



Changing young lives

A decorative graphic consisting of four elongated, rounded shapes in yellow, light green, orange, and pink, arranged in a fan-like pattern to the right of the text.

Annual Review 2016/17

We've made over

10000

families happier at home

Provided more than

30



children and young people with a place to call home

Thank you!

Your donations did something

amazing

Over

150

young people with disabilities had a short break in one of our services



146

care leavers

are still receiving

our support

900 volunteers have given

50 communities

602,565 hours of support

break Changing young lives

CEO Overview

The past 12 months have seen significant change for Break; it has been a tough but successful year. We completed our planned closure of Davison House in Sheringham and moved our head office into Schofield House in Norwich.

This year we said goodbye to many long-standing colleagues across the organisation. There have been lots of positive and fond farewells to people moving on to new challenges but we recognise the impact to Break of losing more than 80 years of knowledge and experience from our head office team.

We have been fortunate to recruit some amazing new staff, most notably in our Finance and Human Resource teams, which has eased the transition process, and support to all services has continued seamlessly to its usual high standard. The award of the Gold Standard by Investors in People is an acknowledgement of everyone's hard work during this transition year. A massive well done to all of us!

Our care services have had a particularly challenging year as many of our contracts have been put out to tender, causing uncertainty for staff; despite this, service delivery has been maintained to the highest standard. We have negotiated our way through a period of tough financial constraints and extremely difficult conversations with our commissioners but the outcome of every tender has been successful.

Break has ended the financial year ahead of target with a larger surplus than predicted; thanks to all staff and volunteers who have made this happen. Retail exceeded target and I am acutely aware of how this part of the organisation (and our Fundraising team) are always looking to “do different” to maximise income.

We have introduced a “retail rail” at Schofield House which has practically turned into our 52nd shop it has been so successful! Fundraising has launched the GoGoHares trail which will hit the streets of Norwich in 2018 as part of our 50th birthday celebrations. It is going to be amazing!

Hilary Richards, CEO



Our Services

Young People in Care and Moving On

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. Break is committed to providing experiences which are as family-like as possible and we aim to offer an “extended family” for our young people for as long as they need us.

Children’s Homes

Break supports the young people in its care to feel safe and loved. Over the past year we have provided a sense of permanence to more than 35 young people in our six children’s homes.

Bertie lives in one of our residential children’s homes.

His mum thinks we’re really helping him.

“The staff have done a lot of work with him. He is keeping out of trouble. Now there are no issues with drugs or alcohol. He is not staying out late or going missing.

He is choosing to go with the plan and is abiding by the house rules. He gets on really well with staff.”

His social worker thinks he’s making real progress.

“He has moved on a great deal. It may appear to be very minimal change to the world but the changes are significant for him. It has to be little steps, and he can do that here.

They can support him in the next steps.”

Fostering

We have 12 therapeutic fostering households (both full time and respite) and in the past year have worked with eight children.

We focus on helping children move on from a traumatic early start in life and support them to reach their full potential. Our foster carers work hard at repairing the hurt and bringing joy back to our children’s lives.



Moving on Team

We know that leaving home is hard, and when you have not had the best start in life, it can be even harder. Our fully charitably funded Moving on Team helps young people with all of life's challenges - from job applications, interviews and outfits to ensuring there is food in the fridge at the end of the week. We are also there to celebrate the successes during this time of transition.

We currently have 146 young people on our database, and are actively working with 70 young people in care and care leavers across Norfolk and Cambridgeshire.

- **98%** of Break's care leavers stay in touch, benefiting from the resulting stability
- **98%** are not involved in the criminal justice system
- Less than **2%** are homeless
- **51%** are in education, employment or training (national NEET average 39% for care leavers)

Mentoring

We run a fully charitably funded Mentoring service, offering informal, supportive relationships that can last for years.

Within Mentoring we have worked with 32 young people in the last year.

Our trained and committed Mentors achieve amazing results working with young people and offering regular support.



100%
of our young people
rated their experience
of our Mentoring service
as **great** to **excellent**.

Michael is a young carer supporting his mother with her mental health problems.

This led to him experiencing his own mental health issues. He attended school but otherwise did not see any friends or do any other activities.

The only person he engaged with outside school is his Mentor.

Michael's mother says that her son is much calmer after visits with his Mentor, he shouts less, and is more able to hold a conversation.

She also felt that the Mentor's involvement eases a lot of the guilt that she has as a mother at being unable to take her son out due to her mental health issues.

The positive impact of Mentoring is not only for the young person, but for the family.

Children and Young People with Disabilities

Break runs a children's home and short breaks service for children with disabilities in Norfolk and Suffolk.

This year we have provided a home for four young people and worked hard with their families to ensure they are part of their child's everyday life.

We have also provided short breaks for more than 150 children, allowing their families a vital break and time to recharge their batteries. We have run a fully charitably funded youth club (Fusion) for more than 25 young people with disabilities to ensure they have access to as many opportunities as possible.



John is a young person with disabilities, who stays at one of our children's homes.

John has always dreamed of visiting Euro Disney.

So his mother arranged numerous fundraising events for him and managed to raise £4,000 to fund a week's trip for him to make his dream come true.

The most amazing and emotional achievement was that John was able to spend a whole week with his mother, being supported by two of our staff as he enjoyed seeing all his favourite characters!

The manager of John's children's home said: "Putting it on paper doesn't tell you how special it was but if you saw the pictures and heard his mum speak of the experience, I can guarantee you would be in tears."



Grace and Harriet have a brother with complex needs.

“ Dear Break,

We just wanted to say thank you to Break for taking our girls away last weekend to Mill House. Grace and Harriet enjoyed every minute of it.

They had such an amazing time and we're so pleased that they were able to access activities that we would struggle to do as a family. They miss out on 'normal' family weekends in a lot of ways and this gave them a real break from being at home where their brother often dictates the mood and where we can go is often determined by what he can cope with.

They have had a weekend where they don't need to worry about leaving their homework around because their brother may destroy it or their toys because he may chew them or choke on them. They have also not had to worry about helping when he has a 'meltdown' or ducking because he lashes out when he is frustrated.

They have also made some new friends who have similar challenges in their home lives.

It was also lovely for us to be able to spend some rare one-to-one time with Steve, while his sisters were away.

Thank you so much. ”

Grace and Harriet's parents.



“You help me
to sort my
problems out.
If I'm angry you
calm me down”

- A child that used
our service in 2016

Families in Need of Support

We have continued to expand our therapeutic and family support services this year and have worked in a range of settings with children, young people and their families.

We have offered a service to more than 750 children and families and together we have achieved amazing things. This year we have begun to plan a merging of our Families' House and Unthank Family Centre teams to offer a seamless service from our Break Family Centre.

We provide bespoke services to schools and offer a range of therapeutic interventions (both individual and group) and family support packages in schools across the region.



When Tom was 10 his mother and alcoholic father separated.

The separation made Tom anxious and he would hit out at his classmates.

His behaviour suffered so much that he was close to exclusion from school. To try and prevent this the school referred him to Jan, a Therapeutic Practitioner at Break.

Jan used drama therapy to help Tom explore his feelings. He is now happy and helpful rather than disruptive in the classroom.

“I do not think Tom would have remained at school without this support.” Tom's mum

Children at Risk

This year we have worked with more than 20 families in our Residential Family Assessment Centre.

We have helped parents to understand their child's needs and worked with them to help them to care for their children safely.

We also supported parents to return to the community with their children. At times, the risks have been too high and we have had to support a move for the child into foster care.

This year we have also supported young people who have been on the edge of care - a crisis point in a family's life.

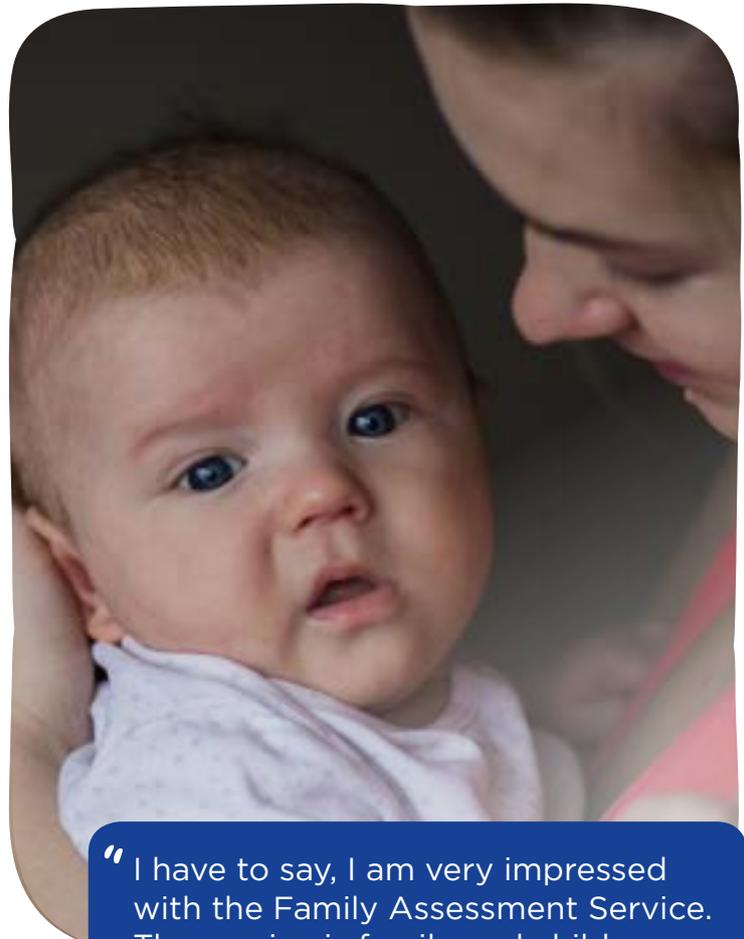
We offered support, therapeutic sessions and family interventions to help families stay together.

"The Manager helped me to see things in a different light"

- A parent that used our service in 2016

"I am ready to do things for me and my children"

- A parent that used our service in 2016



"I have to say, I am very impressed with the Family Assessment Service. The service is family and child focused with emphasis on the child. The staff are very welcoming and open. They pay attention and listen to what I have to say."

Social worker 2016

Mill House - A large group holiday home

This beautiful house in Wells-next-the-Sea was gifted to Break for a further year by Stephen and Antonia Bournes.

At the beginning of 2017, the couple included a flat attached to the main house and we have been able to offer this to staff and volunteers as a thank you for all of their hard work.

We have had an amazing few months in the house with more than 800 visitors paying to stay there for up to one week.

Alongside the private bookings, most of our services have had the chance to bring young people to stay in the house over the summer/autumn and we have had barbecues and treasure hunts for children and young people from our Moving on and Fostering teams.

"Perfect venue for family and friends to enjoy time together"

- A comment from the Mill House Facebook page

Because of the donation of the Mill House we were able to offer Stephen, one of the young people in our children's homes a holiday with his mother.

Staff were also able to support her with his complex needs. It was an amazing experience for all!



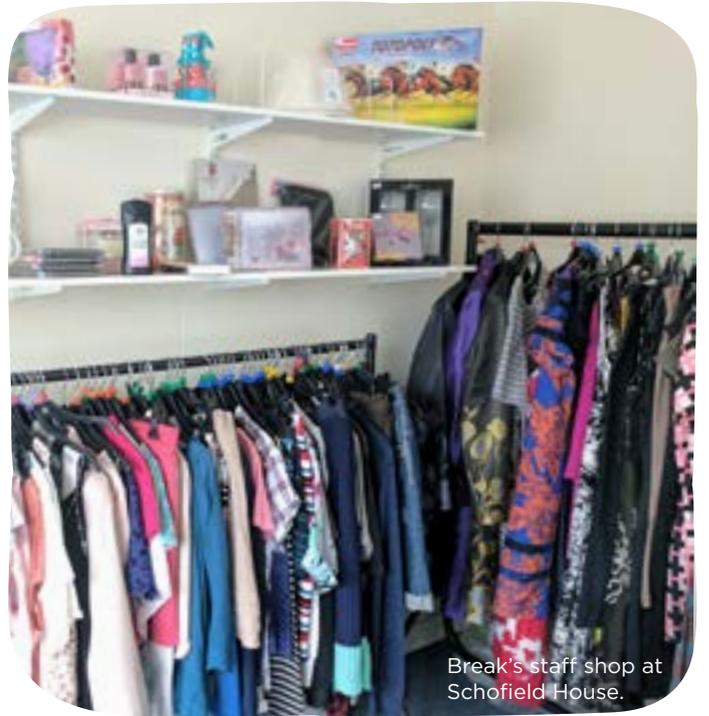
Retail

Break has had a fantastic – if challenging – year in our shops.

A big “thank-you” goes to those who donate their goods, sign up to gift aid (this alone allows us to add 25% on the income from those goods), give up their time, support our events and to those businesses that sponsor us.

We have achieved a year-on-year sales increase of 2.3% and our gift aid has added £222,053.

We have responded to the economic climate and explored all avenues to ensure that we maximise our income. This has meant extending our vintage ranges into more shops – these can now be found in Tewkesbury, Southwold and Downham Market. It has meant that we have recently moved our shop in Cheltenham – it is now our biggest store and the weekly turnover has more than doubled since its opening in March.



Break's staff shop at Schofield House.

All of our shops can be followed on Facebook and we plan to do more online sales.



Staff and volunteers at our Cheltenham shop.

Our Supporting Services

Fundraising

In Fundraising we have achieved amazing things over the past 12 months. This year has been a preparation year, in many ways, for the GoGoHares project. At year end we have most of our City Hares sponsored and have achieved more than £100,000 in sponsorship for this project.

The year has also yielded some of the best results we have ever had: the Duck race 2016 making almost £20 000. Breaking Clays also brought in record levels of supporters and income.

The new Snowflake Extravaganza last Christmas saw nearly 300 people come along to the Catholic Cathedral in Norwich and helping us, along with our other initiatives of hampers, card sales, donations etc, raise more than £12,000 over the Christmas period.

We have focused on legacies this year and have received more than £105,000 from only four legacies. We know that at least one legacy came from someone who was inspired by the work that Break did at Sandcastle in Hunstanton.

Our Business Development team has attracted an incredible £173,792 from trusts and grants this year, which enables us to carry on delivering our charitably funded services and often ensures we can add to the experience of children, young people and their families.

Every year we are grateful for the huge support we receive. This year we marked this through our Silver Linings Gala Ball. We took the opportunity to celebrate the people who have supported Break during the year and we raised an additional £10,000 to support our work.



Award winners at the Silver Linings Gala Ball with Break's Fundraising Manager, Martin Green, and Break Patron, Jake Humphrey.

Workforce Development

This year has seen the appointment of a Business Improvement Manager. With an eye on continuous improvement and quality assurance, Break has achieved national recognition with gold standard accreditation from Investors in People.

Diversifying its customer base, Break's training programme has attracted customers from across the region with a varied and pertinent offer this year, and has been commissioned to deliver bespoke packages to the public, private, voluntary and education sectors.

Break continues to support its workforce, ensuring that it meets its statutory needs but also strives to inspire and enthuse its workforce to do the very best they can to support the children, young people and families with whom they work.

"I came away from that training with a new burst of life"



- Support worker who attended one of our courses



"I had the best day and left feeling that my passion for art had been rejuvenated and with a ton of things that I wanted to take back to my team, even planning to do the next young people's team meeting with loads of the exercises learnt as well as implementing them in staff team meetings as a stress reliever and fun activity after the intensities of team meetings every fortnight. I came away from that training with a new burst of life for what we do and what we are able to bring to our work."

- Support Worker 2016

Support Services

Our support service teams – the Finance, Human Resources, Health and Safety, Maintenance, Communications – work phenomenally hard behind the scenes to make all of Break’s work happen.

There have been some challenges over the past year: recruitment and retention of staff in our care services; changing our recruitment process; adding to the efficiency of our Finance systems; the constant pressure of maintaining our homes and services to ensure people live and work in safe and comfortable environments and building on our social media engagement.

However, the teams have pulled together and are (like all of our colleagues) truly amazing, supporting us to change young lives.

“A great place to work”



Thank
you!

You
made
amazing
things
happen



Thank you to all the, staff charitable trusts, sponsors, donors and supporters that have provided the funding and resources which have enabled us to continue our valuable work.

The following charitable trusts have specifically requested that they be mentioned:

The Resolute Community Fund, The Goodman Trust, The Garfield Weston Foundation, Awards For All, Norfolk Community Foundation (the Police and Crime Commissioner's grant and the Shelroy Trust) and the Norwich Town Close Estate Charity.

Our full accounts are available either on our website www.break-charity.org or in hard copy on request from our Fundraising Department on **01603 670108** or email 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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