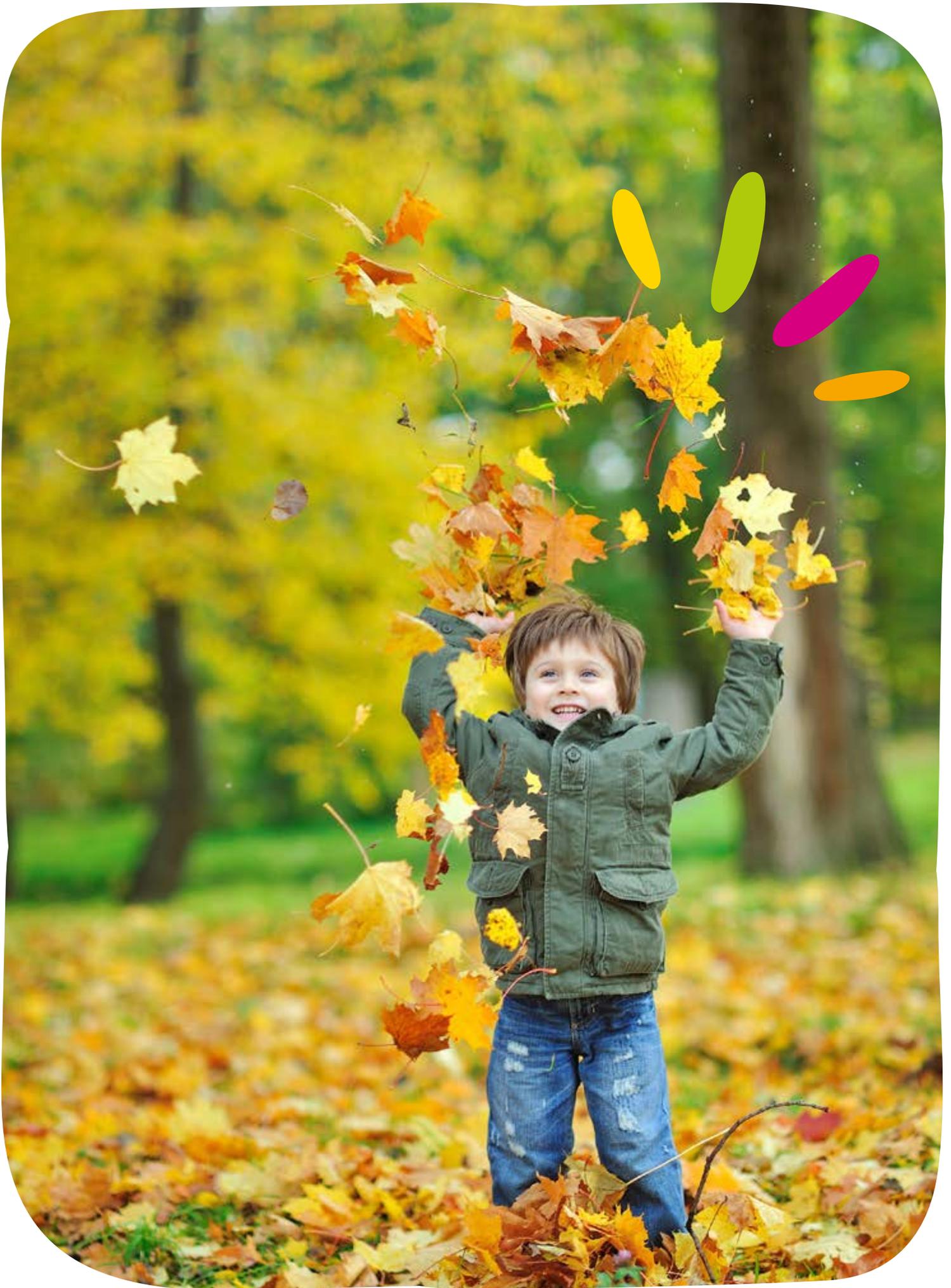


Together  
we made  
**amazing**  
things  
happen

**Annual Review 2015/16**

[www.break-charity.org](http://www.break-charity.org)



# Changing young lives

## CEO Overview

This year has seen a significant number of changes at Break as we adapted to the challenges we face. We reshaped the senior management team and support services to create a more flexible structure to enable us to respond swiftly to the ever changing environment. Our Board has welcomed five new Trustees, including a new Chair; and we made changes to our governance and committee structure to ensure we are fit for the future.

We had continued success throughout the year winning new tenders, creating new partnerships and expanding the range of services we offer. We incorporated the Unthank Family Centre and Great Yarmouth Contact Service into our portfolio and opened our first Moving On House for young people leaving our care. Ofsted continue to highly rate all our regulated services. Outcomes for children, young people and families continue to be amazing across Break.

Retail and Fundraising had a successful year with both exceeding targets. The GoGoDragons! trail was a phenomenal success for both Break and Norwich, with the city experiencing a boost to tourism and trade thanks to the many extra visitors completing the trail.

Break could not deliver the amazing services that we do without our dedicated staff and volunteers. We are also hugely grateful for the support that we receive from the local community, the many businesses that have adopted us as their charity of the year, and funders who help us change young lives across the region. Our continued thanks go to our patron Jake Humphrey for his ongoing support.

**Hilary Richards, CEO**

*H. Richards*



# Our Services

## Young People in Care and Moving On

### Children's Homes

We believe that young people should have the best possible start in life. Sometimes this means that they need to live away from their families.

We work with young people from a variety of backgrounds and experiences and offer a 'family' environment to support them in the next stage of their lives. We run six children's homes in Norfolk and Cambridgeshire and a Therapeutic Fostering Service offering single placements to young people.

Ofsted rated all of our services as "Good" with "Outstanding" elements during 2015/16 and we are very proud of the achievements of our young people.

### Fostering

The team continues to support a range of children and young people in single placements across Norfolk. There have been few placement vacancies this year but the team continues to be inundated with referrals. They are always striving to expand the service and attract thoughtful families who want to take on the therapeutic fostering challenge.

The outcomes for all the young people placed have exceeded expectations on placement and the feedback from the young people, their carers and social workers has been overwhelmingly positive.

One social worker commented **"You have stuck with him, gone through the turmoil with him, and are still there for him."**

Another said **"Thank you for continuing to advocate so well on B's behalf."**

### Moving on Team

#### Transitions

The team is fully funded each year by charitable income. Break believes that we all need additional support during periods of transition and young people leaving care are no exception. This year we have actively worked with 58 young people and are in touch with a further 79. The support ranges from ensuring young people are up in time to go to work to facilitating positive relationships with families, friends and communities. One young person described his Transition Worker as **"life saving"**.

#### Mentoring

The team continue to expand the mentoring service to help a wider range of people who use Break's services. We now offer 19 active Mentoring relationships and 5 more are available for matching. Regular recruitment campaigns result in a flow of new mentors to train and support. We have matches now within:

- Looked After Children in children's homes or in fostering
- Care Leavers
- Young Carers
- Children with disabilities
- Family Assessment Centre

**"Without the Moving On Team I think I would have struggled with a lot of aspects of my life since leaving care"**

**A care leaver**



# Anna's story

Anna came to live in one of our Children's Homes aged 9 after several placement breakdowns. She had suffered much trauma in her early years and did not know what it was to be loved, soothed or nurtured by an adult. All she had known was fear, unpredictability neglect.

Anna would have times of great distress when all her trauma came back to her and she would separate from reality and relive all that had happened to her in her earlier life. We understood as a team that Anna needed to push away the unfamiliar feelings of being cared for. We showed her that our care was unconditional, safe and reliable.

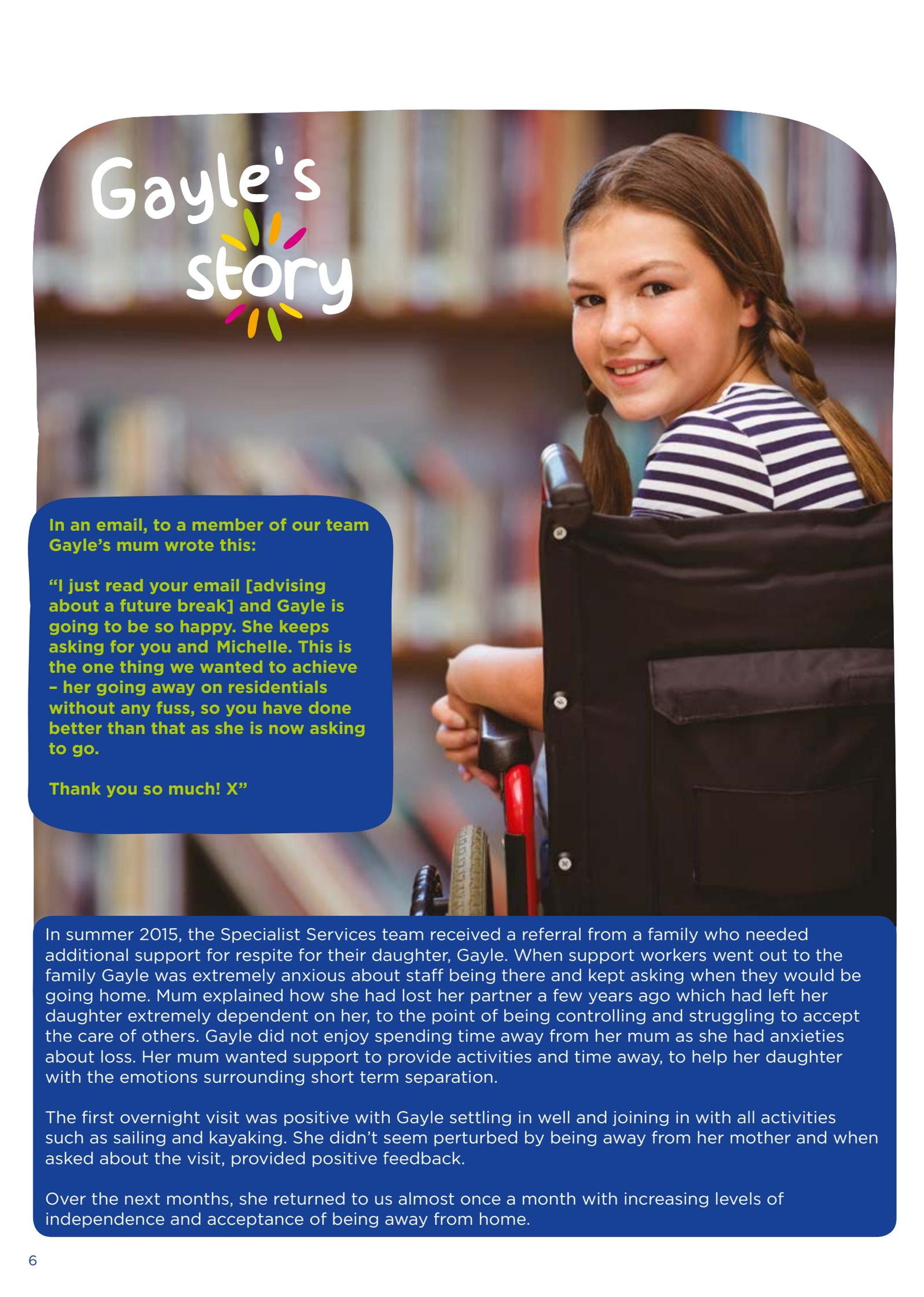
Anna had only eaten chocolate during the first years of her life and she still finds this a soothing experience. However, she now eats a varied and healthy diet. The first time Anna tried broccoli she thought it was a tree!

**“To tell you all Anna has suffered would feel as if I was breaking her trust, but what I can tell you is that as an adult even I can't comprehend how a child can survive through some of these things, and yet they do. They are so brave. I know every day I am privileged that Anna allowed us into her life, and how lucky we are to have built up that trust, and of the complete admiration I have in the battles she has faced and come through. I'm not sure I would have! We are so very proud of her.” - Anna's key worker.**

It was powerful to see Anna's first bath – pouring bubbles over her head and playing with the toys – she demonstrated the gleeful reaction of a much younger child. And when she plays hide and seek she shakes with excitement when she is found!

Anna is able to concentrate on learning now her night terrors have gone and she has achieved 100% attendance in her education. She is able to participate in school plays and attend school trips and after school clubs, all of which were previously too difficult for her.

We allowed Anna to be a child, to play and develop through all of these opportunities. She has experienced numerous 'firsts' at our home, all of which are documented in her memory books.



# Gayle's story

**In an email, to a member of our team Gayle's mum wrote this:**

**"I just read your email [advising about a future break] and Gayle is going to be so happy. She keeps asking for you and Michelle. This is the one thing we wanted to achieve - her going away on residentials without any fuss, so you have done better than that as she is now asking to go.**

**Thank you so much! X"**

In summer 2015, the Specialist Services team received a referral from a family who needed additional support for respite for their daughter, Gayle. When support workers went out to the family Gayle was extremely anxious about staff being there and kept asking when they would be going home. Mum explained how she had lost her partner a few years ago which had left her daughter extremely dependent on her, to the point of being controlling and struggling to accept the care of others. Gayle did not enjoy spending time away from her mum as she had anxieties about loss. Her mum wanted support to provide activities and time away, to help her daughter with the emotions surrounding short term separation.

The first overnight visit was positive with Gayle settling in well and joining in with all activities such as sailing and kayaking. She didn't seem perturbed by being away from her mother and when asked about the visit, provided positive feedback.

Over the next months, she returned to us almost once a month with increasing levels of independence and acceptance of being away from home.

## Children and young people with disabilities

**“They are fabulous, absolutely brilliant there! They support us as a family and to have this kind of support... we could not wish for better care for him”**

Young person’s mum

We have continued to develop our services to children and young people with disabilities and their families in the last year. From our specialist children’s home to our residential short break services to our youth club, the feedback has been exceptional. Our staff are passionate about opening up as many opportunities to the young people as possible. This year we have offered sailing holidays, and trips to theme parks, we have seen our young people gain the confidence to attend a youth club, speaking for the first time and much more. It has been an amazing year working with amazing children and their families.

**“Staff help me with being calm”**

Young person

### **This year we have welcomed:**

- Over 150 young people to our short breaks
- 6 young people as weekly boarders
- 42 young people to our youth club Fusion
- Brothers and sisters of those using our short breaks services to our Break4Sibs group offering up to 6 days out per year

**“The meetings make me happy and jokey and everyone there is nice to me”**

**A young person who attended our siblings’ group**



## Families in Need of Support

We have worked with over 1000 families in the last 12 months and continue to find innovative and exciting ways to reach families who would not otherwise receive a much needed service.

2015 saw the Unthank Family Centre (UFC) join Break. The UFC has many years of offering therapeutic and social work services to families in Norfolk through work with individuals, families and schools. The team complements our Family Support services run from Families’ House.

### **We have offered services such as:**

- School support
- One to one support
- Supervised contact services
- Bespoke therapeutic packages around families and young people
- Weekly drop in
- Volunteer befriending
- Fun4Me – holiday and after school activities
- Time4Me – play therapy sessions for children involved in divorce or separation
- Young Carers groups
- Support for separated and separating families
- Assessments and social worker support

## Children at Risk

### Family Assessment Service

In the last 12 months our Family Assessment Service has worked with over 30 families assessing the parenting capacity and quality of attachments to determine whether the family is able to stay together. The assessments are usually commissioned by the Family Court before the families in crisis come to the centre. The team ensures that the families have time and space to reflect on their past experiences and learn new responses to life's stresses.

### Alternatives to Care Project

We have continued to work with families in crisis and children and young people to attempt to prevent a full family breakdown. Our Alternatives to Care project (in partnership with the Benjamin Foundation) has worked with many families to help them find a way through their current crisis. The work ranges from individual relationship-based support to assessing the capability of parents to be good enough.



### The Mill House

**A large group holiday home.**

In the summer of 2015 Stephen and Antonia Bourne (from the Globe Inn, Wells) approached Break to offer the use of their 8 bedded Bed and Breakfast in Wells-next-the-Sea for one year. Our Maintenance team spent a month changing the building so that it could accommodate large group holidays and the project was launched in February 2016. Private bookings throughout the year will fund disadvantaged groups and families to have a holiday on the beautiful North Norfolk coast.





**“This has been an amazing journey for me and I am so very grateful to all the different services but especially Hazeldene; it is the most loving, encouraging place from the atmosphere to every single staff member, I mean every single staff member, even the cleaner ... I feel so good learning skills that some people may take for granted such as cooking and paying bills. I like the feeling of responsibility and laying the foundation to create a good life for my daughter and me.”**

**Parent, December 2015**

# Supporting Our Services



## Retail and Fundraising

Break Retail department had a very good year with profits of over £1m to support our services. Our gift aid sign-up continues to grow and adds 25% to our sales.

Break's 51 charity shops continue to provide high quality goods at competitive prices. We strive to ensure all customers receive a warm welcome from any of our staff and any one of our 900 volunteers.

The Break Fundraising team delivered the amazing GoGoDragons! project in Norwich which raised over £370,000 to help Break change young lives. The trail also provided an estimated boost of £2.5 million for the Norwich economy delivering over 8 million visitor hours to the city.

The team also made increased links with schools and community groups and delivered its usual range of high quality events. A record 550 people took part in the Study Cross Country run in February 2016 raising over £10,000 for this event, doubling its previous best.



## Support Services

Our Finance, HR, Health & Safety, Maintenance and Administrative teams have had a busy year ensuring that Break remains supported by effective and efficient systems delivered in safe and engaging workplaces.

During the year Break implemented a new accounting system and the benefits of this are now being realised. Other highlights include the start of our office consolidation plans and the sterling efforts of the maintenance team ensuring that The Mill House project got off to such a positive start.

## Workforce Development

The Workforce Development team continues to offer high quality training to many of the region's public, private, social enterprise and voluntary providers; feedback on the training has remained high. We have offered nearly 2000 training places over the last 12 months.

The Break Vocational Assessment Centre has expanded this year, delivering new level 3 and level 5 qualifications in residential childcare in addition to the Children and Young People's Workforce Diploma. The team has registered 68 Level 3 learners and 10 Level 5.



Our full accounts are available either on our website [www.break-charity.org](http://www.break-charity.org) or in hard copy on request from our Fundraising Department on **01603 670108** or email [fundraising@break-charity.org](mailto:fundraising@break-charity.org)

If you would like more information about Break or if you might be interested in working with Break or becoming a volunteer, please visit our website.



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