford supports around
400 people annually

Including weekly groups for toddlers, younger (8-11) and older (12-16) children, their parents and senior citizens. The centre also provides a range of other services to support the community including free counselling, a parenting programme, school holiday activities and community events throughout the year. A volunteer programme ensures that the service is integrated with and supported by the community.

A new youth club in Watton in 2021 saw over 40 young people come through the doors in the first term, emphasising the need for this valuable resource for young people in Breckland. Thank you to Geoffrey Watling Charity, Breckland Council, Wayland Agricultural Society, Norfolk Community Foundation, Silk Purse Fund and TUI for their funding and support to make Watton Youth Club possible.



Providing Childcare

Our Ofsted-registered childcare settings, Town Tots and Kidzone in North Walsham, Dussindale After School and Breakfast Club in Norwich, and Ditchingham Day Nursery provide childcare for children aged from just a few months to 13 years. These safe, supportive environments give parents peace of mind and opportunities for children to learn, flourish and to feel awesome!

Activities are planned around the interests of the children to enhance their development, emotional, social and learning skills. Building 'The Curiosity Approach' into our Early Years services has seen an overall increase in children's learning and development as a result of becoming inquisitive learners. It is exciting to see the achievements of children as they progress and get ready for their next steps.

"I feel...
awesome!"

In total, our two nurseries and two after
school and breakfast clubs supported

254 children

in 2020-21

During the pandemic, our nurseries offered an essential community resource by providing childcare for Key Workers.

"I feel we've been on this journey
of watching M grow together and
I'll literally never forget what
you've done."

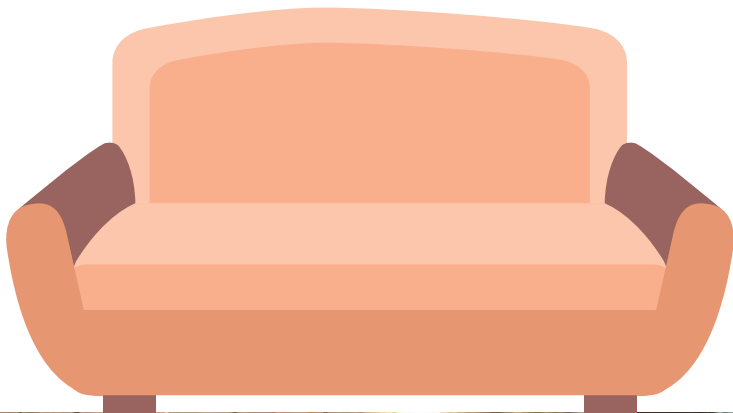
Town Tots parent



Our Furniture Stores and Re-use Shops

Our Norfolk furniture stores in King’s Lynn, Dereham, Holt and Norwich sell good quality second hand furniture, along with new white goods and new beds too. The profit the stores generate helps to fund our work with local children, young people and families.

In Suffolk, in partnership with Suffolk County Council and FCC Environment, we operate re-use shops at Bury St Edmunds and Ipswich Recycling Centres, with money raised helping to support young people in the county.



Our new Furniture and Electrical store opened in the heart of King’s Lynn to provide a valuable resource for people in West Norfolk.

National lockdowns meant that our Norfolk furniture stores and Suffolk re-use shops temporarily closed, but our Dereham store operated a ‘Click and Collect’ service during lockdown 3. Once restrictions lifted, our stores continued to provide an essential stream of income for our charity, as well as providing valuable services for local communities.

In Suffolk, in partnership with FCC Environment, we recycled 345 tonnes of waste that may have otherwise gone to landfill. In the current year that figure will be in excess of 500 tonnes with additional waste now being recycled from FCC Environment’s Peterborough operation.

**"I finally feel...
at home."**

Annually, our four Norfolk furniture stores sell over

15,000 items

donated by more than 3,000 people. Our Norfolk stores also supplied 686 households under the Norfolk Assistance Scheme funded by Norfolk County Council.

Our furniture stores and re-use shops continue to enable people to pass on items they no longer need, supporting re-use and reducing waste, while the money raised from the sale of pre-loved items can help young people to make positive changes in their lives.

Thank you to every customer who has shopped at or donated to our stores. Your support continues to make a big difference to local children and young people.

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 do get in touch.



Thank you to our Supporters

Thank you to everybody who has supported The Benjamin Foundation throughout the year. You have helped to bring hope, opportunity, stability and independence to local children, young people and families.

Fundraising by Clapham and Collinge, Inspiration Trust, KPMG, Reepham Rotary, TUI, Shell UK, Waitrose, John Lewis, Home Bargains and many, many other donations from businesses, individuals and community groups have all supported young people in need.

Our thanks also go to all the Grant Making Trusts and Foundations whose support has made a huge difference to the lives of those our charity supports:

- ✓ **New Anglia LEP,**
- ✓ **Land Aid, Morrisons,**
- ✓ **Groundworks UK (Tesco Bags of Help),**
- ✓ **Norfolk Community Foundation,**
- ✓ **Reepham Rotary Club,**
- ✓ **The National Lottery,**
- ✓ **Norfolk County Council,**
- ✓ **End Youth Homelessness,**
- ✓ **Geoffrey Watling Charity,**
- ✓ **Breckland Council,**
- ✓ **Wayland Agricultural Society,**
- ✓ **Norfolk Community Foundation,**
- ✓ **Broadland Meridian Mental Health and Wellbeing Fund,**
- ✓ **Paul Bassham Charitable Trust,**
- ✓ **Eversheds,**
- ✓ **Taylor Wimpey,**
- ✓ **People's Postcode Trust and Nationwide Community Fund.**

We deeply appreciate funders flexibility in recognising the impact of Covid-19 lockdowns on project delivery and their brilliance in derestricting what funds could be used for, recognising the needs of all the people supported would be impacted by the pandemic.



Fundraising to invest in services

We raise and invest **over £300,000 a year** in our own non-commissioned services.

This means every year, money raised by individuals, businesses and community groups makes a real difference to the lives of the children, young people, families and communities.

Our supporters and fundraisers continue to do amazing things to help those who need support. Donations and fundraising activities can help to provide, for example, essential household items, equipment for positive activities, mindfulness resources, transport to education, even clothes to make a good impression at that crucial job interview to name just a few.

Fundraising in 2020-21 was more challenging than ever. We were unable to hold Sleep Out, our annual fundraising event, plus many of supporters own fundraising activities were put on hold due to the pandemic.

However, we were able to diversify and hold online, virtual events such as STAY:UP and Gaming for Good in partnership with End Youth Homelessness and fellow member charities across the UK, and several supporters and fundraisers also found ways to adapt to raise money. We would like to thank each and every person who has supported us throughout the year to help local young people to finally feel hopeful of a better future.



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.

Ways to get involved

Every single day of the year, vulnerable local young people need extra help. With your support, they can find hope, opportunity, stability and independence and finally feel hopeful of a better future.

Here are five ways you can support local young people:

- 1 Make a one-off or regular donation on our website
- 2 Fundraise by holding your own activity or event
- 3 Buy or donate furniture to our stores
- 4 Support us through your workplace Corporate Social Responsibility programme
- 5 Take part in our fundraising events, such as Sleep Out



How your donations help

£25

Could buy a new duvet, pillows and covers for a young person when they arrive at one of our accommodation centres with few possessions of their own.

£180

Could pay for six sessions of emotional wellbeing support for a young person.

£500

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



Make a donation at

www.benjaminfoundation.co.uk/donate
or contact our Fundraising Team on 01603 886933 or 07825 130003,
events@benjaminfoundation.co.uk

Finance and Governance 2020-21

Activities	Income	Expenditure	Surplus
Charity	£ 5,207,000	£ 5,376,000	(£169,000)
Retail	£ 875,000	£ 815,000	£ 60,000
Fundraising	£ 491,000	£ 84,000	£ 407,000
Total Income	£ 6,573,000	£ 6,275,000	£ 298,000

Charitable income	
Housing services	£ 3,070,000
Contracted care & support services	£ 1,836,000
Funded care & support services	£ 301,000
Total	£ 5,207,000

Social Enterprise income	
Donated	£ 353,000
New goods	£ 142,000
Recycled waste	£ 380,000
Total	£ 875,000

Fundraising income	
Legacies	£ -
Donations	£ 62,000
Government grants	£ 218,000
Activites & Events	£ 211,000
Total	£ 491,000

Trustees

Julian Wright (Chair)
Gemma Walpole (Vice Chair)
Stephen Ede (Vice Chair)
James McCulloch
Tom Harvey
James Francis (November 2020)
Samantha Massingham (March 2021)

Finance and Governance 2019-20

Activities	Income	Expenditure	Surplus
Charity	£ 5,036,000	£ 5,152,000	(£116,000)
Retail	£ 1,010,000	£ 900,000	£ 110,000
Fundraising	£ 383,000	£ 114,000	£ 269,000
Total Income	£ 6,429,000	£ 6,166,000	£ 263,000

Charitable income	
Housing services	£ 2,494,000
Contracted care & support services	£ 2,272,000
Funded care & support services	£ 270,000
Total	£ 5,036,000

Social Enterprise income	
Donated	£ 529,000
New goods	£ 97,000
Recycled waste	£ 384,000
Total	£ 1,010,000

Fundraising income	
Legacies	£ 14,000
Donations	£ 76,000
Government grants	£ -
Activites & Events	£ 293,000
Total	£ 383,000



Keep in touch

Head Office

23-27 St Andrews Street, Norwich, Norfolk, NR2 4TP

T: 01603 615670

E: info@benjaminfoundation.co.uk

W: www.benjaminfoundation.co.uk

Our Furniture Stores and Re-use Shops:

Norwich Furniture Store:

103 Oak Street, Norwich, NR3 3BP

T: 01603 661921



Restore Norwich
The Benjamin Foundation

Dereham Furniture Store:

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

T: 01362 692392



Restore Dereham
The Benjamin Foundation

Holt Furniture Store

Unit 4B Glaven Road, Hempstead
Road Industrial Estate, Holt, NR25 6ES

T: 01263 713721



Restore Holt
The Benjamin Foundation

King's Lynn Furniture Store

38 Broad Street, King's Lynn, Norfolk,
PE30 1DP

T: 01553 824296



King's Lynn Furniture Store
The Benjamin Foundation

Bury St Edmunds Re-use Shop

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

T: 01284 335844



Re-use Shop Bury St Edmunds
The Benjamin Foundation

Ipswich Re-Use Shop

Foxhall Recycling Centre, Ipswich, IP10 0HT

T: 01473 610322



Re-use Shop Ipswich
The Benjamin Foundation

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The **Benjamin** Foundation

Registered Charity Number: 1124936

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