



**emmaus**  
Norfolk & Waveney  
working together to end homelessness



# Annual Report

July 2021 - June 2022

Because everyone needs a bed and a reason to get out of it

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# Foreword to Annual Report

David Daynes - Chair of Trustees

This has been a year of change and coming to terms with that change. Moving from lockdown to re-opening our site to the public has had its own challenges. These include lower footfall (and hence income) in the Social Enterprise than before the lockdown, as customers get used to shopping in person once again, higher costs of work needed on our buildings as the longer term economic effects of COVID and the war in Ukraine have their impact and similar changes in our running costs that make the balancing of the finances more difficult.



This all sounds very negative but the positives are stronger. Good stewardship of our finances in the past have helped us weather the increased costs and lower income. We have increased our Companion numbers to reflect the extra bedrooms in Emmaus House completed in 2020/2021 and have generally maintained high occupancy levels. We have one of the highest proportions of women in our Community of all UK Emmaus Communities which shows how we are widening the reach of our work. We have also improved the look and layout of our social enterprise to be more attractive to customers as they return and opened our café which is getting a good local reputation for good value combined with excellent quality.

All this has been possible due to the strong team we have in place. Our staff, led by our Director Cecile Roberts, our Companions without whose involvement our model would not work and the support of our volunteers who add much to our offering. I thank them all and add to the list the excellent Board of Trustees whose support and advice is invaluable in ensuring to head out on the right course and continue to navigate successfully through all the challenges of running an Emmaus Community. There will be more detailed thanks to these teams and our other supported later but I wish to express my personal appreciation in this foreword.

## Key achievements during the year were:

In November 2021, **Emmaus Norfolk & Waveney celebrated our 10 year anniversary**. To mark a decade of transforming lives, we invited supporters and customers to our site to enjoy live entertainment, family fun and talks.

We were also thrilled to re-open our Old Orchard Cafe which had been renovated and launched with a new menu.





We **Filled all our beds** and continued to grow our community. We also now have 5 women living on our site.

We're thankful for every one of our companions and the contributions they make to our social enterprises and community.

We now have 5 members of our staff team who were formerly Companions.

We **Raised over £1 million** in sales, donations & grants for the Emmaus Norfolk & Waveney B&B.

This year our B&B project got full planning permission and we started a huge fundraising drive to support the development and building process.

Our companions, staff & volunteers worked amazingly hard to clear the first floor of Abbe Pierre House of donations and storage. The 23 former nuns cells are now ready to start being renovated!



Thanks to the **Big Lottery Fund's** generous 'Awards for All' grant we expanded our outdoor play equipment to include a trim trail and a table tennis table.

Our continued work on the site is putting Emmaus Norfolk & Waveney on the map as a family day-out destination.

**Developing our allotments & growing our own produce** - this year our companions & volunteers have had amazing results from their hard work in our grounds!

We have grown our own delicious fruits & vegetables in our greenhouses and allotment, that are used in our community meals.



**Companions visited the Emmaus International Assembly in Uruguay** - a group of companions & staff flew out to Uruguay in May to attend the annual assembly. They got involved in workshops, forums and met Emmaus companions and volunteers from all over the world!

Read more about Companion Carlton's time in Uruguay [here](#)



We created an innovative **Companion Development Toolkit** - this new resource pack is part of our 360 degree approach to supporting companions. It provides a consistent framework of support for everyone in our community, we have already seen fantastic results with companions.

**Partnered with 'Your Own Place' to provide Employability Workshop** - companions enjoyed interactive workshops with facilitators and gained valuable skills.

Our staff are now trained to deliver these workshops and they will be part of our development toolkit going forward.



## Future Plans

This coming year we are passionate about improving our 'move on' offer for companions, whether that means more support when moving out of the community or personal development while they live here. We will be offering tenancy sustainment and interdependence training, as well as employability training to support companions make informed decisions and create routes into appropriate career pathways.

We're excited to be undertaking more solidarity projects in 2022-23. We are constantly looking for ways to support those most in need and following our visit to the Emmaus International World Assembly we will be twinning with IFS Emmaus Bosnia to share learning, experiences and skills. Earlier this year one of our staff team had the opportunity to visit IFS Emmaus Bosnia, where they spent a few days learning about how the IFS Emmaus community operates and also volunteered alongside staff, volunteers and companions.

Additionally, this year we hope to embark on exciting plans to expand our social enterprise, by diversifying into the hospitality sector with a B&B and new restaurant and along with this increase our companion numbers.



Developing Companion  
'Move-on'

Partnering with  
Emmaus Bosnia



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# Acknowledgements

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We would like to thank our volunteers, Sue, Linda, Mark, Kathy, Stu, Sally, Jayne, James, Sally L, Sian, Jenny, Angie, Paul, Kevin, Steve, Janet, and Ruth. They generously give up their time to support us through sorting donations, maintaining our grounds and gardens, creating beautiful upcycled, DIY projects and helping in both our Ditchingham and Castle Quarter shops. A special thank you to Sue who brings us cake every week!

This year we've been doing lots of behind the scenes business development and this wouldn't have been possible without the skills and knowledge of our trustees.

We're incredibly thankful for all our companions. We're very proud to have a group of individuals who are so dedicated to Emmaus and are constantly helping drive us forward. Their work and decision making for our community and social enterprises is invaluable to our organisation.

Many organisations and individuals have supported us with financial donations and the provision of time and services. We particularly wish to thank:

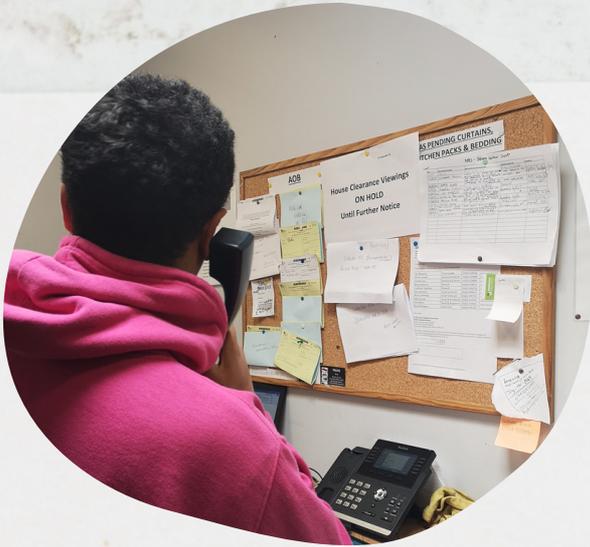
- **NielsenIQ Brandbank who donate food and beauty items for us to sell in our social supermarket in Norwich.**
- **Heart of the Matter and Annie Blunt for their continued counselling support**
- **Julie and her team at The Fundraisers for your continued advice and hard work with fundraising, trusts and grants**

More broadly the continuing encouragement of the Sisters and Trustees of the Community of All Hallows providing us with much momentum in sustaining and developing our activities.

## **And to our Board of Trustees:**

As Chairman, I would like to pay tribute to the way all our Board members have committed to serving Emmaus Norfolk & Waveney and thank them for the support they have given me. Our trustees serve both by attending the Board meetings as well as participating in the Working Groups, and, also, very importantly, by giving additional time and energy between formal meetings in order to be involved in supporting the Community. This includes supporting staff and engaging with companions outside board meetings. This is a really important element in ensuring the continued stability of Emmaus Norfolk & Waveney.

We want to say a huge thank you to anyone who has supported us over the past year. Whether you've donated goods, money, shopped with us or bought a cup of tea and scone - we couldn't do any of this without you. The support we receive from the local community is invaluable and you have provided immeasurable support to people who have previously been homeless.



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## Carlton's Story

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I first came to Emmaus in 2019 in late September and at first, I lived in Emmaus Colchester for two years. I have now been living at Emmaus Norfolk & Waveney for just over a year.

Before arriving at Emmaus, I was living in Norwich for about 5 years. I had been working odd jobs in a seafood restaurant and I had a job in a bleach factory which was about as fun as you could imagine.

I became homeless when I got into a bad situation with rent arrears, and I struggled to keep up with payments and I was evicted. After that I bounced around a bit, I was feeling very low and self-pitying at this time. I stayed with my cousin for a while and then with a friend in Cambridge for a few days.

I remember being sat on a train back to Essex after being in Cambridge and I felt an existential dread that I'd never felt before. I just had no idea where I was going next. I thought if I don't figure something out soon, I'm going to end up on the street. Luckily, I had a bit of money and luckily, I never had to spend the night sleeping rough.

I had no idea what Emmaus was until my friend found the website. She thought I should stop wallowing and applied for me.

When I first moved in to Emmaus it took a while to realise, okay I'm here now and I don't have to worry about where I'm going to end up. My primary thought was well at least I don't have to sleep on a park bench.

Going to Colchester was really good at the time for me, I had nowhere else to go and nowhere else to be. But after a while, I felt like I wanted to move on, and I wanted a fresh start. I'm from Norfolk so I wanted to be able to come back here to be closer to family.

Adjusting to coming to Emmaus Norfolk was a bit tough, I had got used to being in Colchester, but I soon got settled in. Being here feels more like home to me and I like that I can have my own space more. I love that I can step outside and be straight in nature.

I've been with Emmaus for the best part of 3 years now and I like that there's always someone around, I'm within arm's reach of people and I can talk to people if I want to.

When you're dealing with life stuff, if it's things you can deal with yourself being in the community really helps. There's always someone to chat to about it and talking helps.

In the community you don't even have to say anything, people know you so well and they know you might need a chat or you're having a hard day. With the support team it feels like we, the companions are always the priority. In general, I'm very happy here. I live a quiet life and that's how I like it.

Emmaus is a good way of getting back on your feet for someone who's in my position. It helps you get back into a routine and reset after being stressed. After the first month when I moved to Emmaus I just thought okay, I can calm down now and I worked on trying to get back to my old self. I don't think I'll ever be back to myself before I was homeless but I'm a lot closer now.

## Our year in numbers



**2,440**  
people sleeping  
rough

2,440 people were estimated to be sleeping rough on a single night in autumn 2021 in England according to the latest Government figures.

**40%**



**Former**

**companions make up  
our staff numbers.**



**positive  
"move-ons"**

supporting  
companions  
into their own  
home & into  
work.



**61**  
companions  
supported

to rebuild their lives  
after homelessness.

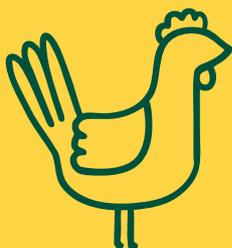
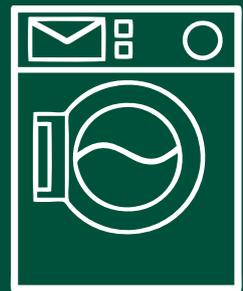


**2,000**  
tonnes saved  
from landfill

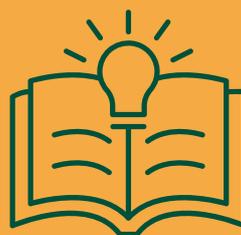
through sales of second hand  
items in our social enterprises,  
and through upcycling projects.

**600**

households  
in crisis  
provided  
with white  
goods &  
furniture.



**10**  
chickens +  
1 cockerel  
moved in



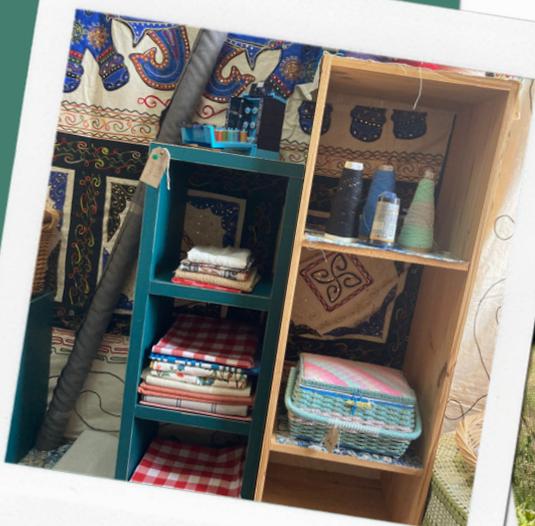
**71** NVQs  
Completed by  
Companions

in Warehousing, Customer  
Service and English and Maths

# Our year in pictures



Amazing archive photos discovered by the Community of All Hallows'



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## Alex's Story

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At the beginning of the pandemic, I got furloughed. I started to fall into a bit of a depression and anxiety cycle. When I came back from furlough I wasn't very effective at my job, and that started to make me feel worse and worse. In feeling bad, I was getting worse at my job, and then I felt bad that I was getting worse at my job. It just spiralled out of control from there.

I ended up losing my job at the beginning of last year, around February time (February 2021), and I stayed at the bottom of that spiral of depression and anxiety and couldn't get myself out of it.

It was around about that same time that I realised I was trans. I'd been questioning myself for about a year before then, but it was about a year ago that I finally realised. It wasn't an issue, but it was just an extra thing on top of everything else that made things a lot more difficult.

After losing my job I had no income, I couldn't make any phone calls or deal with anything moneywise, so I was sitting in a flat on my own, not feeling able to seek benefits or talk to the landlord to sort anything out.

I was on the verge of being evicted; they hadn't served papers at that time but had the legal right to. My step-mum found out about Emmaus. I sent in the application, and my dad drove me over for an interview with Jo and David (Emmaus Support Team). I really liked it here from the quick tour and interview I had.

I came here on a week-long trial and again I really liked it. It got me up and doing stuff. I'd had nine months sitting at home by myself playing video games, so it was good to be out and around people and being helpful again.

It's been going from strength to strength from there. I am on the vehicle insurance so usually four days of the week I am driving a van, out delivering items that have been bought in the shop, and collecting items that have been donated. There's also a bit of furniture evaluation, making sure the items we are picking up will sell in our shops.

I've probably known deep down for the last decade or so that I was trans, but it only really came to the surface about a year ago. I decided I wanted to share this with the community, so stood up in a community meeting one day and told them. I was incredibly nervous about sharing this, but everyone has been very welcoming.

There have been slip-ups here and there, but I think that's from when I arrived at the community, people may have heard I was trans, but I was still using male pronouns and wasn't really presenting as female. They knew me as Alex the male, so it's been a bit of a change, but people are certainly trying and a lot of progress has been made over the last couple of months.

I use female pronouns now, and routinely wear make-up during the week now. It's kind of flipped, I've gone from only wearing make-up at the weekends, almost to practice, to wearing it during the week, and not at the weekends.

I plan to stay at Emmaus for the next couple of years. I have some debt and that time will help me to sort that out and get some money behind me.

If you are homeless or in the same situation as I was, I'd definitely recommend Emmaus. I wish I had known about it earlier. I think it would have been really good for me to have found Emmaus earlier than I did. It's really helped me.



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# Future Plans

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Our future plans have been led by our companions, who have asked for opportunities to learn hospitality skills as these are areas of high employment locally, which with the right skills, companions can access.

## 1. 23 Room Makeover!

Companions, staff & volunteers put in an enormous amount of work to clear and sort the upstairs hallway, rooms and attic of Abbe Pierre House and we are now entering into a tendering process to develop this building including the former nuns' cells into a beautiful, bespoke B&B and restaurant, along with some internal and external changes to our retail showroom.

Next autumn/winter we hope to launch our **Room for a Room** interior design challenge, offering the opportunity for donors to work with an Interior Designer, to make over a room with their own unique style. All designers will be asked to retain the historical features of the rooms including the saints' names above the door of each room and they'll also be challenged to try and use re-cycled, second-hand and begged & borrowed materials in their designs.

We're so excited to be one step closer to opening our Emmaus Norfolk & Waveney B&B, expanding our social enterprises & offering a wider variety of work experience for our companions.

If you're interested in becoming a Partner by donating towards this innovative new social enterprise, please email [debbiejackson@emmausnw.org](mailto:debbiejackson@emmausnw.org) for a Partnership Pack.



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## 2. Growing our Team

To support us with our ambitious plans we will be recruiting additional roles including a Training & Development Support Worker, to help companions with employability skills and personal development. We have recently employed a Business Development Manager to develop and guide our existing and new social enterprises.

In the past year we're proud to have employed 3 former companions as staff and we hope to continue to provide opportunities for companions to develop their careers with us.



## 3. Companion Development

We're constantly improving our support offer for companions. Whether they want to move on and live independently or continue to grow and develop at Emmaus, we ensure there are opportunities for everyone.

This year we will be implementing a 3-day interdependence and tenancy sustainment course for companions, facilitated by 'Your Own place' and then taken on and run by our staff team.

We know that through this work we will be able to enable companions to fulfil their potential and better manage the complexities of life outside of our community.

It is important for the governance and growth of Emmaus Norfolk & Waveney that companion's voices are heard, and they have the opportunity to participate in various projects. We have companions that sit in different sub-committees with the Board, to make sure they are at the heart of everything we do.



## 4. Solidarity Scheme

Solidarity to Emmaus Norfolk & Waveney means helping first those who need it first and this year we will be twinning with Emmaus Bosnia to share learning and experiences with each other and promote Emmaus in Europe and around the world.

We look forward to welcoming members of IFS Emmaus Bosnia to our site. Stay tuned to hear more about this project!

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# Contact

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**Charity Number: 1136584**

**Company Number: 7276977**

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