



ANNUAL REVIEW 2013

# BACK INTO SOCIETY

# CONTENTS

Vision, Mission, Values	3
Introduction	5
The impact of our work	7
Welfare Centre	8
Case study	11
Outreach	13
Winter Shelter	15
Health	16
Resettlement advice	19
Volunteering and the soup kitchen	20
Creative workshops	22
Social Enterprise	25
Training and Employment Mentoring	27
Financial Statements	28-29
The Future	30
Thank you	31

Names have been changed. All images used in this report are of people that NOAH has worked with. The people pictured are not the subjects of the case study stories.

## 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 people especially those who are either temporary or entrenched rough sleepers, those who are marginalised and socially excluded, or those who have simply fallen into poverty.

## MISSION

*We will do this through*

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

## 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.

### Board of Trustees

Rev Andrew Blyth (Chair), Ralph Gough (Treasurer), Anthony Gray, Karen MacRitchie, Lord McKenzie of Luton, Rev Robert O'Neill, Dr Peter Ward

### Senior Management Team

Jim O'Connor	Chief Executive
Steve Gill	Corporate Affairs
Tim Archbold	Operations
Jane Seaton	Finance
Rob Adamek	Marketing & Communications
Stella Sinfield	Human Resources



# INTRODUCTION

**FOR 25 YEARS NOAH HAS BEEN WORKING TO PROVIDE SUPPORT FOR PEOPLE WHO HAVE NOWHERE ELSE TO TURN. WITH OUR STAFF TEAM, MANY VOLUNTEERS AND BENEFACTORS, A COMBINATION THAT IS DEDICATED TO SEEING AND HELPING REALISE THE POTENTIAL IN PEOPLE, WE HAVE COME THROUGH TOUGH TIMES TO CREATE AN ORGANISATION THAT CAN DO SOME EXTRAORDINARY THINGS.**

These past few years have not been easy. There is greater need than ever before but fewer resources. We have had to balance funds against growing need and this has meant using some reserves to see us through a challenging financial environment. But we have managed.

What always encourages me about NOAH is our ability to do amazing things despite limited resources. Over the years this has been recognised locally, by Central Government and by the biggest funders of the sector. We have been selected for major grants from the Homelessness Transition Fund to help prevent rough sleeping in Luton and subsequent to that to do similarly throughout Bedfordshire. This is part of the No Second Night Out initiative whereby no one should have to spend a second night on the streets and it is our privilege to have the opportunity to help in some measure.


We have also received funding from some of the largest Charitable Trusts this year enabling us to develop new services and maintain others.

And we wouldn't be able to do half of what we manage to do without all of our volunteers who set aside a regular time slot to help us run some of the services, especially in the evenings and at the weekends.

We have a new challenge. The time has come to replace our Welfare Centre which has served us well but is obsolete and of insufficient capacity. The building can no longer be economically maintained and we need more space for what is, alas, a growing need. The search for a new home is under way and so we begin another chapter in the wonderful story of NOAH and our people.

I am very aware that nothing that has or will be achieved, is occasioned without the grace of God that is manifest in the generosity and selfless commitment of our staff and volunteers, through the considerate support of donors – individuals, groups, businesses, statutory and educational agencies and much valued Charitable Trusts.

**Jim O'Connor** - Chief Executive



## **NOAH BY NUMBERS**

### **IN THE PAST YEAR WE HAVE:**

- **PREPARED 33,000 MEALS**
- **HELD 2,000 SUPPORT SESSIONS**
- **CONDUCTED 600 GP SESSIONS ON SITE**
- **GIVEN 500 HAIRCUTS**
- **DELIVERED 400 COUNSELLING SESSIONS**
- **ARRANGED 600 DENTIST APPOINTMENTS**
- **HOUSED OVER 150 HOMELESS PEOPLE**
- **SUPPORTED OVER 500 PEOPLE WITH DRUG OR ALCOHOL PROBLEMS**
- **WASHED OVER 5 TONNES OF LAUNDRY**
- **SAVED 500 TONNES OF WASTE GOING TO LANDFILL**

# THE IMPACT OF OUR WORK

Spending on welfare is always a topic of debate nowadays. Every local authority is challenged with reducing spending generally and in this respect significantly. They are understandably looking to obtain the best value they can within very limited budgets, so it is important for us to be able to clearly show the benefit and added value we provide in helping them to meet their objectives. Of course, at the same time we will always represent the needs of the poor and will advocate tirelessly on their behalf regardless of local or national constraints.

The benefit of our work is best expressed in its practical delivery; the number of people we have helped off the streets, the number we have helped with serious addiction problems, and the number for whom we have provided training and work experience and, in the process, helped to rebuild their self esteem and confidence. In everything that we do at NOAH we work to help each person to improve the quality of their life, from the initial assessment of their needs to assisting them to engage with the menu of services that they require. We measure the improvement in each person who comes through our doors in order to evidence the impact and demonstrate the benefits to those who are among the poorest in our community so that we may be empowered to continue to support them.

We also want to show that investment in NOAH's work vastly reduces the cost of welfare to the state and to the local economy. Many of the people who come to NOAH are not likely to find getting employment easy. They are long term unemployed, many are homeless, they may have drug or alcohol dependency issues and they may have mental health problems.

So NOAH invests in them, cares for them, supports them. We encourage them to volunteer at our Social Enterprise where we can provide training in employable skills while we help sort out housing and other issues and then, in time, we provide practical support through CV writing and preparation for job interviews to help them find employment. Even when there are few jobs available, the chance to face each day with a purpose and get involved on a voluntary basis has helped make some dramatic changes in people's lives.

When we see someone who had been spending their time on the streets now motivated to get up in the morning and come to our Social Enterprise to volunteer, we know we have made a difference not only to the individual but to the community. As a result there will be less anti-social behaviour, less risk of crime, less demand on health services, with a consequent reduction in cost for the statutory services – Council, NHS and Police.

# WELFARE CENTRE

## **AT 8.15 AM THE GATES TO THE COURTYARD OF THE WELFARE CENTRE OPEN AND THE SMELL OF BREAKFAST IS ALREADY IN THE AIR.**

On any given day over 100 people will turn up with a variety of needs. Many do come to start their day with a cooked breakfast. Others have appointments, need to talk through problems or just want company and a cup of tea.

The Welfare Centre is open 365 days a year from 8.15am - 3.45pm weekdays and 10.00am - 3.00pm at weekends. We open again at 7.00pm each evening to provide soup and sandwiches to those who are homeless. The Centre provides a safe environment where people can come and discuss their problems and get advice about a range of issues related to housing, health and employment. Everybody who comes to the Centre completes a self-assessment questionnaire from which we can, with them, devise a personal support plan tailored to their individual needs.

Facilities include:


- A canteen serving three meals a day
- Showers and a laundry
- A clothing store
- A GP's surgery
- A mobile dentistry
- Creative workshops for music, art and drama

At the beginning of 2013 Luton Borough Council gifted us the building from which we operate and the site on which it stands. They have invested in ensuring that the building is secure and the utilities and other services are adequate and compliant. This will give us breathing space to find a replacement for a building that has served us well but is increasingly inadequate. In the meantime we will continue to make short term improvements as funds become available.









### CASE STUDY:

We became aware of Gavin's plight in May when we were told of a man sleeping in a tent in a cemetery. After several attempts one of our Outreach Workers found him early one morning wandering along the road with his three dogs. Gavin was happy to come to our Welfare Centre so that we could discuss with him how we might help.

The priority was, of course, accommodation which we set about finding with a will. But not everyone welcomes dogs. We persevered and, in the meantime, provided Gavin with a new tent to replace his old one which had been vandalised. He got food, clothing and other support each day at our Centre.

Through sheer persistence and determination we found a flat for let locally that was perfect. Gavin has now moved into his new home along with his four-legged companions who enjoy daily walks with him and return to curl up on a comfortable floor. Through our Social Enterprise we have been able to provide Gavin with a starter pack of essential furniture and white goods.



**65 PEOPLE SLEEPING ROUGH SUPPORTED AS PART OF 'NO SECOND NIGHT OUT'**

# OUTREACH - ENDING ROUGH SLEEPING IN BEDFORDSHIRE

At the start of 2012 we received funding through the Homelessness Transition Fund to work with rough sleepers in Luton. This was extended to the whole of Bedfordshire in 2013. The aim of the project is to persuade people living on the streets to engage with our services.

The project is aimed at people rough sleeping anywhere in Bedfordshire. We aim to be able to support over 65 people to move away from the streets as well as preventing people who suddenly find themselves homeless from having to sleep rough.

The purpose of the project is to work with the most excluded individuals, particularly entrenched rough sleepers, by helping them off the streets into secure accommodation, providing the support of a key worker, addressing health and other issues such as substance misuse, and organising reconnection where appropriate.

We accept calls from the public, the emergency services and other community groups who may be concerned about someone they have seen sleeping rough. We then go out and try to find the person. This isn't always easy, as people are often reluctant to be found and consequently they hide away, sometimes in empty buildings,

old businesses and warehouses around the County. They hide their belongings during the day and return at night.

The conditions that people are living in are appalling, with no access to heating, lighting or sanitation and often with no windows and broken glass all around. You may wonder why people would live this way, but for some they feel they have no option.

Our Outreach Team encourage people they find to come to the Welfare Centre for food, showers and laundry and as a base from which to access, with our help, the specialist services they require. Also it provides the opportunity to prepare, with their input, individualised and tailored support plans which will become their road map to a better quality of life. A priority is to help them off the streets by finding accommodation that might be temporary shelter initially, followed quickly by more settled living.

Many living in abandoned buildings have come from Eastern Europe and have no access to public funds. They do not have an NI number and have been working in the grey economy. The Team help them sort out ID, and for some, there is support to help them to travel back home.

**53 PEOPLE USED THE WINTER SHELTER,  
80% NEVER RETURNED TO THE STREETS**



# WINTER SHELTER

For the fifth year running we have opened a winter shelter in Luton to provide a warm, dry, safe place to sleep when the temperature falls to zero or below at night. We employ one member of staff who is supported by volunteers from around Luton.

We run the project out of the local Salvation Army Centre premises with the support of Luton Borough Council and with St John's Ambulance service in attendance. The project provides a lifeline for rough

sleepers in the town and a chance for us to encourage them to come to the Centre so that we can start to help them move away from the streets.

15 – 20 people who are homeless will stay on any one night. Last year, in total, we helped 53 rough sleepers. It is one of our best opportunities to start to break the cycle of homelessness and offer very basic help like health care and hot nutritious food.

---

## CASE STUDY:

I started drinking at an early age and as a result got thrown out of school with no qualifications. I had no choice but to leave my parents' home as a result of my drug taking and drinking. With nothing to do and no money I wound up getting barred from the area for shoplifting and anti-social behaviour and went to prison for the first time at the age of 16. For the next 17 years I went through spells of homelessness and drinking, moving from hostels to night shelters and onto the streets. I ended up serving 4 prison terms.

Eventually I decided I had had enough and attended rehab clinics and sessions for heroin and alcohol addiction. Completing the treatment programme was the first thing I ever saw through from start to finish. In February it will be 2 years since I had my last drink or took any drugs. It took me over a year just to learn how to live again without mood altering substances. I had a roof over my head and have had to learn all over again to choose what clothes to wear, what books to read, and what food to eat.

Since my troubles I have always wanted to work in a night shelter, helping other people who are where I was. It hasn't been easy but my wish has now come true. It started with voluntary work at NOAH to help me get back into the swing of things as I hadn't worked for years. Then I transferred into a position that became vacant at NOAH. I am truly grateful to have an opportunity to give back and help others. I also now have my family back in my life and recently became a proud uncle. For the first time in my life I am living independently and paying my own rent; no drugs, no drink. NOAH helped me make that possible... thanks man.

# HEALTH

Life on the streets is harsh and we see a wide range of problems in those who come to our Medical Centre. One of the biggest challenges is that our service users often ignore small ailments until they have developed into something far more serious.

People who are homeless do not use GP's as much as the general public but are up to eight times more likely to use A&E. The average age of death of a homeless person is estimated to be 43-47 years of age.

To address the health needs of our people we have a small surgery on site. When we first have contact with someone there is a high probability that they have a health problem. We arrange a visit to one of our visiting GP's who can set up a treatment

plan. We also liaise with mental health services if needed. Research suggests that 8 out of 10 homeless people have a physical health problem, 7 out of 10 have a mental health problem.

A mobile dentistry unit comes on site every week. Many of our Service Users have problems with their teeth and gums that if untreated, as they can be sometimes for years, will lead to decay and loss.

This attention to people's health needs has a huge impact, not just in simply improving the health of our Service Users, but also in the preventative benefits that occur as a consequence and the knock-on reduction in the demand for A&E, ambulance/paramedic call-out and remedial hospital treatment.

---

## CASE STUDY:

Denis is a man in his early seventies who had a record of extensive use of NHS services. Denis was going to A&E every day of the year and calling out the paramedics followed by the ambulance service roughly 30 times per quarter.

Since working with the NOAH Outreach Team, his nights in hospital reduced to just 10 in the first 3 months and then further reduced to four in the next 3 months. His visits to A&E have reduced to just 12 times in six months and there has been a reduction in ambulance call outs.

Using costs calculated by the Personal Social Services Research Unit at the University of Kent of £337 per ambulance call-out plus £184 for the associated police call-out and £223 for each overnight stay in hospital, then the direct savings generated by our support add up to over £114,000 p.a.!







# RESETTLEMENT ADVICE

Most of us feel a huge sense of security when we come home and lock our front door behind us, make a cup of tea and settle down. Home is the place where we are safe, where we can relax, celebrate events and can sleep soundly at night.

But not everyone shares that same sense of home and security. We see up to 250 people every month who come to us because they are worried about their housing or other things happening in their lives that affect their housing.

Problems include people having nowhere to live, people who are homeless and sleeping in derelict buildings, on friends' floors or the street. Some come to us because they can no longer afford where they are staying, especially with the changes in housing benefit, whilst others are living in overcrowded or appalling conditions that are affecting their physical and mental health.

On average we manage to rehouse up to 15 people a month; it was 30 before recessionary cuts meant that we had to reduce our staffing in this very important activity. Even finding accommodation for the lesser number is now proving harder to achieve. In the private rented sector, because of changes in housing benefit for the under 35's and the planned scrapping of housing benefit for the under 25's, and other changes like universal credit, landlords are increasingly reluctant to accept tenants whose ability to pay rent is, because of these legislative changes, uncertain. They would prefer to have students and salaried workers as tenants whom they would perceive as more reliable than a homeless person.

In response to this problem we are looking at developing our own housing provision, working with local housing associations and entering into stronger relationships with a core group of landlords who will work with us.

# VOLUNTEERING AND THE SOUP KITCHEN



Volunteers have played a vital role in the life of NOAH from our very beginning. Today we have volunteering opportunities throughout NOAH and, in many cases, it is they who help us keep the service running. In fact it is hard to look around the organisation and not bump into one of our many volunteers. They help run the Charity Shop, the Social Enterprise, the Welfare Centre and Soup Kitchen.

We remember the thousands of volunteers who helped make the Olympics so special. That spirit of enthusiasm and dedication is seen every evening here as a team turn

up to prepare soup and sandwiches for our Service Users. It is a great example of how the local community works together with NOAH to meet the needs of those who have fallen on hard times.

The work the volunteers undertake is wide ranging. As well as cooking and serving meals, they spend time befriending and ensuring the welfare centre is a welcoming environment. They sort donations, serve in our shops, assist in our administration, decorate our premises and have even reconstructed our website – have a look. [www.noahenterprise.org](http://www.noahenterprise.org)



# CREATIVE WORKSHOPS

We run a range of creative activities in a studio at the back of our Welfare Centre. Some are led by independent professionals while others have developed out of an expressed interest from Service Users and staff.

Giving people a chance to be creative has proven to be of great therapeutic value as well as helping those who need a positive distraction from fighting their addictions. Many of our Service Users have very low self-esteem and these activities help to rebuild their confidence and restore their dignity.

Painting, opera, drama and music are among the activities that people can sign up for. Our tutors are excellent at accommodating people of all abilities and making sure that each person gives of their best and gets the most out of each session. It is also a great environment for people to find peace and (sometimes) quiet and a chance to reflect on their lives.







**10,000 PIECES OF FURNITURE AND WHITE  
GOODS SAVED FROM BEING DUMPED**



# SOCIAL ENTERPRISE

In addition to our traditional retail outlet, the NOAH Shop in Luton's High Town, we have the Furniture Store in Church Street. This is a furniture and white goods refurbishment and re-use project that started with a few tarpaulins covering donated goods at our Welfare Centre 20 years ago. It has moved through several premises and has grown steadily to occupy a 25,000sq ft warehouse on 2 floors.

Its growth is down to its popularity in the town. Sales in 2004 were around 4,000 units generating £120,000 per annum; we now expect to sell 10,000 units generating £500,000 p.a. largely made up of reclaimed furniture and a wide range of top brand refurbished white goods. We also manufacture customised furniture products to the customer's specification.

We try to give the customer the best choice and value in furniture and white goods. There is also in our Furniture Store an

extensive range of new goods at unbeatable prices. Among our donated goods you will find sofas, wardrobes, dining room tables and chairs, washing machines, fridges/freezers and cookers. We collect large items free of charge (except for house clearance services which are available at competitive prices).

The Furniture Store is no ordinary shop. The project offers work experience to over 100 people a year who have been long-term unemployed. We collect furniture from around Bedfordshire that would either have been dumped on the streets or sent to landfill. The profits that the project generates go back into our welfare service.

Quite apart from all this, the project sells great products at great prices. With around 4,000 customers a year looking for affordable goods, the Furniture Store is one of Luton's best-kept secrets.

## **STATS:**

- **RE-USES 500+ TONNES OF WHAT WOULD OTHERWISE BE BULK WASTE**
- **SELLING 200 ITEMS A WEEK**
- **THE BUSINESS EMPLOYS OVER 100 PEOPLE – BOTH PAID AND VOLUNTARY**
- **4,000 CUSTOMERS A YEAR**

The image shows the exterior of a Jobcentreplus building. A prominent green horizontal band runs across the top of the brick facade, featuring the 'jobcentreplus' logo in white and yellow text. Below this band, the building's entrance is framed by two large, cylindrical brick pillars. The entrance consists of glass doors leading into a brightly lit interior. In the foreground, two white silhouettes of people are positioned as if walking towards the entrance. To the left, a white barrier is visible, and a few other people can be seen in the background. On the right pillar, a small sign with the Jobcentreplus logo and some text is posted. The overall scene is captured in a slightly dim, overcast light, suggesting an outdoor setting.

jobcentreplus

**129 PEOPLE PROVIDED WITH WORK  
EXPERIENCE, TRAINING AND SUPPORT  
TO FIND EMPLOYMENT**

# TRAINING AND EMPLOYMENT MENTORING

NOAH is the largest provider of work experience for people who are long term unemployed and homeless in Luton. But we wanted to convert this into real jobs for people, enabling them to break away from poverty and often generations of welfare dependency.

With the support of development grants from the Ashden Trust and Job Centre Plus we have set up our Employment and Mentoring project aiming to help our people into employment. Further welcome investment from the LankellyChase Foundation has ensured the continuance of this much needed service.

The project is working with people who come from families where no one has ever worked and so we are breaking some

deeply entrenched patterns but the early indications are very encouraging.

We work with over 100 people a year, helping them to gain work experience and supporting them in finding work. This includes helping them to write CV's, in searching for jobs and in assisting with the application process, then preparing them for subsequent interview. For some we need to help them with language and will enrol them in ESOL (English for Speakers of Other Languages) classes.

We give mentoring support through the early days of employment. The project is still in its infancy but the level of success thus far is a huge encouragement, particularly considering the depressed jobs market.

---

## CASE STUDY:

Geoff is 29 and has never had a job; he is dyslexic and has no employment history. Since coming to NOAH Enterprise he has been trained on Portable Appliance Testing (PAT), attended 2 interviews in person and 1 by telephone. He is currently volunteering with NOAH Enterprise while undertaking a computer course. We are also helping Geoff in his search for other further education routes in which he is interested. The courses he needs are full-time but since he lives in a household where no one works these cannot be funded. Bursaries can only be applied for once the course has begun and he cannot claim Job Seekers' Allowance (JSA) whilst on a full time course. A solution that we are actively exploring for Geoff is to source an Apprenticeship that would provide a salary and free training. Geoff's confidence has increased; he has hope and is more positive about gaining employment.

# FINANCIAL STATEMENTS

Summarised accounts for the year ended 31 March 2012  
No information from the Trustees' Report is included.

## STATEMENT OF FINANCIAL ACTIVITIES FOR YEAR ENDING 31 MARCH 2012

	2012	2011
	£	£
<b>Incoming resources</b>		
<i>Incoming resources from generated funds</i>		
Voluntary income	47,496	87,853
Interest	6,097	2,983
<i>Incoming resources from charitable activities</i>		
Grants	298,271	361,760
Day Centre and related services	242,403	217,957
Social Enterprise	540,460	540,244
Other	2,615	42,248
<b>Total incoming resources</b>	<b>1,137,342</b>	<b>1,253,045</b>
<b>Resources expended</b>		
<i>Costs of generating funds</i>	27,680	30,904
<i>Charitable activities</i>		
Development of Luton Ark	100,742	19,298
Welfare facilities	507,372	549,421
Training facilities	0	11,724
Work experience – social enterprise	713,008	670,003
<i>Governance costs:</i>	15,166	29,254
<b>Total resources expended</b>	<b>1,363,923</b>	<b>1,310,604</b>
<b>Net incoming resources</b>	<b>(226,581)</b>	<b>(57,559)</b>
Funds at 1 April 2011	923,323	980,882
<b>Resources available at 31 March 2012</b>	<b>696,742</b>	<b>923,323</b>

## BALANCE SHEET 31 MARCH 2012

	2012	2011
	£	£
<b>Fixed assets</b>		
Tangible assets	17,493	174,348
<b>Current assets</b>		
Stocks	27,276	29,209
Debtors	33,681	108,695
Cash at bank and in hand	869,399	798,334
	<u>930,355</u>	<u>936,238</u>
<b>Creditors: amounts falling due within one year</b>	<u>251,107</u>	<u>187,263</u>
Net current assets	<u>679,249</u>	<u>748,975</u>
	<u>696,742</u>	<u>923,323</u>
<b>Funds</b>		
Unrestricted funds		
Designated funds	0	440,742
General funds	550,835	256,927
Restricted funds	145,907	225,654
	<u>696,742</u>	<u>923,323</u>

**Signed on behalf of the Board by Rev A Blyth**  
18 July 2012

### **Auditors' statement to the NOAH Enterprise Board of Trustees.**

We have examined the summarised financial statements set out on this page.

The full statutory accounts for the year ended 31 March 2012 have been delivered to the Registrar of Companies on 27 July 2012 and to the Charity Commission on 26 July 2012.

### **Respective responsibilities of the NOAH Enterprise Board of Trustees.**

You 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, on which we reported to you on 19 July 2012.

### **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 for the year ending 31 March 2012.

**MACINTYRE HUDSON LLP** Statutory Auditor and Chartered Accountants  
19 July 2012

A full copy of the annual accounts, directors' report and the auditors' report can be obtained from The NOAH Enterprise at 141 Park Street, Luton LU1 3HG.

# THE FUTURE

The political address to the economic recession has been in large measure the curtailment or total withdrawal of many public services, not least those providing support to the most vulnerable. Poverty is growing and prospective legislative change could turn the momentum into an explosion. We are determined to do all that we can with whatever resources are available to us to continue to serve the poorest of the poor, those who are homeless, rough sleeping, deeply entrenched, without hope, dignity or respect.

Investment by Government, through the Homelessness Transition Fund, in our Street Outreach service has enabled us to continue and cement that service in Luton and now extend it into the rest of Bedfordshire. This gives us the opportunity to work with the respective Local Authorities, the NHS and other agencies to minimise if not resolve the rough sleeping

problem in the County by providing effective support and pathways to those affected. In doing that we need to work towards having the right infrastructure. This would encompass day centres of appropriate capacity with facilities that are not only necessary to provide the proactive support that is our objective but which also respect the dignity of the individual. Particularly we would seek to find pathways into accommodation specifically suited to the needs and circumstances of the people we serve, and frameworks for providing them with employable skills and work experience. We operate this model in Luton; it works and is regarded as effective, and it is one of the reasons that Government and others continue to invest in us. We will seek to extend that in co-operation with statutory and other agencies, working with them to establish a co-ordinated, uniform and effective service to the most entrenched.

## OUR PRIORITIES:

- New Day Centre and associated night shelter
- Look to increase the availability of affordable quality rented accommodation in the private sector through developing relationships with landlords
- Develop our Outreach and floating support for people with complex needs
- Work with Bedford Borough and Central Bedfordshire Councils to develop and deliver services to rough sleepers and the most entrenched
- Expand our Social Enterprise activities in Luton and Bedfordshire
- Develop the Hub Concept for the provision of services to vulnerable adults in Luton
- Increase our campaigning for better support on behalf of our Service Users

# THANK YOU

In times when our resources are being stretched further and the demand for services is higher than ever, charity trustees often have difficult decisions to make about those services. NOAH Enterprise faces all of these pressures and so it is all the more remarkable that the scope of our work has increased and its impact in Luton and the rest of Bedfordshire is growing.

NOAH Enterprise has resilient natural resources in the form of its staff, volunteers, donors and supporters. They are responsible for changing lives, often going beyond what is expected of them to ensure that when someone in need knocks on our door, we are there ready to respond.

I would like to acknowledge and thank every person who has worked to ensure that no one is turned away.

**Rev Andrew Blyth** - Chair

## **Our funders:**

29th May 1961 Charitable Trust

Ashten Trust

Bedford Borough Council

Central Bedfordshire Council

Charlotte Marshall Charitable Trust

DCLG: Homelessness Transition Fund

East of England Development Agency

Irish Government: Department of Foreign Affairs and Trade

John Laing Charitable Trust

LankellyChase Foundation

London Luton Airport

Luton Borough Council

Mazars Charitable Trust

Mrs B L Robinson's Charitable Trust

Nordson CDPI

Sir Cliff Richard Charitable Trust

Sir Harold Hood Charitable Trust

Souter Charitable Trust

The Albert Hunt Charitable Trust

The Garfield Weston Foundation

The Gladys Wightwick Charitable Trust

The Henry Smith Charity

The Maurice and Hilda Laing Charitable Trust

The Steel Charitable Trust

The Wixamtree Trust

Vodafone



### **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](mailto:info@noahenterprise.org)

### **The Furniture Store**

54 Church Street, Luton, LU1 3JG

Tel: +44 (0)1582 484001

Fax: +44 (0)1582 542329

### **The NOAH Shop**

11-15 High Town Road, Luton, LU2 0BW

Tel: +44 (0)1582 736751

**[www.noahenterprise.org](http://www.noahenterprise.org)**

Registered Charity No. 1059672



Supported by



Funded by DCLG,  
administered by Homeless Link



AN ROINN GNÓTHÁÍ EACHTRACHA AGUS TRÁDÁLA NA HÉIREANN  
DEPARTMENT OF FOREIGN AFFAIRS AND TRADE OF IRELAND