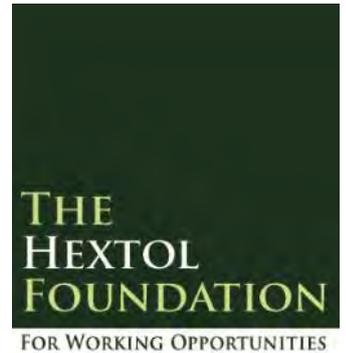


THE
HEXTOL
FOUNDATION

FOR WORKING OPPORTUNITIES

Annual report 2016/17

About us



The Hextol Foundation is a charitable company, limited by guarantee (registered charity number 1120857 and registered company number 5896869) and therefore subject to charity, trust and company law and governed by a Memorandum and Articles of Association, which sets out its charitable objectives in the following terms:

To improve the lives of people with disabilities and who may have other disadvantages, by creating opportunities to work, providing education and training and developing such other charitable forms of support as required.

We want to transform the lives of disabled or disadvantaged people with jobs, work experience and training.

In all we do, we aim to offer

- professional services
- respect to all
- nurturing and development
- a positive and enjoyable workplace

The Hextol Foundation
14C Gilesgate, Hexham, Northumberland, NE46 3NJ
01434 605253
contact@hextol.org.uk
www.hextol.org.uk

Trustees

Gordon Dodd (Chair), **John Pike** (Treasurer), **Helen Compson**, **Peter Cockerill** and **Keith Makin**.



Staff

Chris Milner is Chief Executive and Company Secretary. **Bruce Howorth** is Deputy Chief Executive. **Cherie Sutherland** is Resourcing Manager. **Helen Milner** is Projects & Fundraising Manager. **Claire Smith** is Catering Manager. **Nicky Edwards** is Administrator.



Our Service Leaders are **Trevor Covington**, **Jo Dickinson**, **Charlotte Kell** and **Jo Butler**. Our Supervisors are **Bruce Sutherland**, **Adam Howorth**, **Sheila Jenkins**, **Alice Pope**, **Dave Gibb**, **Beverley Withycombe**, **Stefanie Newton** and **Jean Hayton**.



Highlights from 2016/17

84 people benefitted from our opportunities

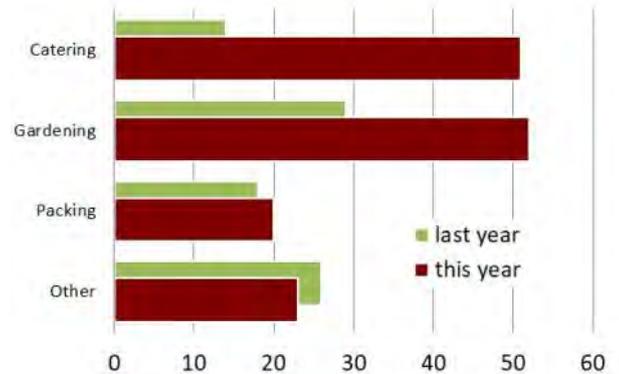


15% more than last year

- 68 as Trainees
- 16 as Assistants

68% Growth in working opportunities (working shifts we run each week)

With growth particularly in jobs in gardening and catering



We opened the Hextol Tans café in Hexham



With great customer feedback and a large team of Trainees, Assistants and staff supported by volunteer Supervisors



Our gardening team in Newcastle grew by **80%**

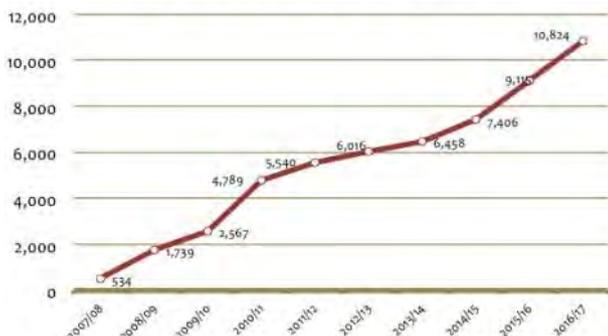


with great results for the children at the Arthur's Hill Federation of Primary Schools

10,824 hours were worked by our beneficiaries

19% more than last year

Hours worked by beneficiaries each year



Our Greenbox packing teams completed their largest ever single job:



26,014 packs

Impact

The Hextol Foundation benefits people who are learning disabled or who have poor mental health. The impact we want to achieve is that the experience and support we provide makes people happier and mentally healthier because they gain skills and experience, achieve more, grow in confidence and self-esteem, become readier for new roles, find more friends and fit better into society.

To achieve these outcomes, we provide:

Working opportunities – jobs in real businesses with real customers, real deadlines and real value.

Skills coaching – on-the-job training from their Supervisors to improve their job and core employability skills.

Regular reviews – with skills targets set and assessed each quarter and progress reviewed with their Supervisor each month.

Rewards – we cannot offer these posts as paid employment but we recognise and appreciate the effort and contribution that people make as volunteer workers with a mix of free lunches, social events and gift vouchers.

Social events – which serve as opportunities to develop further the friendships that form between people who meet at work.

People who have benefited

Some people benefit from our opportunities by working with us as Trainees, others as Assistants to our Supervisors. During the year, a total of 84 people benefited in this way – 68 Trainees and 16 Assistants – a 15% growth on last year. 43% of our beneficiaries were female. 21% were from Newcastle, 79% from West Northumberland. Two thirds were aged 30 or under. The mix of genders and the distribution between age bands is illustrated in this chart.

In the first week of April 2016, there were 62 people working in these roles in our enterprises up from 53 at the same time last year.

Working opportunities

During the year, there was a 68% increase in working opportunities we offer, as measured in the number of (half-day) shift places available each week in our various enterprises and support roles – rising from 87 at the start of the year to 146 by the end.

There were new opportunities in most of our areas, but the biggest areas of growth were the extra places in:

- New roles in the café and kitchen at the Hextol Tans, which added 37 new shift places each week from September
- Additional gardening shift places in the Hextol Gardeners teams in Newcastle, rising steadily through the year by a total of 21.



This substantial growth in working opportunities over the year has already resulted in a growth in the hours of work experience by our beneficiaries, which rose during the year by 19% - up from 9,111 in 2015/16 to 10,824 this year.



Skills coaching

Our Trainee skills development programme ran throughout the year on a quarterly cycle: setting targets, on the job coaching, monthly reviews followed by an end of quarter achievement assessment and awards.

The four core skills topics we tackled during the year were: *Help the Customer, Be on Time, Be Safe and Be Smart.*

Ages and genders of beneficiaries



Job skills targets were set appropriately for each individual's own capability and included challenges such as learning *about winter care for trees and shrubs, accurate folding, using a hammer correctly and making soup from start to end with little support.*

We let our Assistants decide if they want a development target or not. Some prefer not to have the added pressure of achieving a target but, for those that do, we agree a suitable 'workstep' target and they review and assess progress on that with their Supervisor over a three month period.

In all, 166 individual skills targets were achieved during the year; and another 42 were completed but rated as not yet achieved but still progressing at the end of the three months.

Regular reviews

Reviews with each of our Trainees and Assistants take place during the skills development programme. Each person in each role should get a monthly skills development progress review, with a final assessment of achievement at the end of each quarter.

During the last year, a total of 283 such reviews were actually held – an average of 3.37 for each of the 84 people who benefited from our working opportunities during the year.

Rewards and Social events

We recognise and appreciate the effort and contribution that people make as volunteer workers with us by giving our beneficiaries a mix of free lunches, social events and gift vouchers.

We believe that working together introduces you to new people and from that new friendships grow. To help that process, we organise social events for everyone who works with us and, during the last year, these have included a day at the local Kingsood Outdoor Activity Centre, a visit to the Centre For Life exhibition in Newcastle, cinema and ten pin bowling trips, a cake-icing lesson, a barbecue evening and a wonderful Winter Ball.



Caroline's experience at Hextol



Caroline worked for 6 weeks as an assistant in our café, having been referred to us by a community nurse practitioner in the mental health team.

"I felt huge anxiety when I first came, I had stopped wanting to communicate and couldn't even introduce myself. I needed a lot of reassurance and really benefitted from being in an environment where people didn't know me and were non-judgemental.

"Being at Hextol Tans has really boosted my confidence, I feel happier and more confident. Depression takes away your self-esteem and feels like being a child again. I lost all belief in myself. I feel back to my normal self now with improved self-esteem and confidence.

"Hextol Tans has been a recovery café for me, something to put on my CV, and given me the confidence to apply for jobs in the hospitality industry. It has been a very positive experience being supported on my journey to recovery in a community setting in addition to the backup of my family."

Caroline left us in April to start a paid job working with an events management company. Her mother's heartfelt comment was, "Thank you – I have the old Caroline back now."

The Hextol Tans story

In September, we opened our first café – the Hextol Tans. The opportunity came when the Hexham Tans, a vegetarian and seafood café run by mental health services, was forced to close by financial constraints in September 2015. Since the experience it provided was very much what we wanted to give, we offered to reopen the café to benefit people with a learning disability or poor mental health; and we sought and found substantial support from Northumberland Council, the NTW NHS Foundation Trust and many other Trusts, community groups and individuals. This is our story of how the Hextol Tans was recovered.



Claire Smith – Hextol Tans Catering Manager



Sheila Jenkins – Catering Supervisor



Alice Pope – Catering Supervisor



Lauren's experience at Hextol



Lauren has worked at Hextol for 5 years in a variety of jobs, after referral from her learning disability care manager.

She started work in the packing team and in the lunch club kitchen and is now doing office admin and working at the café as a kitchen and café assistant.

At the café, she both helps out front — serving drinks, using the coffee machine, clearing tables, serving scones, cakes and hot food and sorting out cutlery — and in the kitchen making scones, washing up, using the dishwasher and taking plates out.

“Being here has increased my confidence. Now I’ve got the confidence to move on and live on my own and I’ve learnt more independence. I need some support when cooking at home but I’m doing more cooking than before.”

“I have made friends at Hextol and I like the social events. I love working here, it’s really great and there’s a feeling of calm at the café. The staff are nice and helpful and make sure you do the job properly.”

“It makes me much happier working at Hextol. Being part of Hextol, I feel I represent the company. I enjoy that.”



Reboarding the kitchen



Refurbishment in the staff rest area



Repainting the café interior



During redecoration



We recruited a whole new team



Staff induction



Behind the counter



The kitchen team this afternoon

Hextol Gardeners' story

Our team of gardeners in Newcastle was initially set up in July 2015 to provide grounds care and to develop outdoor learning and recreation spaces for the pupils at Westgate Hill primary school and Moorside Community primary school in Arthur's Hill, in West Newcastle. Over the last year, recruiting Trainees with the help of the Newcastle Connexions team, Project Choice and a variety of higher educational colleges in Newcastle, the team has grown steadily and achieved a great deal. This is the story of what they have achieved for the children at just one of those schools this year.

Meadow development

We created a wildflower meadow which is a complex and slow process but the team worked hard to scarify, rake the grass and sow thousands of wildflower seeds.



Revamping mini-beast garden

We transformed a tired looking of Early Years Foundation Stage area into a wildlife friendly mud kitchen. The Trainees were involved in designing the space ready for us to build bug hotels among the plants.



Revamping beds in the playground

We replaced the beds in the back playground with new wood, filled them with soil to be used in growing projects and planted them with seasonal bedding.



Allotment

We redid the beds in the allotment, removing all the soil, refilling with fresh compost, supplying vegetables for the pupils to plant. We also repaired the greenhouse so that it was once again safe to use.





The Trainees' experience as Hextol gardeners

A total of 16 Trainees have benefited this year from working in Newcastle with the Hextol Gardeners., referred to us by the Connexions service, Project Choice or by one of a number of further education colleges.

Charlotte Kell, our Acting service Leader for the Hextol Gardeners team in Newcastle says that, *"Within the supportive environment of being part of a team working towards clear goals, our Trainees become more confident and enthusiastic to follow instruction and work alongside others. This leads them to have a confident approach to being in the workplace and developing their understanding of what is required in employment ."*

Here's what some of them have said about it:

"It's fun and can be quite relaxing, I feel like I'm more safe here, working in gardens, than I am anywhere else. I like the tasks we do. I love the watering."

"I like fresh air, everyone's really nice. I like planting trees and digging."

"It feels nice, the people are fun, I like doing the allotment. The bowling trips are good too. I look forward to it."

"I enjoy the work, it's given me some tips about work life balance. I like the people and I like litter picking!"

Early Years Foundation Stage garden

We dug over the muddy area which was full of roots and planted hardy grasses and shrubs around the walkway, transforming the space.



Bulb planting

In support of the purple4polio campaign, we helped pupils to plant purple crocuses in, including cutting the words 'Moorside Primary' out of the turf in the front playground and filling it with crocus bulbs.



Bark path to the school

We dug a bark path for better access from the school into the field behind.



Composting area

We developed an area behind the fence in the field as a composting space, adding three leaf mould bins and four compost bins.



Enterprises

Besides the Hextol Tans and Hextol Gardeners in Newcastle, this is how the year has been for our other enterprises.

Hextol Greenbox

Our Greenbox packing teams assembled 79,230 packs during the year, including a single order of 26,014 packs for one customer – our largest ever job.

One of the jobs the teams completed was a set of 25 identical boxes of more than 100 art and craft items. These were despatched by courier to children's wards in hospitals all over the country, on behalf of Josie's Dragonfly Trust. A very rewarding project all round, the teams were intrigued to see the variety of content that the Trust had assembled for the children to enjoy.

It was though a year of declining orders, with several regular charity customers choosing to switch from post to email to get information to their members and supporters. So, although the packing team continues to be one of our most popular jobs, we were forced to reduce our five weekly shifts to three by the end of the year and the hours of experience worked in the packing room fell 26% compared to last year.

Hextol PropertyWorks

This was a year in which the Hextol PropertyWorks team developed more facilities maintenance services, with an interesting mix of orders for making tailor-made fencing, removing rotten decking boards, refurbishing church altar rails, repairing doors and installing a cat flap, among others.



Their skills were also particularly useful for the refurbishment of our new café, removing old carpets, furniture and fittings; and then installing the new toilet facilities, refurbishing tables, tiling and racking.

The team's principle task continues to be the significant warehousing and order fulfilment service we provide for George Vyner Ltd and, to a lesser extent, for Snuglin Ltd. During the year, more than

38,000 books were supplied to order by PropertyWorks teams.

The development of the facilities management service has provided for a significant proportional increase in the number of working opportunities that PropertyWorks offers, rising by 50% over the year.

Hextol Lunches



With the focus for our catering teams being on planning, equipping, recruiting and training for and then initiating our new café, our buffet and baking service, Hextol Lunches, took a secondary role this year. In fact, we suspended all its services during the summer so that 100% of our attention could go on opening the café.

With the café now running, we have restarted those buffet and baking services under the 'Hextol Lunches' brand, along with our in-house lunch service on three days a week, enabling us to continue to offer working opportunities in a more sheltered and less demanding environment than the café for Trainees who would prefer that. In some of those positions, pupils from Hexham Priory School come each week to develop their work experience.



Hextol Decorators

Having our own team of decorators was another great resource for helping us to refurbish and repaint the café building that we leased and prepared over the summer. The teams were heavily involved during the weeks of preparation, redecorating kitchens, café and exterior.

This, of course, diverted them from other customer work for some weeks. In general, customer demand for our service has remained good throughout most of the year, supported by promotions to cover the traditionally unpopular redecoration periods. Jobs have included whole house redecorations, refreshing exteriors, repainting an old phone box and a series of decorating touch ups, as well as continuing our four year full redecoration programme for Hexham Priory School. There have been some particularly difficult jobs for the team to cope with during the year, too, which have tested the team's skills and their patience!

In all there were eight people who benefitted from our working opportunities as decorators this year, with several new Trainees gaining some useful experience and some new skills with the brushes.

Hextol Gardeners in Hexham

Besides the fantastic work our gardeners have been doing at schools in Newcastle (see page 6), our gardening teams also had a full and busy season in Hexham. For the first time, they worked throughout the winter, continuing to maintain a customer's large garden each Friday despite the cold and rain.

Several of the team's customers reorder their services each year and some careful planning is needed to ensure that we can satisfy all orders and get round regularly enough to meet demand within the three day a week schedule that we operate. Fair weather through most of the busy season has helped, though we would like to have more Trainees and Assistants benefitting from the experience that this service offers.



Stephen's experience at Hextol

Stephen has worked at Hextol for 5 years as a café and kitchen assistant and in the warehouse, after first coming to Hextol on work experience from Hexham Priory School



"At the café, I've learnt to be polite to customers, how to make soup, read recipes and use the dishwasher.

"I knew some people at Hextol before I joined, and now I meet others I know from Hextol at football and Gateway. I enjoy the social events, I won the Hextol Bowling Cup one year. The Christmas social events are the best: I enjoy Christmas.

"I'm doing more than when I arrived, I'm more confident with the dishwasher and this has helped me with my part time evening job at Weatherspoons.

"I am more confident generally and I enjoy dealing with the public – the community outside of Hextol – and people working here. Since working at Hextol I've started working at the Scope charity shop, sizing the clothes and working in the stockroom.

"I feel better about myself. It's good doing voluntary work. Better in our café than in a paid job in another busy café like Costa: it would be too stressful. My mental health is better, I feel happier as part of Hextol."

Financial review

Over the course of the year, our total expenditure was £333,015 compared to a total of £280,640 in 2015/16.

Income totalled £309,187 compared to £355,648 last year; so, as a result, the net expenditure for the year was £23,828.

£284,212 of this year's income came from trading, which was 10% higher than in 2015/16.

A further £61,048 came from grants and gifts, 53% less than was received last year, during which we were awarded some substantial grants to support the set-up of the Hextol Tans café.

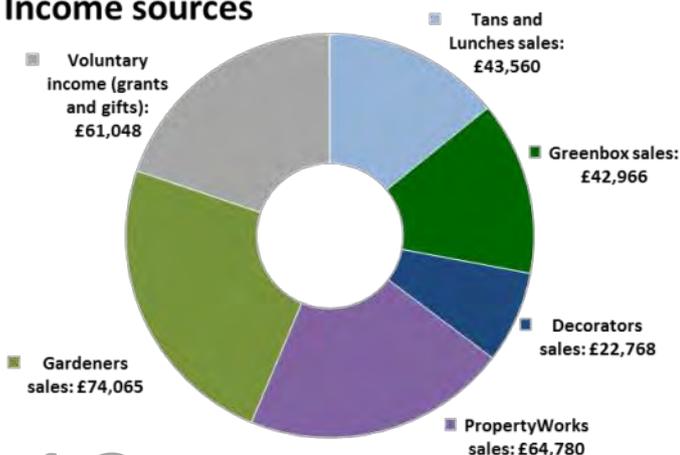
By the end of the year, unrestricted funds had risen to £70,083, up 21% from £57,704 at the end of the previous year.

It is the policy of the charity to seek to establish and maintain a reserves fund based on a business risk assessment or on covering up to 6 months of operating costs. After the tenth year of the charity's operation, free reserves at 31 March 2017 totalled £49,785 (2015/16: £48,243). The Trustees review both the policy and the reserves position on a regular

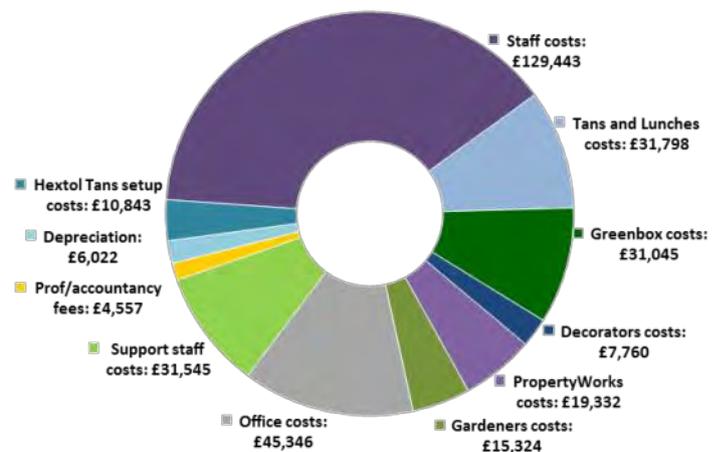
Statement of financial activities for the year ended 31 March 2017

	unrestricted funds £	restricted funds £	total 2017 £	total 2016 £
Income from:				
Donations and legacies (Voluntary income)	19,177	41,871	61,048	129,751
Charitable activities (Trading)	248,139	-	248,139	225,897
Total incoming resources	267,316	41,871	309,187	355,648
Expenditure on:				
Raising funds	3,732	-	3,732	2,798
Charitable activities	251,205	78,078	329,283	277,842
Total expenditure	254,937	78,078	333,015	280,640
Net income and net movement in funds for the year	12,379	(36,207)	(23,828)	75,008
<i>Reconciliation of funds</i>				
Total funds brought forward	57,704	87,232	144,936	69,928
Total funds carried forward	70,083	51,025	121,108	144,946

Income sources



Resource expenditure



Support

Financial support

The charity is extremely grateful to everyone who has supported it. During the year, it has benefited from the following financial support received from:

- The **Baily Thomas Charitable Fund**, who awarded us £20,000 towards our core team salaries.
- **Northumberland County Council** and the **NTW NHS Foundation Trust** who each gave us £28,000 towards the costs of setting up the Hextol Tans.
- The **Sherburn House Charity** which gave us £10,000 towards management and admin salaries.
- The **Joicey Trust** which gave £3,000; the **Hospital of God at Greatham** which provided £1,000; and £1,000 from **Mr Alan Coburn** towards our core and general running costs.
- The **Northumberland Village Homes Trust** which awarded us £5,000; the **Barbour Foundation** which gave us £2,000; the **Linden Family Fund** which gave £5,000 and the **Sir James Knott Trust** which provided £4,000 to support the costs of our skills development coaching and coordination.
- A number of awards to support the equipment and refurbishment costs of the Hextol Tans café: £10,000 from The **Big Lottery Awards for All England**; £7,111 with **Councillor Derek Kennedy's** support under the **Northumberland County Council Members Local Improvement Scheme**; £2,000 from the **William Webster Charitable Trust**; £1,600 from **Soroptimist International of Tynedale**; £1,000 from the **Rothley Trust**; £1,000 from the **Joseph Frazer Trust**; £900 through the **John Lewis Community Matters** scheme; £600 from the **Smith (Haltwhistle) Charitable Trust**; £400 from the **Rotary Club of Hexham**; £350 from **Hexham Trinity Methodist Church**; £250 from the **Rotary Club of Tynedale**; £250 from **Metzingen Town Council**; £200 from **Hexham Town Council**; and £100 from **Mr Colin Dallison**.
- **Hexham Round Table** which donated £600; and the **Catherine Cookson Charitable Trust** which gave £300 and £9,000 **Councillor Derek Kennedy's** support under the **Northumberland County Council Members Local Improvement Scheme** - towards the costs of purchasing new equipment.
- Several individuals who have contributed regular financial support, either towards our skills coaching programme or to support our general running costs.

Volunteers

Particular thanks are due to the many volunteers who have helped us to operate during the year. Many have invested a considerable amount of time in the charity, helping us to deliver our services, our training and our duty of care.

We have particularly benefited from a number of people who have volunteered to help as additional Supervisors for our teams – in the café, with our decorators, in our warehouse and in our packing room: Myles Covington, Gillian Dickinson, Ish Fawcett, Fiona Fannon, Eleanor Gallagher, Matt Green, Barbara Grundy, Mark Lee, Christine Pike, Vera Rutherford and Andy Snell.

Links

The charity benefits from the support of a range of agencies and organisations who appreciate the transformation it is trying to create and who have worked positively with it throughout the year. In particular, we have again had very positive support from the **NTW NHS Foundation Trust**; **Northumberland County Council**; **Northumberland Care Trust**; **Hexham Priory School**; **Cambrian Dilston College**; **Gateway into the Community**; and from **Castlebeck**, **Azure** and **Mencap Housing**.

Next steps

Change of Chief Executive

Chris Milner, the Chief Executive for the last 11 years, is stepping down at the Annual General Meeting in July 2017, and will be succeeded by Bruce Howorth who has been working as Deputy Chief Executive since October 2016. Bruce brings some very useful experience to the role from his position as Trustee on the management Boards of a number of other charities and after a long career in the Law.



Securing further financial resources

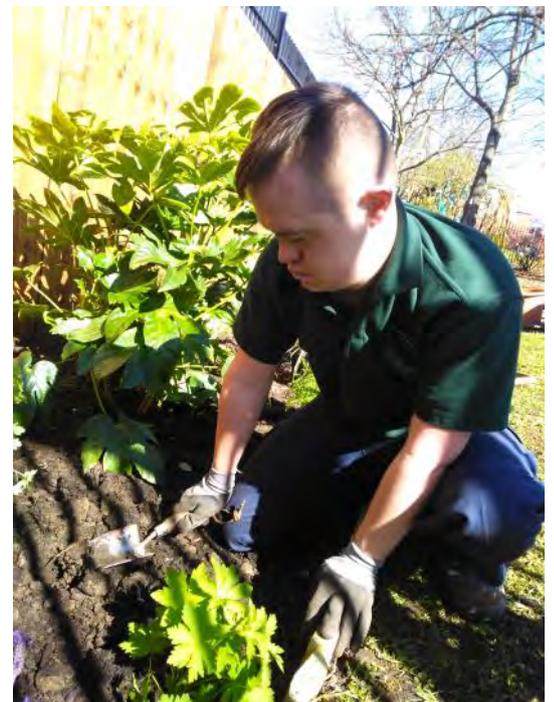
The refocusing of Helen Milner's role as Projects & Fundraising Manager gives the charity a dedicated resource for securing further financial resources – to support both our core operating costs and our development projects in the year ahead.

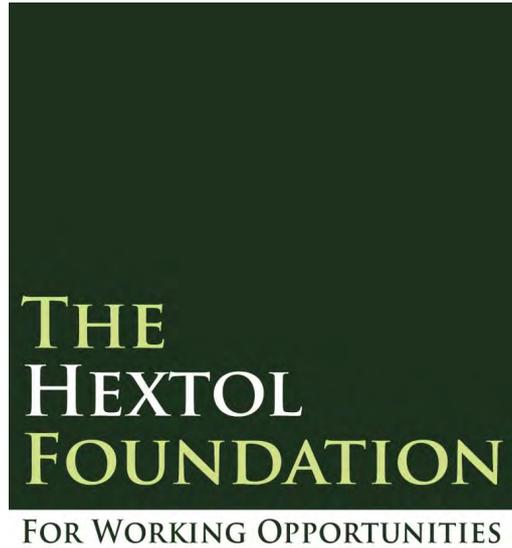
Extend our opportunities

We have been delighted by the increase in interest for the working opportunities we have in gardening roles in Newcastle and we intend to extend those opportunities in the coming months. This will involve further work with the Connexions service and other agencies and potentially developing new service agreements with other schools and/or establishing other enterprises.

We can see other openings to add new services and jobs in West Northumberland too and some of these will be developed in the coming year.

We expect these projects will create further working opportunities for our beneficiaries and we anticipate continued growth in the number of people with a learning disability or poor mental health who will benefit from those.





The Hextol Foundation

14C Gilesgate, Hexham, Northumberland, NE46 3NJ

01434 605253 contact@hextol.org.uk www.hextol.org.uk

Company number: 5896869 Charity registration number: 1120857