

ANNUAL REVIEW 2006



VISION

NOAH Enterprise is a charity which seeks, out of Christian conviction, to help the most disadvantaged in the local community.

Particularly, it is concerned with providing a practical, empowering and caring service to homeless, marginalised and socially excluded people.

MISSION

We will do this through

- › our welfare service by providing food and clothing, medical, dental and psychiatric care, counselling, outreach support and specific advice on accessing accommodation and benefits
- › running training courses in basic life skills and employable crafts
- › providing the opportunity for our people and others who are long term unemployed to gain work experience with relevant skills training

VALUES

In doing all of this we recognise and respect the fundamental dignity and worth of every individual, and wish to support them in improving their life quality.

“AT THE HEART OF OUR VISION IS A BELIEF IN THE FUNDAMENTAL DIGNITY AND WORTH OF EVERY INDIVIDUAL”



INTRODUCTION

Over the past twelve months we have had many visitors at NOAH Enterprise. The range of their opinions of our work is diverse yet with several recurring themes - surprise at the variety of work that goes on; surprise at the size of our enterprises; impressed with the calm dedication of the staff but overall amazement at the transformation in individual lives.

One particular comment that pleased us was when we were told “What you are doing here is the best model I have seen anywhere in the country. If only we could set up NOAH in every city.”

Why would someone say that? It is not about how good any one part of NOAH is. It is about what happens when you put everything together, our holistic approach.

NOAH is an expression of love and care for those who are among the most disadvantaged in our midst.

That expression translates into practical support through direct welfare, training and work experience. All is concentrated upon improving the quality of life of every individual in our care - sometimes in modest ways but occasionally by completely transforming lives for the better.

It is the great privilege of NOAH to contribute to that process. Our new premises, The Luton Ark, will give us the opportunity to reach and support more of those who are so deprived.

Jim O'Connor Chief Executive



WHAT DOES NOAH STAND FOR?

At the heart of our vision is a belief in the fundamental dignity and worth of every individual and a resolve to work with those who are disadvantaged to improve their life quality and opportunities. As one person succeeds, they become an example and inspiration to others.

Those who use NOAH's services are some of the most vulnerable people in our society. They are often unemployed, at risk of victimisation, may have mental health problems and may also be alcohol/drug dependent.

We are able to attract and work with people others find hard to reach. As such we are in a unique position, at the interface between clients and many local agencies, and can provide accommodation

search, benefits advice, health care, welfare services, outreach support, counselling, training and work experience. By providing this holistic package, NOAH is able to make the maximum impact on someone's life.

The benefits of NOAH's services ripple into the wider community. Young people on the New Deal programme or those excluded from other places of learning enrol on NOAH's accredited skills courses. Long-term unemployed get invaluable work experience in the social enterprise. Asylum seekers are directed to NOAH to get essential household goods. And of course the retail warehouse is open to the public looking for a bargain – whether it be a new bed or a reconditioned cooker.

WHAT DOES NOAH DO?

- › Welfare Services including day care, resettlement and benefits advice, counselling, hot meals, healthcare and hygiene all at 141 Park Street, Luton
- › Outreach support to help people struggling to cope in their own homes, based at 141 Park Street, Luton
- › Accredited training in woodwork, IT and basic skills from the Training Centre, 11-15 High Town Road, Luton
- › NOAH Charity Shop for clothes and smaller household items, 11-15 High Town Road, Luton
- › Furniture Link, a Social Enterprise based at our warehouse and showrooms at 54 Church Street, Luton, selling second hand and new furniture, beds, white goods and other household items.

No matter which of these projects a person comes to first, they have access to all that we do and are encouraged to make use of whatever services they need.

ONE MOTHER JUST WANTED TO SAVE HER SON

Three years ago a desperate mother contacted NOAH. She was going out of her mind with fear and worry that her son was going to die. Everything that she had tried, and every service she had called, hadn't been able to help. She contacted NOAH as a last resort.

We sent two members of our outreach team round to her son's flat. It took half an hour for the team to rouse the occupant, as he was only semi conscious through drink. Eventually the door was opened by Gary. In his thirties, severely malnourished and very ill, he needed urgent medical attention; the team called an ambulance and got him into accident and emergency.

From here the long road to recovery began. As soon as Gary left hospital we encouraged him to come to the welfare day centre. Here he found companionship,

regular healthcare and dentistry and two hot meals a day. Gary soon started to work at NOAH's furniture store.

Three years down the line, Gary has worked on the beds and household furniture sections and then progressed to train in white goods refurbishment. He has also applied to college and will soon be leaving NOAH as he moves on to the next stage in his life, a life his mother thought would end prematurely, three years ago.

This is what we mean by holistic support. Every part of NOAH has been part of Gary's life over the past three years, more importantly we have met his physical, mental and emotional needs as well as providing the training and employment so vital in building up someone's self esteem.

“AS ONE PERSON SUCCEEDS, THEY BECOME AN EXAMPLE AND INSPIRATION TO OTHERS”



WELFARE, ADVICE & OUTREACH

Our Welfare Centre is at the heart of NOAH Enterprise. It is from here that we have developed additional services according to the needs of the people we support. It is the place where people most often have their initial contact with NOAH and our first priority is to attend to the immediate needs of those who come to us for help and to gain their trust. It is by developing this trust that all of our other work is possible, allowing us to encourage clients to challenge themselves and their situations and make changes that will allow them to meet their potential.

The centre is based at 141 Park Street and is a collection of prefabricated buildings. Here we have a

day room, canteen and kitchen, interview rooms, a group room, laundry, clothing store and workshop. There is a small medical centre and a courtyard where the mobile dentistry can park. We also have a specialised advice service helping people with benefits, housing and resettlement as well as a counselling service and drug and alcohol support.

An outreach service is available to support people in their own homes helping them to live independently and improve their own living environment.



The Welfare Centre is open 365 days a year from 8.15am-3.45pm weekdays and for lunch at weekends.

24,000 meals served

2,000 resettlement & benefits support sessions provided

1,950 hours open

500 healthcare sessions

500 people used the centre

300 counselling sessions

80 people housed

60 people supported in their own homes

20 rough sleepers supported

“THE WELFARE CENTRE IS USED BY OVER 500 PEOPLE EVERY YEAR AND WE SUPPORT AN ADDITIONAL 60 PEOPLE AT ANY ONE TIME THROUGH OUR OUTREACH WORK”



“NOAH HAS DEFINITELY RESTORED MY DIGNITY.”

THE STORY OF WILLIE

The long and difficult journey back from alcoholism and neglect on the fringes of society began two and a half years ago for Willie.

When Willie from Donegal first met NOAH he was living an existence few but the cold-hearted would consider acceptable. His hair was unkempt, he was bearded, scruffy, suffering with a severe drinking problem, no longer in a fit enough state to work and his apartment was a reflection of the absolute self-neglect he had fallen into.

If he had continued like this he may well have become another grim statistic reflecting a system that still allows people to slip through the safety net of a welfare state. But, when the Irish bachelor agreed to join a long-term programme of rehabilitation with NOAH, he was signing up to a truly life-changing experience and a return to a home he thought he would never see again.

“NOAH has definitely restored my dignity,” Willie said. “I was an out and out alcoholic and now I haven’t had a drink for two a half years. NOAH also helped with clothes and food. I had neglected myself and was not even shaving.”

Four years ago Willie was living in a bedsit on sickness benefit and was unable to work because he was frightened and confused by computerisation and metrification. At that time NOAH stepped in to help Willie and begin a long and structured process to restore his health and self-respect.

NOAH’S chief executive Jim O’Connor said: “Willie wanted it - we don’t impose anything on any of our

people. It’s our objective to improve the quality of life of every person who comes to NOAH Enterprise. To achieve that to the fullest extent needs their total co-operation. Willie gave us that.”

Willie was assessed by the staff and put on a course of remedial treatment to wean him off alcohol and take care of himself. He was later brought into residential care where his progress could be carefully supervised. Even when he was protected from the everyday temptations and risks he had previously experienced it still took about a year to make the mental switch away from drink.

We could then start to help Willie realise his dream of a return to Ireland. The catalyst for this was putting in place the necessary structure of care and firm support that involved finding suitable residential care and financing for the annual cost of accommodation plus his family’s participation in coming to Luton and then taking Willie back home to Donegal.

This was not something that could be achieved overnight and, like Willie’s abstinence from alcohol, needed to be done properly and with an eye on the long-term.

If the only person to be helped to recovery and a new life was Willie then that would be sufficient justification for NOAH’s existence.

There is an added benefit to the community as a whole. It was actually costing the council and health services over £100,000 a year in residential care and medical costs alone. The money saved is now used to help others in need.

I WAS AN OUT AND OUT ALCOHOLIC AND NOW I HAVEN’T HAD A DRINK FOR TWO A HALF YEARS”

TRAINING



Training is a key tool in breaking the cycle of no money leading to no home. With craft, literacy and life skills, people are able to establish themselves in a confident and sustainable pattern of independent living.

The training also supports the social enterprise activities of NOAH. We provide on-the-job development and work experience focusing on skills training essential to the people working there.

This year we also extended staff training with the introduction of the Homeless NVQ, Teacher Training and Protection of Vulnerable Adults training.

CRAFT SKILLS

The Training Centre has an excellent reputation for craft skills training, focused almost entirely on carpentry.

This year we have introduced a highly popular special needs training programme every Friday.

- › Literacy and numeracy. These vital skills are developed in a one-day-a-week classroom session
- › IT literacy particularly for work based skills
- › Life Skills are fundamental to people sustaining independent living, empowering them to manage their domestic environment.



WORKING SKILLS

Through its Social Enterprise activities NOAH provides a variety of opportunities for 'on-the-job' work experience. This is geared to the Furniture Link operation and offers structured skills development in retail, warehousing, furniture restoration, white goods

refurbishment and driving assistant duties. We also provide informal development by giving people a safe and friendly working environment where they can learn the disciplines of the workplace.

132 people attended various training courses
 89.5% students completed carpentry courses
 92% pass rate in NVQ 1 & 2 in Carpentry
 33 people undertook fire training
 30 people trained in manual handling

16 trained in risk assessment
 12 trained in Health and Safety
 8 trained in portable appliance training
 3 trained as first aiders

SOCIAL ENTERPRISE



We started the social enterprise, Furniture Link, four years ago with the primary objective of providing work experience and employment opportunities for our clients whilst having the potential to generate income to allow for innovative developments of the charity. Four years on, it is a thriving business that still meets these objectives whilst providing affordable furniture, white goods, clothing and other household items to the local community. It is also a resource for some of our partners who can refer their clients for work experience.

To see how important this part of our work is you need to look at the development of some of the clients. Employment boosts self esteem and that is what so many of our clients lack. You can visibly see the changes in people as they start to take on the responsibility of working at Furniture Link.

The business is set to grow further, getting actively involved in recovering discarded, re-usable bulky household goods in partnership with Luton Borough Council. We plan to move into full recycling in the next year.



The social enterprise team is responsible for meeting four important goals.

- › Workplace training is structured and managed in such a way as to provide training and coaching in employable craft and work skills
- › Employment, where work experience leads to paid work for the people NOAH is supporting
- › In all instances this experience will provide a means for restoring and enhancing individuals' self-confidence and self-esteem
- › Environment, where activities will be planned and directed to make a contribution to the community by re-cycling household goods and minimising the amount of bulk household waste transferred to landfill. Where practical, NOAH will run its activities in an energy efficient way.

“EMPLOYMENT BOOSTS SELF ESTEEM ... YOU CAN VISIBLY SEE THE CHANGES IN PEOPLE”

2007 AND BEYOND

The constraints of our present accommodation and their limiting effects on the service that we want to provide to the people that we seek to support has led us to consider options for improvement. As a result we commissioned the University of Bedfordshire to more fully understand the needs of street

homeless people in Luton. This has been an important ingredient influencing the comprehensive business plan we have compiled which takes us through to 2010 and beyond.



THE LUTON ARK

The ultimate outcome has been the decision to bring our services together on one site in High Town, Luton. Our current facilities are based on three sites in buildings that are in desperate need of replacement. We have been planning for this new building for the past two years since we had the offer of turning a disused car park in High Town into a brand new centre of excellence for disadvantaged people in Luton, which we are calling The Luton Ark. In partnership with Luton Borough Council, Futurebuilders England, the Department of Communities and Local Government, the Díon Committee of the Irish Government, Aldwyck Housing Association and the Housing Corporation we have now developed comprehensive plans for the Ark.

As well as replacing our existing Welfare Centre in Park Street in an expanded form, our Training Centre in High Town and our Furniture retail outlet on Church Street, we will have residential accommodation for 40

people in desperate need of supported housing. We will additionally incorporate a comprehensive Health Care Centre and welcome the Bedford & Luton Mental Health Partnership Trust (BLMTP) Workshop, Ace Enterprises, as tenants. The latter offers tremendous synergy in respect of the needs of those whom NOAH is supporting. This will be reinforced by BLMTP's intention to locate its Assertive Outreach Team in the building.

There is still much to do. The detailed planning specification of the building will shortly be approved and, although we have a large proportion of the funding pledged, we still need more support and will be seeking further partners for the financing of the new building, including contributions from organisations and individuals who share our vision for the best possible place for excluded and deprived people to develop.



EMPLOYMENT AND TRAINING

For the past eight years the Training Centre in High Town has delivered an exceptional package of woodwork and carpentry training. The results have been the best in the county and we want to take the lessons learnt from this course and look at new courses such as construction and plumbing.

As well as offering training for the community and NOAH's service users we have also started discussions with Homeless Link, the umbrella organisation for the Homeless Sector, in order to provide accredited training for people who want to work in the third sector.

In all we do we look to find opportunities for people to be involved. That means making sure our training is in relevant subjects and that we can offer

work experience at all of our sites. We plan to dramatically increase these opportunities with the development of our social enterprise.

SOCIAL ENTERPRISE

The Furniture Store has gone from strength to strength over the last three years. Having started as a place where those who use our services could get cheap donated goods, Furniture Link is now serving the whole community with affordable new and pre-used household goods. The coming years will see a further growth in this project as we look to develop a recycling centre and work in partnership with Luton Borough Council on bulk waste recycling, re-using items that traditionally have been sent to landfill and thus contributing to 'a cleaner, greener Luton.'

NOAH ENTERPRISE FINANCIAL STATEMENTS

Summarised accounts for the year ended 31 March 2006	2006	2005
Statement of financial activities for year ending 31 March 2006	£	£
Incoming resources		
<i>Incoming resources from generated funds</i>		
Voluntary income		
Donations	40,899	25,502
Grants-core funding / general	156,275	89,081
Interest	6,339	6,588
<i>Incoming resources from charitable activities</i>		
Grants	365,991	389,712
Shop and Day Centre takings	253,914	221,961
Other income	2,221	2,037
Total incoming resources	825,639	734,881
Resources expended		
<i>Costs of generating funds</i>	73,025	31,213
<i>Charitable activities</i>		
Welfare facilities	349,279	311,859
Training facilities	43,980	34,350
Work experience	354,359	215,969
	747,618	562,178
<i>Governance costs</i>	11,735	33,536
Total resources expended	832,378	626,927
Net incoming/(outgoing) resources before transfers	(6,739)	107,954
Transfer between funds		
Net income/(expenditure) for the year	(6,739)	107,954
Funds at 1 April 2005	322,878	214,924
Resources available at 31 March 2006	316,139	322,878

BALANCE SHEET 31 MARCH 2006

	2006	2005
	£	£
Fixed assets		
Tangible assets	83,565	124,993
Current assets		
Stocks	1,950	1,629
Debtors	119,486	186,648
Cash at bank and in hand	185,106	59,501
	306,542	247,778
Creditors: amounts falling due within one year	73,968	49,893
Net current assets	232,574	197,885
	316,139	322,878
Funds		
Unrestricted funds	306,139	195,367
Restricted funds	10,000	127,511
	316,139	322,878

The Auditors' statement on the summarised financial statements

Independent Auditors' statement to the board of trustees of NOAH Enterprise

We have examined the summarised financial statements of NOAH Enterprise set out above.

Respective responsibilities of the board of trustees and auditors

The board is responsible for preparing the summarised financial statements in accordance with the recommendations of the Companies Act 1985.

Our responsibility is to report to you our opinion on the consistency of the summarised financial statements with the full financial statements on which we reported to you on 27 September 2006.

Basis of opinion

We conducted our work in accordance with Bulletin 1999/6 "The auditors' statement on the summary financial statement" issued by the Auditing Practices Board for use in the United Kingdom. We have carried out the procedures we consider necessary to ascertain whether the summarised financial statements are consistent with the full financial statements from which they have been prepared.

Opinion

In our opinion the summarised financial statements are consistent with the full financial statements for the year ended 31 March 2006.

Macintyre Hudson LLP
Chartered Accountants and Registered Auditors
8 December 2006

Statement from the Trustees

This review represents summary information relating to the Statement of Financial Activities and Balance Sheet, derived from the full statutory financial statements which have been externally audited and issued with an unqualified report. A copy of the full accounts, external auditors' report and Trustees' report approved on 27 September 2006 and which have been submitted to the Charity Commission and Companies House, can be obtained by application to the office at 141 Park Street, Luton LU1 3HG.



HOW YOU CAN HELP

DONATIONS

You can make a donation at any time by calling 01582 728416. Alternatively use the donation form in this report. If you pay UK tax your gift can be worth so much more. Simply tick the gift aid box and we can reclaim the tax you have already paid. For every pound you donate we can claim an extra 28 pence from the Inland Revenue.

VOLUNTEERING

The time and effort people contribute through volunteering at NOAH Enterprise is invaluable to the running of the charity. If you are interested in becoming involved in this way please contact Janet on 01582 736751 and she will be delighted to send out further information.

GIFTS OF FURNITURE, CLOTHES, FOOD, ETC

Businesses and individuals alike support our work through gifts in kind. We are always looking for good quality new and second-hand clothes, good quality furniture, white goods, imperishable food, towels, blankets and toiletries.

LEGACIES

If you are thinking of writing or changing your will, we have a simple leaflet that outlines some basic facts to assist you.

EVENTS

Perhaps you belong to a group that could carry out an event on our behalf? If you would like ideas or want to let us know of an event you are running to raise money for the charity please do not hesitate to contact Janet on 01582 736751. She would be delighted to hear from you.

What our supporters say:

LUTON PCT

We have a long association with NOAH, a charity we are delighted to support. They care for those who have fallen through every net, and do it in a caring and constructive way, not only by providing food and clothing, but also education and work experience.

LUTON BOROUGH COUNCIL

NOAH has a unique approach to combining training, welfare and work opportunities to provide positive support and help some of the most disadvantaged people in the community.

LOCAL NHS PARTNERSHIP TRUST

NOAH is a key provider of an important part of the Social Service programme in Luton. They reach people whom we cannot, and help them to become contributors to the local community.

WHAT YOUR SUPPORT HELPS TO PROVIDE:

£15 provides a change of clothing for one person

£20 feeds a person for a week

£175 helps 20 people in finding accommodation, get benefits advice and budgeting

£600 is the weekly cost to provide outreach support to 10 people

£1,500 pays for the running costs at the training centre for a month

£3,500 is the weekly cost of running the day room

£25,000 is the annual cost of providing keyworking

£50,000 will equip the kitchen at the new premises

DONATION FORM

Charity Registration No: 1059672

BANKERS' ORDER FORM FOR REGULAR DONATIONS

Please complete this form and return it to NOAH Enterprise if you would like to make a regular donation through your bank account.

BANK DETAILS:

To the Manager

Address.....

.....

..... Postcode

Pay to: NOAH Enterprise. Branch: Bank of Ireland, 10-12 Chapel Street, Luton, Bedfordshire, LU1 2BT. Sort code: 30-14-82. Account No: 16936145

The sum of £(amount in words)

Every month/quarter/year* dd/mm/yyyy on the same day until further notice *Delete as appropriate

Commencing on (date)

And debit my account number

Bank Sort Code - -

YOUR DETAILS:

Name.....

Address

.....

..... Postcode

Signed..... Date

ONE-OFF DONATION

I/We enclose a donation to NOAH Enterprise of £

Please make cheques/postal orders payable to NOAH Enterprise or debit Visa/MasterCard/CAF card number *Delete as appropriate

Card holder's name

Title..... Name.....

Organisation (if appropriate)

.....

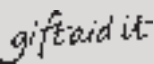
Signature

Address

Expiry date Today's date

.....

..... Postcode



Use Gift Aid and you can make your donation worth more. For every pound you give to us, we get an extra 28 pence from the Inland Revenue. Just tick here! I am a UK taxpayer and I want NOAH Enterprise to treat all donations I've made for the six years prior to this year (but not earlier than 06/04/2000) and all donations I make in the future, as Gift Aid donations until I notify you otherwise. To qualify for Gift Aid, what you pay in tax must be at least equal to the amount claimed in the tax year.

Mailing exchanges with other charities are occasionally used to help us raise funds. If you do not wish your name to be put forward please tick this box.

PLEASE PHOTOCOPY AND RETURN TO: NOAH ENTERPRISE, 141 PARK STREET, LUTON LU1 3HG TEL: 01582 728416

THANK YOU

Thank you to everyone who supported us in so many ways last year. You helped us to help more people than ever before. We hope you can continue and you are always welcome to visit our activities, be it the Welfare Centre, Furniture Link or our Training Centre and Charity Shop in High Town.

Board of Trustees

Revd Andrew Blyth (chair)

Basil Hulatt (secretary)

Tony Gray

Fr John McArdle

Chief Executive

Jim O'Connor

IN MEMORY

Our thoughts and prayers are with those who passed away in 2005 and 2006.

Janet Adams, Stanley Allen, Tom Brusby, Ray Clayton, Benny Clements, Bruce Douglas, James Dunne, Eddy Edwards, Geoff Gittings, Betty Hoesli, Rose Holland, Brian Leggit, Michael Martin, Brendan McDonagh, Joe Teefey



www.noahenterprise.org

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