



Annual Report 2009 - 2010

[www.nowproject.co.uk](http://www.nowproject.co.uk)

**NØW**



## Chairman's Welcome

I welcome you to this Annual Report in which we celebrate our successes. I believe passionately in our work and as Chairman this past 2009 – 2010 has been about ensuring that our organisation can be the best that it can be.

### Quality

As an organisation which has worked hard to gain Investors in People accreditation and ISO 14001 and 9001 recognition we have developed excellent systems and procedures which ensure we value our staff and deliver a quality service.

### Governance

Governance is an important part of our work as a Board and this year we have seen it pay off with our Chief Executive being awarded the CO3 Voyager Award for Governance which recognises the structures we have in place to ensure our organisation is governed professionally and effectively.

### Impact

We are continually developing our work on Social Return on Investment to ensure that at the highest level we continue to check to make sure that the services we are delivering are fit for purpose and meet the needs of the people we aim to help.

We feel we have a strong Board of Directors, a quality organisation and the right people in place to be able to take on the challenges ahead in our 10th year of business.

**Seamus O' Prey**  
Chairman



## Chief Executive's Foreword

People feel pride in working because a job represents dignity and opportunity, in addition to a steady monthly income. We provide tailored services and one-to-one mentoring to enable participants to gain recognised qualifications, on the job experience and a pathway to the right job for them.

2009 has seen us expand our services to meet the needs of the increasing number of people on the Autistic Spectrum who have often missed out on opportunities to think about paid employment. We have also continued working in partnership with organisations such as Stepping Stones NI in our Workforce Project and Orchardville Society in Project Unify and Project Able as a way to extend the reach of our work.

NOW's strength lies in the blend between service delivery and enterprise and we have focused a lot of effort on building our social enterprise businesses. It has been difficult times for our catering business Loaf as companies reduce their orders for corporate catering and we have implemented a range of cost saving measures to ensure the business continues. 2009 also saw us launch Gauge - our new consultancy business which supports organisations to understand, measure and communicate their value and this business has been going from strength to strength.

These are challenging times and our focus on Quality, Governance and Impact are key drivers to a robust organisation, fit for purpose but which handles the pull between business development and service provision.

**Maeve Monaghan**  
Chief Executive

# Our Services

## Employment Service

2009/10 was another remarkably successful year for NOW's Employment Service where partnership is the name of the game. The Employment Service (Project Workforce) continued its **partnership with Stepping Stones** and **NOW** working with **93 trainees** with learning difficulties and supporting **12 people** into full time employment, **8 people** gaining part time employment, **24 people** gaining voluntary work and **133 people** work experience placements completed.

This year NOW were delighted to partner with **The Orchardville Society** in delivering Project Able **funded by the Big Lottery** an innovative Belfast-wide service which aims to support young people and adults with ASD (Autistic Spectrum Disorder) gain and maintain meaningful and sustainable employment.

We also continued our partnership within the **ACET/NOW Consortium**, which was successful in its tender to deliver **Workable NI** and **New Deal for Disabled (NDDP)**.

NOW also have an excellent local employer support with over **180 local employers** providing work experience, job sampling and on the job training to help our service users.

## Transition Service

Our Transition service in 2009 - 2010 took a **partnership approach** to delivering our service by working collaboratively alongside both **Orchardville Society** and the **Belfast Health and Social Care Trust**. This Belfast-Wide approach to service delivery and ensuring that everyone with a learning disability in Belfast has access to quality services when they prepare to leave school.

This year saw NOW's Transition Service support **23 students**, by signposting them to the options available after school, for example entering further education, or job searching with NOW's Employment service. It also provided **3 employer visits**, including a tour of the Belfast City Hospital, where students got to explore various aspects of hospital life, from working on the wards and in laboratories to providing a catering and portering service to the whole hospital.


## Training Service

2009/10 saw the successful continuation of the delivery of the Skills Training Service and the launch of **Project Unify**, funded through the **Big Lottery Fund Live & Learn Programme**, delivered in partnership with **The Orchardville Society**. While the Catering Training moved into the second year of the **ESF Project Workforce**.

We are delighted to launch **Moneyplus** our on-line training package which teaches people with learning difficulties how to manage their money. Developed with the support of funding from **Lloyds TSB Foundation NI** we are now actively marketing this product across the UK.


February saw success at the **IFEX Awards** with Ian Wilson and Maria Goodall Catering Trainees gaining Silver and Bronze Awards.

Our 2010 Graduation Ceremony, celebrating the achievements of our trainees, was held on 13th May in the Belfast Castle, where **72 people** were presented with their certificates.



*"I have developed my skills  
and gained qualifications  
which will help me to get a job  
in the future. I'm looking  
forward to finding a job  
and starting work"*

*Iain Wilson*  
**NOW Trainee**

A man with short brown hair and a light beard is looking directly at the camera. He is wearing a dark blue jacket with a bright yellow high-visibility stripe on the shoulder. In the background, a large red Tesco logo is visible on a building facade. A white speech bubble is overlaid on the left side of the image, containing text.

*"Securing paid work  
and being supported by  
NOW has been a huge boost to  
my confidence. I really enjoy  
my job and socialising  
with the team"*

*Matthew Scharfenberg  
Working for Tesco*

## Our Businesses

### Loaf Catering

Loaf ([www.loafcatering.com](http://www.loafcatering.com)) has had a relatively quiet year operationally in 2009, with a degree of economic climate influencing our sales figures. Having said that we have opened up a new café in partnership with Oh Yeah in the cathedral quarter, which ties in nicely with their ethos of helping young musicians into the music industry. Our trainee activity continues to be a high point of Loaf with 1470 placement places provided in two of our kitchens throughout the year. This generated training for 48 trainees learning the ropes of the catering industry to help them gain skills for the employment market.

### Gauge NI

Gauge NI ([www.gaugeni.co.uk](http://www.gaugeni.co.uk)) is NOW's latest social enterprise business. Successfully launched in 2009, as a result of the organisation's progressive implementation of Social Return on Investment (SROI) over the past five years in embedding the principles and practices of SROI across each of our core services to measure, communicate and report on our impact to the NOW Board and our key stakeholders.

Gauge have been steadily developing an awareness of SROI to the Third and Public Sector in Northern Ireland including the key messages of utilising SROI to evidence the impact many organisations are having in terms of delivery of frontline services to end-users, beneficiaries and communities alike. Whilst fostering conversations with funders to report on the added social value organisations in the sector provide for every pound invested in them.

Gauge has been working with organisations over the course of 2009/10 including Cedar Foundation, Gingerbread NI, Orchardville Society, Good Morning Network and Women's Support Network amongst others. Gauge will continue to work with organisations across the sector whilst equally promoting SROI to the public sector including commissioners, procurers and funding agencies in addition to independent and philanthropic funders.

*"Quite often and at short notice I would request catering from Loaf Catering. I can say the service provided is on time with food presented to the highest standards. There are many competitors for this business but none surpass the level of quality provided by Loaf"*

**Martin Arkins**  
**Loaf Customer**

## Our Outputs

### SROI Report 2009-2010

#### Current Participants

Employment service	74
Transition Programme	19
Catering programme	29
Essential Skills Programme	67
<b>Total</b>	<b>189</b>

#### Employment Outputs

Entering employment for 16+ Hrs/week to date	12
Entering employment for - 16 Hrs/week	8
Entering Voluntary Work through NOW	24
Entering Work Experience	133
Completing profiling/Jobsearch	89
Entering Transition	18
Entering vocational Training- Catering	47
Entering classroom based Training - Catering	14
<b>Total</b>	<b>345</b>

#### External Referrals

Referred to Government schemes	11
Referred to further Education	4
Early leavers	0
<b>Total</b>	<b>15</b>

#### Catering Training Outputs

Essential Food Hygiene certificate	18
Barista certificate	5
NVQ level 1 (full qualification)	8
NVQ1 ( unit accreditation )	15
<b>Total</b>	<b>46</b>

*"The calculating of the costs to benefits ratio is particularly invaluable as a tool... findings from the study have already been incorporated into various reports which is very valuable for Gingerbread."*

**Marie Cavanagh**  
Director  
Gingerbread NI

#### Skills Training Outputs

Foundation to Employment - OCN	20
Money Management - OCN	18
Independent Travel Training - OCN (full)	1
Independent Travel Training (units)	14
<b>Total</b>	<b>53</b>



*"I have gained new skills,  
qualifications and won  
a medal at the IFEX Catering  
Awards. I wouldn't have  
had the confidence to  
do that before."*

*Maria Goodall  
NOW Trainee*

# Our Impact

## Our SROI results for 2009-2010

**Cost of intervention:** £669,536 **Total added value:** £3,219,116.46 **SROI ratio: 1 : 12.92**

The SROI ratio is 1:12.92. This means that for each pound invested in NOW over 12 months, the project will return an amount of £12.92 in social value over the next five years.

### Value of selected SROI indicators for outcomes of the work carried out by NOW in 2009 – 2010

	Individual average	Total for all yr 1	Total for all after five years
<b>Added Value for people with learning difficulties</b>			
More money in participants pockets due to being in work	£3,251.43	£19,619.28	£80,342.91
<b>Cost Savings to local Government / Exchequer</b>			
Reduction in Social Security benefits claimed		£10,768.21	£44,096.90
Tax paid back to the Exchequer		£5,907.36	£24,191.23
Day care savings due to our Transition Service		£50,602.86	£207,223.77
Day Care savings due to participants being in paid work		£145,171.06	£594,490.02
Day care savings due to our Training and Employment Service		£352,325.15	£1,442,806.73
Reductions in Supported / Ind. Living Costs		£72,146.80	£360,734.00
Savings in Trust Transport due to Travel Training		£14,966.00	£70,472.89
Reduced Cost for Social Work Services		£149,625.84	£748,129.20
<b>Employers</b>			
Annual savings in Recruitment/Training costs	£5,979.27	£11,136.00	£52,496.90
Annual increase in business & Positive PR	£1,371.03	£5,301.00	£26,505.00

\* This information has been contributed to by the SROI report on NOW's Workable Programme carried out in August 2010 and being accredited by SROI UK –Network. These results show that the team are working effectively to get people with learning difficulties into employment and make a lasting impact on their lives and the lives of their parents and carers.

"I'd be lost without NOW,  
I love my placement and the  
classes are fun. If I didn't  
go to NOW I'd probably just  
be sitting at home all week."

*Jamie Bailie*  
Working at Black Box





Jobs & Benefits

JobCentre  
Department for Employment and Learning

Opening Hours

9.00  
hours

"Now enabled me to keep  
my job whilst improving  
my performance"

Kevin Campbell  
Newtownabbey JBO

# Our Finances

## Statement of Financial Activities for the Year Ended 31 March 2010

Notes	Unrestricted £	Restricted £	2009 Total £	2008 Total £
<b>Incoming resources</b>				
<b>Incoming resources from</b>				
<b>Generated funds:</b>				
<i>Voluntary income:</i>				
gifts in kind	800	-	800	-
<i>Investment income</i>	-	11	11	2
<b>Incoming resources from</b>				
<b>Charitable activities:</b>				
Loaf catering	96,635	22,604	119,239	117,715
Loaf training	17,615	-	17,615	43,920
Employment programme	-	510,497	510,497	475,725
Training programme	-	68,640	68,640	93,237
<b>Other incoming resources</b>	<u>46,576</u>	<u>-</u>	<u>46,576</u>	<u>105,245</u>
<b>Total income resources</b>	<u>161,626</u>	<u>601,752</u>	<u>763,378</u>	<u>835,844</u>
<b>Resources expended</b>				
Charitable activities	182,394	614,376	796,770	748,574
Governance costs	-	7,248	7,248	7,747
<b>Total resources expended</b>	<u>182,394</u>	<u>621,624</u>	<u>804,018</u>	<u>756,321</u>
<b>Net outgoing resources before Transfers</b>	(20,768)	(19,872)	(40,640)	79,523
<b>Net movement in funds</b>	(20,768)	(19,872)	(40,640)	79,523
<b>Reconciliation of funds</b>				
<b>Total funds brought forward</b>	165,076	143,538	308,614	229,091
<b>Total funds carried forward</b>	<u>144,308</u>	<u>123,666</u>	<u>267,974</u>	<u>308,614</u>

# Balance Sheet – 31 March 2010

	Notes	2010	2009
<b>Fixed Assets</b>			
Tangible assets	8	56,858	63,013
<b>Current Assets</b>			
Stock	9	6,303	2,832
Debtors	10	276,811	390,306
Cash at bank and in hand		123,752	56,547
		406,866	449,685
<b>Creditors:</b> amounts falling due within one year	11	(195,750)	(204,084)
<b>Net Current Assets</b>		211,116	245,601
<b>Total Assets Less Current Liabilities</b>		267,974	308,614
<b>Funds</b>			
Restricted	12	123,666	143,538
Unrestricted	13	-	6,364
Designated	13	144,308	158,712
		267,974	308,614

These financial statements have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the directors on

Seamus O'Prey

Gary McQuoid

Adam Alexander





Date: 26th October 2010

## How we're structured and managed

<b>Charity number</b>	1234567
<b>Company number</b>	89101X2
<b>Principle Office</b>	428 Springfield Road Belfast, BT12 7DU
<b>Auditors</b>	Harbinson and Mulholland, IBM House, 4 Bruce Street, Belfast, BT2 7JD
<b>Bankers</b>	Bank of Ireland, 202 Andersonstown Road, Belfast, BT11 9EB
<b>Solicitors</b>	Agnew, Address and Higgins, 92 High Street, Belfast, BT1 2DG

## Directors and Trustees

The directors serving during the year and since the year end were as follows:

<b>Seamus O Prey</b>	<i>Chair</i>
<b>Adam Alexander</b>	<i>Vice Chair (MBE)</i>
<b>Finbarr Fitzpatrick</b>	<i>Chair Continuous Improvement Sub-Group</i>
<b>Karen Gribbon</b>	<i>Chair Sustainability Sub-Group</i>
<b>Gary McQuoid</b>	<i>(appointed 20/10/2009) – Chair Audit/Risk Sub-Group</i>
<b>Sean Bannon</b>	
<b>Martin Walls</b>	
<b>Anita MacNabb</b>	
<b>William Young</b>	<i>(resigned 15/04/2010)</i>
<b>Martin Arkins</b>	<i>(resigned 17/06/2009)</i>
<b>Linda Hutchinson</b>	<i>(appointed 12/04/2010)</i>

Secretary Maeve Monaghan  
Executive Director Maeve Monaghan



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