

**a safe home**



**towards and into work**



**learning for the future**



**develop talents  
open up opportunity**

**healthy choices**



**foyer music:  
learn  
record  
perform**



**annual report**  
**2014**



## Message from our Chief Executive, Ken Milroy

I am delighted to present the Foyer's Annual Impact Report for 2014. The report aims to give you an overview of our ongoing work across the North East of Scotland and provide an insight into the valuable and valued work our staff and volunteers undertake day in day out, year on year. The results summarised for 2014 are a real credit to our staff and volunteers across the Foyer, to their commitment and enthusiasm and belief in those with whom we work.

Being in work brings about lasting change to people who have faced challenges in their lives, helping them move on from homelessness, poor health and wellbeing, offending backgrounds and substance misuse. Having a job provides a real sense of purpose, belonging and worth and opens up opportunity. Much of what we do at the Foyer is about enabling those who face difficulties in their lives to progress into work. It was young people who faced multiple issues which resulted in homelessness that prompted the formation of the Foyer in 1995. Sadly, and despite progressive policies from Government and a more secure funding framework for our work, many still face the issue of 'no home, no job - no job, no home'.

At the heart of the Foyer we believe that enabling people who can to move towards and into work actively supports a positive contribution to their own wellbeing and the wellbeing of their families and communities.

2345 people supported in 2014

The Foyer seeks to break these cycles of poverty, providing support, challenge and opportunity. Helping individuals find and cultivate their talents and interests.

695 people achieved accredited qualifications

While the Foyer has moved well beyond the early focus we had on just those aged 16 – 25 to encompass a much wider age range of programme participants, learners and tenants, young people remain a priority. The growth of the organisation has been fuelled through our positive and practical response to need, matched with an eye for opportunity and a focussed sense of purpose. While the North East of Scotland has been sheltered from the worst impact of the recession, there continue to be those who do not benefit from the economic successes of our region.

With much of our work funded by Government we have faced financial uncertainty like many others working to provide public services. We have had to be proactive in dealing with difficult business decisions for the organisation. Making those decisions stands us in good stead for, and enthusiastic about, the future.

Here's a flavour of our work and some highlights of our impact and success.



**“20 years’ experience supporting people to independent living learning and work**



## Foyer’s operational services

**1892**

**people with improved confidence**

We have 20 years’ experience of supporting people towards independent living, learning and work. We are justly proud of the many individuals who have worked hard, persevered and have been committed to completing training programmes and engaging in services following periods of transition and often chaos their lives.

Success lies in taking a positive approach to working with people, some of whom have had a difficult start in life. Experience has taught us in order to support people to move forward we must look for the potential, look beyond the problem. By focussing on a person’s interests, talents, skills and attributes we can support them to identify what they would like to achieve and then help put in place the steps they need to take to reach their goals.

We work to open up opportunities and create the appropriate environment for individuals to develop their talents. People can select from a range of services to build a personalised package of support and training specific to their needs and goals leading to the best possible results and real and lasting changes in their lives.

**91 OUT OF 125**

**Prince’s Trust Team participants completed the programme**



“

... we hope to give young people a sense of belonging and the confidence to move forward from a position of safety.



**116 young people in foyer housing**

**22 young people moved into own accommodation**

**15 returned home**

## Foyer Housing

Through Foyer Housing we provide a temporary home with support for formerly homeless and at risk young people. We work closely with both Aberdeen City and Aberdeenshire Councils to help meet each Council’s statutory duties for those who present as homeless.

There are many reasons why someone may need a safe home along with individualised support to make changes from what may have been a chaotic, possibly troubled life towards a positive and productive future. For young people the transition from adolescence to adulthood can be difficult. We listen and respond to the hopes and aspirations of those we accommodate, helping them plan for life beyond the Foyer – a safe home, a job, friends and family.

We provide supported tenancies for young people aged 16 – 25 across 7 sites; Aberdeen (2), Peterhead, Fraserburgh, Banchory, Stonehaven and Inverurie working with up to 80 tenants at any one time.



### Case Study

R and his partner secured a joint Foyer tenancy following a family breakdown. R had issues around drugs and during his tenancy this was an area he sought support in tackling. Eventually, R and his partner moved onto a joint independent tenancy. Unfortunately, the relationship ended and this resulted in R relapsing. At this point he chose to access the Foyer for support and eventually enrolled and completed the Lifeshaper programme. R gained voluntary experience in gardening through Foyer Works and eventually went on to secure full time employment. R had previously identified his ideal job would be in the construction industry and with support from the Foyer’s Learning Team, he eventually gained the necessary skills and qualifications which enabled him to secure full time employment in his chosen field.





## Foyer Learning

Foyer Learning offers a range of opportunities to help people move towards and into work.

Working with partners we are able to provide a variety of learning and training opportunities to suit people at different points of their journey into work. Some programmes are tailored to skills shortages in the local economy so we work closely with employers and other training organisations to help ensure positive outcomes for those with whom we work.

### Case Study

Unemployed at 18 L was offered a work placement with Aramark at BP's headquarters. Before his placement L completed a few weeks' employability training at the Foyer including Food Hygiene, First Aid and Manual Handling. L's placement went very well with excellent support from Aramark staff. He was given all round experience with both behind the scenes and front of house duties.

Proof of his success, L was offered and accepted full time employment with Aramark after just 4 weeks on placement. L was ecstatic about the result due in no small way to his enthusiasm and effort.

Some months into the job, Aramark recognised L at a staff event for going beyond the call of duty and he has also been taking SVQs.

### Case Study

At school S had been diagnosed with Aspergers and on moving into Foyer accommodation found it difficult to get on with staff and other tenants. With time and commitment, S eventually began engaging and took the big step of signing up for the Prince's Trust Team. S successfully completed the course and despite her anxieties was able to present to her family, friends and other guests all that she and her team mates had done during the programme - a huge achievement!

S gained part time employment before going on to undertake the necessary training to allow her to work as security in local shops and pubs.

S has moved on from the Foyer's supported accommodation and continues to maintain her tenancy. She also continues to work in her chosen field and has successfully made the transition from supported to independent living.

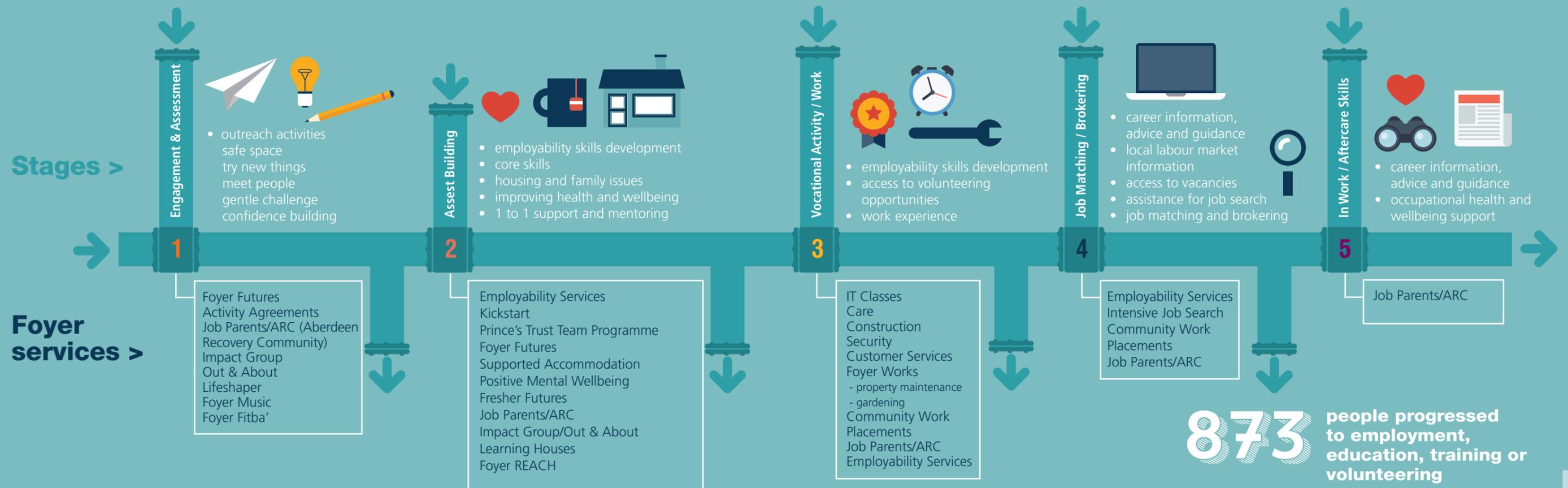


looking beyond problems to find the person with skills, possibilities and dreams

**21** people in supported employment opportunities



## The foyer skills and employability pipeline - 2014





## Foyer Health

Good health is something we value at the Foyer and it has not always been experienced by some with whom we work. Through Foyer Health we work to promote healthy habits, life styles and choices.



We can help signpost to specialist help through the NHS and other organisations as well as provide direct help and support, including counselling, when things are difficult. We take a holistic approach to wellbeing; a healthy mind and body stands us all in good stead to be in a good place to make the right choices for the future and be able to embark on training and work.

Our services are designed and delivered with an approach that holds the person at the centre of what we do. Our starting point is to focus on a person's strengths and potential and to avoid highlighting what is not being achieved. Building self esteem and confidence is often a critical starting point, while working in a non judgmental way whether that's with a person involved in an early intervention or self management project or in our housing service or any of our learning and training programmes.



**We take a holistic approach to wellbeing; a healthy mind and body stands us all in good stead**



### Case Study



At 42 K lives alone and had been unemployed for 10 years. He had struggled with substance misuse, was trying to control his alcohol intake and suffered from chronic anxiety and social isolation. Not leaving the house, drinking a lot and eating unhealthy food had resulted in weight gain that made K feel "rubbish" about himself.

Over some months K gradually increased his attendance at the Impact Project. He took an active role in the kitchen activities and became engrossed in local history sessions, but he didn't come in on a Monday due to his ongoing alcohol use at weekends and the negative effect this had on his physical health and his mental wellbeing.

In March K was one of the first group members to begin working on the Green Fingers Project at our allotment. He had never grown anything before and was initially convinced that he would have no skills or talent to bring.

Some months later K, became the main co-ordinator of the Green Fingers Project; a key holder with responsibility for watering the produce over the weekends. "I'm way too busy to waste my weekends drinking!" He takes huge pride in all the group has achieved at the allotment and describes the space as his "favourite place to be".

# 43 OUT OF 53

## Foyer Futures

Foyer Futures participants improved confidence

Although many of our established services are aimed at responding to those in crisis, we have increasingly recognised the vital importance of early intervention and prevention, so many of our newer activities seek to prevent worsening situations for those at risk, particularly young people. Foyer Futures has been established with support from the venture philanthropy initiative Inspiring Scotland. Through the small staff team we have positively engaged with those young people who have not been fitting into mainstream services, to provide through both individual and group work, a successful route back to mainstream services and positive destinations.



### Case Study



L first spent some time with Foyer Futures before joining the Kickstart programme where he took part in group and work based activities. Making good progress, L became a Foyer Works trainee undertaking a varied workload ranging from gardening to painting. The job involved working in clients' houses fixing household items, joinery and removals. Through this post, L recognised he was interested in electrical work in particular. His confidence grew during his time with Foyer Works and he has moved on to be an apprentice car mechanic.



# Foyer Enterprise

Integral to the Foyer are our businesses: **Foyer Graphics**, **Roadwise Driver Training** and **Foyer Works**. Profit from these enterprises goes to support our wider work. They also raise the profile of the Foyer in the wider community as well as provide invaluable employment, work experience and training opportunities for those with whom we work. We look forward to doing business with you!



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**350** learners  
**50** companies

## Roadwise Driver Training

The North East's largest independent driving school.  
Learner tuition and corporate driver training

Road Safety is our priority

- Driving lessons
- Refresher lessons
- Skid training
- Trailer towing
- Pass plus
- Advanced driving
- Defensive driving
- UK road familiarisation
- Under 17 tuition

Tel **0800 0151642**  
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[www.roadwisedrivertraining.co.uk](http://www.roadwisedrivertraining.co.uk)

**...pass rate well above national average...**

OVER **750**  
JOBS HANDLED  
IN ONE YEAR

MONTHLY AVERAGE  
**50 > 65**  
JOBS

**MEMBERS OF STAFF**

**CONNECTED WITH 150 CLIENTS & SUPPLIERS**

### TYPES OF WORK

- |            |                |                  |                 |                      |
|------------|----------------|------------------|-----------------|----------------------|
| logos      | annual reports | adverts          | newsletters     | vehicle livery       |
| stationery | flyers         | infographics     | games           | corporate gifts      |
| posters    | brochures      | interactive PDFs | signage         | exhibition stands    |
| books      | websites       | invites          | pull up banners | property particulars |

### SAMPLE OF OUR CLIENTS



**Foyer Works provides a cost effective and responsive property maintenance service.**

Our clients include landlords, homeowners, local authorities, housing associations and local companies. Our teams, supervised by time-served tradesmen, provide a quality service you can trust to be on time, on budget and of a high standard.

### What can we do for you?

- basic ground maintenance & gardening
- painting & decorating
- uplift & disposal of unwanted goods
- removals
- joinery repairs
- property cleaning (eg end of lease, void properties & offices)
- PAT testing

**17**  
trainees engaged in  
foyer works service



To discuss your requirements, request an estimate or book a job please call 01224 252363 or email [foyerworks@aberdweenfoyer.com](mailto:foyerworks@aberdweenfoyer.com)

Foyer Works offer training and employment opportunities; developing motivated, skilled and work ready people to meet the needs of local employers.

## Message from Katy Gifford Chairman



In December 2013 I was delighted to be appointed as the new Chairman of the Foyer Board. My sincere thanks to my predecessor Keith Allan, who brought considerable skill, experience and good humour to the work of the Board as well as an enviable talent for getting through long and complex agendas in good time and with clear decisions. I know staff and fellow Board members are indebted to Keith for his contribution, as we all are for the contribution of those other members of the Board who also stood down: Paul de Leeuw, Ross Richardson, Liam Kerr, Jim Campbell, Frank Hughes, Malcolm McNeil and from Foyer Enterprise Board: Karen Molloy, Ken Massie and Doug Thomson.

Since joining the Board of the Foyer in 2010, I never cease to be amazed by the commitment, talent and enthusiasm that our staff have for the work of the organisation. I know this is shared by all my fellow Board members. That commitment shines through in the results and achievements of those with whom we work. This report provides a useful insight into the impact that the Foyer has on the lives of so many.

I would also wish to pay tribute and thank our staff who keep the organisational 'engine' running - the 'backroom staff' who keep our financial, HR and IT systems working, oversee our facilities, manage our communications and support our business development and fund raising activities. Managing all these functions and services in what can be a challenging and changing environment is no easy task - so thank you for all your efforts.

My thanks and that of my Board colleagues are also extended to the public sector commissioners and funders, funders from Trust Funds and Corporate Supporters and to those who purchase the services of our businesses - Foyer Graphics, Foyer Works and Roadwise Driver Training - this makes what we do possible.



**I never cease to be amazed by the commitment, talent and enthusiasm our staff have for the work of the organisation**



## In conclusion

We believe that investing in people is not an option. We cannot fail those who need accommodation and support into work, those who need to know there is hope and opportunity and those who need to know that they too can succeed.

My thanks go to all who support the Foyer and to our Board members who give generously of their time and experience from all walks of life to help steer the Foyer to continuing success.

It is a privilege to lead the Foyer as Chief Executive in our 20th year and I look forward to continuing the positive social and economic impact we make across the North East of Scotland.

**Ken Milroy** MBE  
Chief Executive



## BP Young Leaders Programme – Commonwealth Games 2014

Building on BP's and our own experience from the London 2012 Olympics, we delivered the Young Leaders Programme for Glasgow 2014. The 18 month personal development programme for young people aged 17-21 was designed to give them a chance to develop skills to progress into employment, training and/or volunteering.

The young leaders developed and delivered community projects with a positive local impact. Nine young people volunteered at the Commonwealth Games demonstrating resilience and determination, working long hours dealing with queues and large crowds with a smile. Having aspirations is nice, fulfilling them is exhilarating. The young leaders should be proud of their achievements.

The programme was supported by BP in conjunction with Inspiring Scotland and the Dame Kelly Holmes Legacy Trust.

### Young Leaders 'Highlights'



"My highlight was meeting all the young leaders, staff and athletes. I'm not used to meeting new people so for me bonding with other people from all over was a big thing. I've made new friends through this experience and that I wouldn't change."

"Working with athletes has been exhilarating because they treat us with respect, they listen to us and they treat us like adults. They have been easy to get on with and they have given us new skills."

"For me it was meeting Dame Kelly Holmes – WOW! My knees went weak and she gave me a hug and an autograph – she's just another human being, down to earth, has a sense of humour and is actually interested in what we're doing and who we are, also how we are! She spoke about her life as an athlete from day one and what an inspirational speech. How she felt around other athletes when she first started out was just how we felt around her but what a buzz once we had actually spoken to her. It was amazing!"

## Work Experience

There is growing evidence of the social and health and wellbeing benefits for people who undertake work experience who have previously been unemployed for long periods as well as the core purpose of developing skills and experience needed for work.

Work experience forms an essential part of most employability programmes the Foyer has operated since 1998. JobCentre Plus now insists a work experience element be part of employability courses. This is the most effective way for Individuals to gain employability experience and learning and for employers get to know individuals. The Scottish Government has endorsed this position most recently through its support for the Certificate of Work Readiness.

Much of the work experience for those on employability programmes is undertaken within the voluntary or public sectors, therefore provides wider community benefit. Over the years we have built numerous links with private sector employers who value our pre employment training such as as team working, communication skills - a "try before you buy" for both parties.

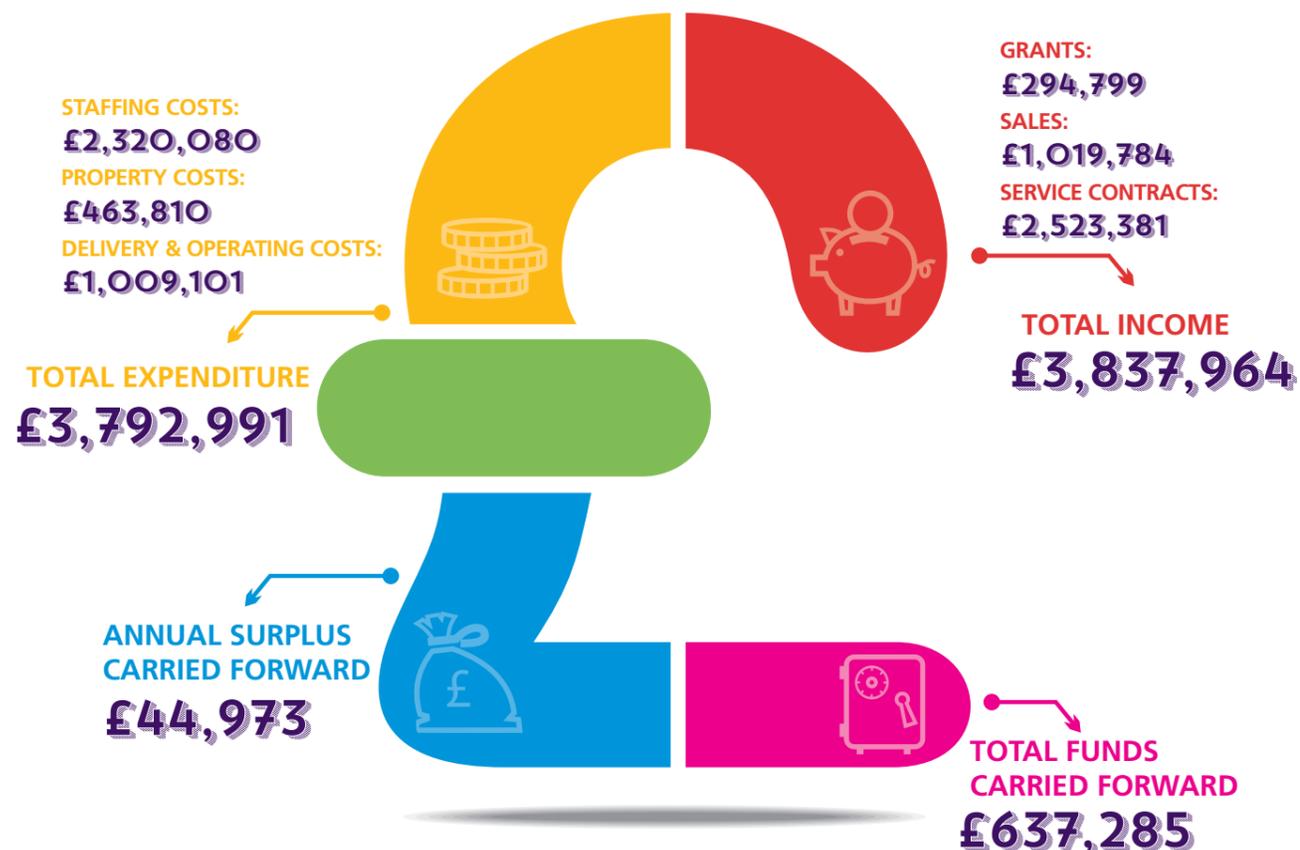


**"Foyer Graphics has given me a thoroughly enjoyable experience, allowing me to learn new skills whilst working with kind and friendly people. My experience here has helped me to clarify the direction I want to follow in the future."**

**Kail Orskov**  
from Prince's Trust Team Aberdeen Foyer  
Fraserburgh on placement at Foyer Graphics

## Finance

APRIL 2013 – MARCH 2014



A copy of the 2013/14 accounts can be provided on request

## Information

### Board Members

Aberdeen Foyer board members  
Katy Gifford – Chairman  
John Scrimgeour  
Alistair Mutch  
Lesley Weir  
Susan Elston – Vice Chairman  
Ken Russell  
Carolyn Clarke  
Kirsty Saluja  
Craig Stirrat  
Muriel Roberts  
Elaine Hart  
Ken Milroy – Chief Executive  
+ Company Secretary

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## **“What would life be like without the Foyer?” a representative of the public sector responds**

While the Foyer can't solve all problems for all people they have a jolly good try and do this in partnership to ensure that people are getting the full range of support.

Without the Foyer there are so many people who would have potentially lost their lives to a variety of illnesses and also so many people who have had their lives enriched allowing them to move out of a downward spiral and on to fulfilling family lives.

Without the Foyer there are a large number of people who would not have had the confidence or aspiration to move forward in so many ways e.g. own tenancies, securing and retaining employment, re-engaging with family, having a secure environment for their own family.

Without the Foyer many people who have made “bad” choices in life would not have had the opportunity to work through these, accept them and move on to a “normal life” .

Without the Foyer many people would not have had the experience of a “Safe Haven” where they can open up and deal with the challenges and barriers preventing them from finding a happy life and wellbeing.

Without the Foyer some of Aberdeen City and Aberdeenshire's most vulnerable residents would not be engaging with any services or support and would have a very poor quality of life.



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 [/aberdeenfoyer](https://www.facebook.com/aberdeenfoyer)