

Trustees

Rev Andrew Blyth (Chair)
Ralph Gough
Tony Gray
Karen MacRitchie
Lord Bill McKenzie
Rev Rob O'Neill
Dr Peter Ward

As trustees of NOAH we are extremely proud of the dedication of all of our staff and volunteers. This has enabled us to extend and expand the services we provide at a time when we are experiencing unprecedented levels of demand. In our role we oversee all aspects of NOAH's work. We have witnessed it grow from humble beginnings in 1987 to a charity providing holistic support for those who are among the most in need in our community today. To accomplish what has been done within the limitations of financial and other constraints is a remarkable achievement. We are grateful to all who have contributed to making this possible.

Chief Executive

Jim O'Connor

In Memory

Our thoughts and prayers are with those of our service users who passed away in recent times.



Welfare Centre and General Enquiries

NOAH Enterprise, 141 Park Street, Luton LU1 3HG
Tel: +44 (0)1582 728416
Fax: +44 (0)1582 486757
Email: info@noahenterprise.org

The Furniture Warehouse

54 Church Street, Luton, LU1 3JG
Tel: +44 (0) 1582 484001

The NOAH Shop

11-15 High Town Road, Luton, LU2 0BW
Tel: +44 (0) 1582 736751

www.noahenterprise.org

Registered Charity No. 1059672

Design: Ray Owen. Photography: Ivana Redfern

Community Company of
the Year 2011



2011 Annual Review

Financial Statements on reverse of dust jacket >>

NOAH Enterprise Financial Statements

Summarised accounts for the year ended 31 March 2011

Statement of financial activities for year ending 31 March 2011

	2011	2010
	£	£
Incoming resources		
<i>Incoming resources from generated funds</i>		
Voluntary income	87,853	37,815
Interest	2,983	1,866
<i>Incoming resources from charitable activities</i>		
Grants	361,760	571,998
Day Centre and related services	217,957	209,084
Social Enterprise	540,244	544,991
Other	42,248	745
Total incoming resources	1,253,045	1,366,499
Resources expended		
<i>Costs of generating funds</i>	30,904	30,561
<i>Charitable activities</i>		
Development of Luton Ark	19,298	70,515
Welfare facilities	549,421	528,525
Training	11,724	27,044
Work experience - Social Enterprise	670,003	609,446
	1,250,446	1,235,530
<i>Governance costs</i>	29,254	30,394
Total resources expended	1,310,604	1,296,485
Net incoming resources	(57,559)	70,014
Funds at 1 April 2010	980,882	910,868
Resources available at 31 March 2011	923,323	980,882

Balance Sheet 31 March 2011	2011	2010
	£	£
Fixed assets		
Tangible assets	174,348	205,828
Current assets		
Stocks	29,209	14,882
Debtors	108,695	94,736
Cash at bank and in hand	798,334	863,293
	936,238	972,911
Creditors: amounts falling due within one year	187,263	197,857
Net current assets	748,975	775,054
	923,323	980,882
Funds		
Unrestricted funds		
Designated funds	440,742	440,742
General funds	256,927	286,279
Restricted funds	225,654	253,861
	923,323	980,882

Auditors' statement to the NOAH Enterprise Board of Trustees

We have examined the summarised financial statements for the year ended 31 March 2011 set out on this page.

Respective responsibilities of the NOAH Enterprise Board of Trustees and the Auditors

The Trustees are responsible for the preparation of the summarised financial statements. We have agreed to report to you our opinion on the summarised statements' consistency with the full financial statements and the Trustees' Annual Report, on which we reported to you on 23 September 2011.

Basis of opinion

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 and the Trustees' Annual Report of NOAH Enterprise for the year ending 31 March 2011.

MHA MacIntyre Hudson

Statutory Auditor and Chartered Accountants
23 September 2011.

NOAH
ENTERPRISE

Down but not out...





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, clothing, medical and psychiatric care, dentistry, 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.



“The number of people we support in a year has increased from 500 to 1,000; our staffing team has grown from 18 to 44; we are in five locations around Luton, previously three; and social trading has leapt from £20,000 to £600,000 a year.”

Introduction

Over the past decade of this first century of the new millennium we at NOAH have witnessed, and taken part in, considerable change. The number of people we support in a year has increased from 500 to 1,000; our staffing team has grown from 18 to 44; we are in five locations around Luton, previously three; and social trading has leapt from £20,000 to £600,000 a year.

When you look at the services we offer, welfare services have expanded in the areas of resettlement, medical, counselling, outreach and recreational therapy (drama, music, art). A holistic approach to addressing the needs of the whole person has developed through combining direct and supplementary welfare with training in craft, life and basic skills and the opportunity for work experience in our social enterprise. The range of statutory and third sector partnerships has blossomed too. Importantly, the net result has been that thousands more people who were extremely socially excluded in Luton and surrounds have experienced a marked improvement in their quality of life, often dramatically, and therefore contributed likewise to the local community.

In securing those gains and attempting to ensure their sustainable development,

we have drawn up plans for the Luton Ark. The Ark is independently regarded as a flagship building which will contribute in an attractive and positive way to the regeneration of the town. There we will bring the majority of our services under one roof. Turning that intention into a reality was among the few frustrations out of our control since our last annual review in 2008. Yet despite the current economic recession the prospects of real progress are encouraging.

The success of the Government funded ACE (Adults facing Chronic Exclusion) project which has enabled us to reach people who are on the streets and help them onto the escalator of services to a better life, and of our leading role in operating an emergency winter night shelter are two examples of the unique and growing impact for good of NOAH in the community. None of this would be possible without the care, commitment, compassion and skill of our staff, the generous dedication of our volunteers, the positive involvement of those statutory and third sector agencies with whom we work in partnership, and the generosity of those who invest in our work through grants and donations.

Jim O'Connor

Chief Executive

Rev Andrew Blyth

Chair



What does NOAH stand for?

At the heart of NOAH's 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.

NOAH's service users 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.

NOAH is able to attract and work with people others find hard to reach. As such it is in a unique position at the interface between individuals and many

local agencies and can provide accommodation search, benefits advice, health care, welfare services, outreach support, 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. People who are long-term unemployed get invaluable work experience in its social enterprise. Asylum seekers are directed to NOAH to get essential household goods. And of course the Furniture Shop is open to the public looking for a bargain – whether it be a new bed or a reconditioned cooker.





Never giving up

Sometimes it looks as if there is nothing that can be done to help someone; at NOAH we see this as a challenge!

John was referred to NOAH Enterprise approximately 16 months ago by the Police with input from members of the public who were concerned about his well-being. John had been living on the streets of Luton for 12 years. His life was chaotic, he was suffering the physical symptoms of severe paranoia, and was generally in very poor health. Most of the time John would sleep near a church where he felt safe.

It became clear very quickly that John was at the point of no return. He was volatile and would often have angry outbursts. He was incontinent when drinking heavily, was verbally aggressive and acted inappropriately towards women.

John was frequently in and out of hospital for his alcohol dependency and was ostracised by his peers and the local community. He trusted no one. He begged on the streets of Luton and

relied on handouts from the public. Getting to know John was a difficult and time-consuming exercise. We spent hours looking for him, sitting on walls and in parks talking to him to gain his trust. Eventually John started to come for breakfast and lunch at the Welfare Centre. After 8 months of perseverance, John agreed to work with us so we could start to look for housing for him and register him with a surgery near the church.

John now has a flat about which he is very happy; but he has been homeless for so long he is too frightened to move into it.

We have a lot of work ahead of us in respect of John's acceptance of his flat, dealing with his mental and physical health and addressing his alcohol dependency. However, John does attend the Day Centre most days for a hot lunch and to collect his daily allowance of money and cigarettes. This in itself is a huge achievement in terms of developing a stable pattern of behaviour and a routine where once there was only chaos.



Highlights of 2009

We started 2009 with the opening of our first town centre retail outlet in the Mall's Arndale Shopping Centre. Arkaid has now been trading for over a year and apart from the invaluable experience it has given our service users it has also brought in much needed funds.

January

All our NOAH vans got a facelift with new branding. We now have a fleet of five vehicles moving around Luton collecting donated furniture and delivering goods bought from our stores to customers all over the region.

February

When the temperatures at night suddenly dropped below zero, Luton Borough Council asked NOAH to open a Nightshelter to give rough sleepers somewhere to escape a freezing night on the streets. With Luton Borough Council, Midshires Search & Rescue Organisation and St John's Ambulance Service, NOAH offered hot drinks and warm meals as well as a safe place to sleep. Breakfast and follow-up support was also available each morning at the NOAH Welfare Centre. We reopened the project in December when the freezing nights returned.

April

Six NOAH service users were among 100 homeless and formerly homeless people who staged the opera My Secret Heart. The performance was held at the National Festival Hall and was inspired by Allegri's 17th Century choral masterpiece Miserere. It won a Royal Philharmonic Society award.

May

We took part in the Chelsea Flower Show. The team from the restoration area in our

Furniture Shop joined up with the Eden Project, Homes and Communities Agency, Communities and Local Government and Homeless Link to produce a silver medal winning garden!

June

We won funding for a new venture, the NOAH Garden Allotment project. We are establishing our own smallholding and have combined this with a healthy eating and get fit campaign at the Centre. We hope to have organic home grown produce used in our kitchen in 2010, and those working on the allotment are increasing the amount of exercise they take. Throughout the Centre we are also encouraging people to stop smoking! We are grateful for the support of Luton Borough Council, Communities for Change and the local NHS Trust for support.

September

The NHS also gave us a real boost in the form of a brand new state of the art mobile dental service. The dentist now visits every week and the new facilities have been a major hit.

November

We employed our first fully qualified service engineer in our White Goods section. We can now offer extended guarantees whilst offering top quality training to volunteers at the Furniture Shop.





33,000 meals
2,000 support sessions
600 GP sessions
500 haircuts
74 counselling sessions
624 Dentist appointments

Welfare, Advice and 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 those we support. It is the place where people most often first come into contact with NOAH and our initial priority is to gain their trust. It is by developing this trust that all of our other work is possible, allowing us to encourage them 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 where we have a day room, dining room and kitchen, interview rooms, a group room, laundry, clothing store and

workshop. We have 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 generally from 8.15am-3.45pm weekdays and for lunch at weekends.

The Centre provides:

- Comfortable social lounge
- Dining room providing a cooked breakfast and lunch
- Access to TV, Videos, books, games and computers
- Showers, toilets and other hygiene facilities
- Laundry service
- Motivational and recreational activities
- Hairdressing
- Clothing store
- Healthcare
- GP surgery
- Nurse Practitioner – 3 times a week
- Community Psychiatric Nurse – every day
- Chiropodist – weekly
- Dentist – weekly, with a mobile unit on site

Advice and Outreach:

- Access to benefits and to give advice and encouragement to people to use other agencies which provide specialised assistance and support.
- Advice on Resettlement; including accommodation search.
- Counselling and Support Advice; a Drug and Alcohol worker provides general and specific support, linking to other agencies where needed. Our counsellor engages in individual and group counselling.
- An Outreach Service where staff and volunteers support people directly in their efforts to live independently. These people may often be unable to visit the Welfare Centre; they are supported in a variety of ways to sustain their own living environment.

The Welfare Centre is used by over 1000 people every year and we support an additional 50 people at any one time through our outreach work.



“We need to dispel the myth that it is not possible to reach those most at risk of lifetimes of exclusion and show that there are interventions that work.”

Reaching Out: An Action Plan on Social Exclusion 2007

PHOTO IS NOT OF SARJEET

The ACE Project

In 2007 NOAH was asked by the Government to set up a pilot project for vulnerable adults in Luton called the ‘Adults facing Chronic Exclusion’ project, ACE for short. The project aimed to intervene in someone’s life before a crisis occurred, working with those suffering from alcohol, drug or substance dependency and mental ill health, as well as those socially excluded through isolation, unemployment and

homelessness. We aimed to develop a plan for their lives that took them away from troubles of the past.

Working closely with the police, Luton NHS Trust and the local authority we have helped those who are well known to all because of their recurring admissions to hospital, 999 calls or visits to Social Services.

THE STORY OF SARJEET

This is the story of Sarjeet, a homeless alcoholic drug user. His life was chaotic. He had been homeless for about two years and was now suffering with fits. When we first met him it was clear that Sarjeet’s life was out of control. He had been charged with offences of violence, being drunk and disorderly and theft. He was on bail waiting to go to court.

Sarjeet was frequently in and out of hospital for his alcohol problems and was beaten up by the people he associated with on a daily basis. He was also suffering with an old hip and shoulder injury and low self-esteem. He had self harmed in the past and tried to take his own life on two occasions - the last time just three months earlier. The list of his troubles seemed endless.

Initially it was very hard work as Sarjeet was mistrusting of any help and disappeared until a day before his court hearing. We accompanied him to court and explained to the Magistrate that NOAH was working with him. The Magistrate gave him a final chance to sort his life out.

Unfortunately a few days after the hearing Sarjeet was back in hospital suffering with fits because he tried to give up alcohol without any

medical help. And so we enlisted the support of Luton drug and alcohol services and managed to secure a 10-day detoxification programme that left him sober.

But he was still homeless. Co-incidentally, an opportunity arose for Sarjeet to “house sit” an ACE funded flat which was earmarked for a NOAH service user who was unable to take up their occupancy immediately.

This gave Sarjeet a safe environment in which to live, an element of responsibility and a sense of trust – three major factors which are important to his recovery and a starting point for us to prepare him for a rehabilitation program in Bedford. He is now in control of his life, finances and well being.

Sarjeet has had no further contact with the Police, has attended court and paid off all of his court fines. We have helped him obtain his correct identity documents and he is no longer street homeless. In addition he has now opened a more appropriate bank account so he can pay by card for transactions and use direct debit and standing order facilities. He has even opened an ISA savings account in order to save money for a rent deposit.



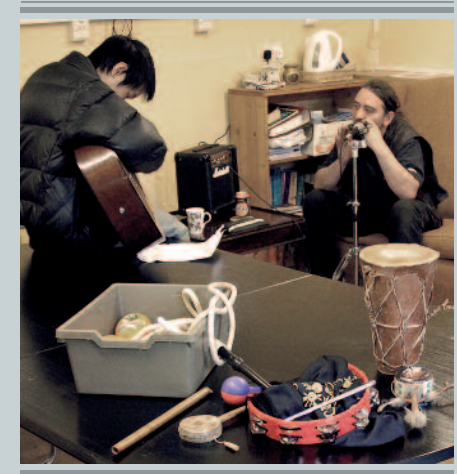
Training

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

Training provision continues to excel in content, quality and achievement. Run in partnership with Dunstable College, it is a tangible expression of the further beneficial ripple effect of NOAH on the wider community; 10% of capacity is used by people coming through our welfare service while the remainder is

occupied by others wanting to learn new skills to help them, often back into work. Trainee numbers average 40 a year. Attendance and pass rates are around 90%, far outstripping the national average. Carpentry, life and basic skills predominate to excellent effect.

Training also supports the social enterprise activities of NOAH by providing the skills development essential to the people working there. This could be on-the-job development, work experience, assistance with job search or help in CV writing.





Re-uses 400+ tons of what would otherwise be bulk waste

Sold 300 items a week

Employed over 128 people – both paid and voluntary

5,000 customers a year

Social Enterprise

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

- 1** Workplace training, structured and managed in such a way as to provide training and coaching in employable craft and work skills.
- 2** Employment, where work experience leads to paid work for the people NOAH is supporting.
- 3** In all instances, this experience will provide a means for restoring and enhancing individuals' self-confidence and self-esteem.
- 4** Environmental, 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.
- 5** A source of income generation that feeds back into our welfare services.

NOAH's enterprising activity revolves around the restoration of furniture, the refurbishment of white goods and the retail of both. To this is added the sale of new bulky household goods, secondhand clothing and small household items. The process is structured around 3 Luton based retail outlets, a warehouse and a recycling/re-use centre. It is enabled by a fleet of 5 vehicles and undertaken by 15 front line staff supported by 100 volunteers a year.



Doing business a different way

The Furniture Shop in Power Court has a growing place in the hearts of many in Luton. When the warehouse first opened, few would ever have imagined it would be there for the long term, but rather than struggle by, it has grown and grown. There are several reasons for its success, but if you distil those down, there are three key elements.

There are the supporters and donors. It may be people want to see their old furniture go to a good home, it may be they like the environmental aspect of the furniture not being crushed, burnt or buried in land fill or it may be the idea that their donation is helping someone else in need. Whatever the reasons, as long as the goods have potential for resale, often after some refurbishment, then we will accept them.

Then there are the customers. Our customer base has expanded dramatically over the years and we now see well over 3,000 people a year. Low-

income families know they can get a special price at the store, landlords know they can find hard wearing good quality furniture at the right price and bargain hunters know they may find a hidden gem amongst the thousands of items in the store on any one day. When we sell the goods, all that money goes back into providing more opportunities for those in need.

Finally there are the volunteers who work there. They range from people who have been out of work for a long time and are looking to get back to work, people wanting to learn a new skill like how to install and service washing machines and there are those who need some structure in their lives, where their self-esteem can be rebuilt. At the end of their time with us we aim to help them back into paid employment, volunteering or to find further training.

“When we sell the goods, all that money goes back into providing more opportunities for those in need.”



Where your donated goods may go

It is often hard to picture how your donated furniture can help; in many cases it is refurbished and bought by someone, they could be rich or they could be poor. The key thing is that the proceeds go back to building up the work of NOAH. We also help those who literally have nothing more than the clothes they stand up in.

The following are examples as told by a member of our Furniture Shop staff..

When we received the call from a lady, we knew from the sound of her voice that she was in trouble. She almost sounded like she expected to be told that we couldn't help! The family's home had just been gutted by fire. Everything was destroyed or damaged beyond use. They hadn't been able to afford insurance and now had absolutely nothing and no money to buy even the basics. We told the family to come straight down to Power Court. When they arrived their two young girls aged five and three were still in their pyjamas. They were all lucky to still be alive, it was just hours after the fire and they were all in shock.

We sat them down with tea, squash and biscuits and talked about the temporary accommodation they had been given. It was an empty two bedroom shell. The change in their faces as they realised that we would help was amazing. First of all we put them all in the NOAH

minibus and drove them up to our Charity Shop in High Town where they got clothes and some toys for the girls. Next, back to Power Court and Leigh and Agnes of NOAH's staff team acted as their personal shoppers setting aside beds, duvets, a sofa, table and chairs, a chest of drawers and a wardrobe. By the afternoon we had everything loaded into a van and the team went with the family to deliver their new possessions. Within a few hours they had gone from having nothing to having a temporary home again.

We had another call from social services. They had a lady with two young children who had arrived from the North East, running away from her home and a violent relationship. Over time she had suffered broken arms, ribs and eventually had reached the point where she felt strong enough to escape. The family arrived with nothing. Again the team helped with everything they needed. A few days later a simple card arrived in the post.

"Dear NOAH, without you I don't know what I would have done. Thank you."



Welfare Centre and General Enquiries

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The Arkaid

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The NOAH Shop and Training Centre

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