



Who we are



Bryson
Charitable Group
Building Better Futures

Bryson Charitable Group is Northern Ireland's leading social enterprise tackling major social and economic challenges. The Group operates through six companies all with the aim of **Building Better Futures.**

We employ **868** staff.

Last year, we delivered on average **28,130** services per day to a range of people. Our social value framework is at the centre of everything we do:

- Stakeholder Involvement
- Social Inclusion
- Wellbeing
- Sustainability
- Social Innovation
- Reinvestment

Bryson Care

We are a leading provider of care services. We deliver a range of services to enable individuals, families, young people and children to live full and independent lives.

Bryson Energy

As Northern Ireland's Energy Agency, we provide leadership, advice, support and installation of energy-saving measures in homes, tackling fuel poverty and helping to reduce energy costs for householders.

Bryson FutureSkills

We are a leading provider of a range of employment and training initiatives, designed for school leavers, young adults and those living with long-term unemployment.

Bryson Intercultural

We are a leading contributor towards the positive integration of newcomer and other black and minority ethnic groups within Northern Ireland and the border counties, including those seeking asylum, refugees and the Irish Traveller community.

Bryson LaganSports

We are an inclusive social enterprise promoting active living and personal development for all.

Bryson Recycling

We are a leading provider of recycling services. We are Northern Ireland's largest provider of kerbside recycling services and we work with local authorities, schools and businesses.



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Chair's Report

For over 110 years, the Bryson Charitable Group has been committed to tackling social inequalities, working with people and communities - *building better futures*.

In this, my sixth year as Chair at the Bryson Charitable Group, we ended a three-year strategic planning cycle. Our planning model over the last three years has had to successfully accommodate a range of political, economic and social policy shifts, whilst maintaining profitability and service growth. During this time, we have had to deal with the uncertainty created around the Brexit vote, the timeframe for its introduction and the significance of it for the NI Peace Process. Who would have predicted that in 2018 we would have more than 18 months of no Executive or local Assembly operational; a freeze on policy decisions and budget setting, resulting in a social-economic policy vacuum?

Despite this turbulence, we have weathered the storm and have shown some significant improvement in the Group's financial performance over the last year, through increasing operational turnover by **17%** to **£29.8 million**, securing net fund movement of **£682k** and growing our workforce to over **860** employees.

Key highlights during this 3-year plan include:

- Continued development and growth of our innovative kerbside recycling model by bringing new vehicles and containers onto the marketplace. As a result, there are now **250,000** wheelie boxes and **400** Kerbsort vehicles in use across the UK. Our model is helping to change the face of recycling and will help local council partners to achieve recycling rates of around **60%**.
- Successfully winning contracts to deliver the Social Investment Fund in 3 of the 4 Belfast City regions, resulting in **25%** of clients to date moving onto employment.
- Co-ordinating support for over **900** vulnerable Syrian refugees to resettle and start a new life in Northern Ireland, through the work of the consortium.
- Building a social partnership with the Northern Ireland Housing Executive (NIHE) to develop, province-wide, **27** home heating oil buying clubs with **4,900** members. We have ordered just over **7.7 million litres** at a value of **£2.8 million**, facilitating an overall saving of **7.2%** to members and helping to tackle fuel poverty.

- Expansion of our domiciliary care services within the Western Trust, now employing over **350** people and delivering over **300,000** hours of care per year to **1,130** clients across Strabane, Limavady, Derry, Dungiven and Belfast.
- Increasing customer numbers and range of activities at Bryson LaganSports to over **10,000** users per year.

Other strong headline figures include:

- **82%** of income was derived from service contracts held by the Group.
- **94** pence in every pound was spent on the delivery of our social objectives.

During the past 12 months, we were very sad to hear about the death of two Bryson Board members; Professor Elizabeth Meehan, who was Chair of the Bryson Group from 1998 - 2001 and, Sophy Bryson, who was part of the Bryson Board for over 40 years and remained an active member of the Bryson Intercultural Board. We extend our deepest sympathies to their families and friends.

Going forward, we remain committed to innovation, service excellence and cost effectiveness, providing value for money and making a real difference. I would like to acknowledge the voluntary commitment and hard work of all my fellow Non-Executive Directors on our Group and Company Boards, who contribute so much to our ongoing success, and to all our hard-working volunteers and staff. With this in mind, I want to acknowledge the important role that John McMullan has played in the success of Bryson over the last 33 years. John is retiring as CEO during 2018 and I want to thank him for his contribution to Bryson and the wider social economy and wish him well in his retirement.

Our annual review provides an opportunity to highlight our work and impact in ***building better futures*** for all.

Hugh Crossey
Chair



1. Becky Clough and Conor Kerr from Another World donating 60 Love Packs to Lilian Vellum and Nicola Isbell-Thomson from Bryson Intercultural. The packs were for vulnerable refugees and people seeking asylum.
2. A further 4,000 Bryson Recycling Wheelie Boxes were rolled out in the Antrim and Newtownabbey Council area in June 2017.
3. Dame Mary Peters taking part in the Bryson LaganSports abseiling event at Belfast Castle. This event was part of a fundraising day for a range of organisations including the Mary Peters Trust.
4. Staff, parents and children enjoying the Bryson Care Teddy Bear picnic at Bangor Sure Start.
5. Bryson FutureSkills staff at their Open Day for Young People during August.
6. Bryson Energy Director (Nigel Brady) pictured with the Consumer Council Chief Executive (John French) at the signing of the Memorandum of Understanding between the two organisations.



Chief Executive's Report

Our Chair has commented on the operational context within which we have achieved so much over the last year and I wholeheartedly recommend that you read our social impact focused review, designed to give you a clear insight into our work and its impact.

A big focus for us during the last year has been planning for the future. You will find, on page 9, our outcomes-based plan, which is rooted in our social value framework. Our stakeholders (including staff, clients and funders) are at the heart of this model, which commits us to delivering outcomes on; stakeholder involvement, social inclusion, wellbeing, sustainability, innovation and reinvestment.

Bryson has continued to deliver award-winning services, supporting people and communities to lead a better quality of life, whether this is through reducing fuel poverty or supporting marginalised young people to get back into education or employment. The key strength for Bryson during this time of continued uncertainty has been our staff and volunteers and the values that underpin our work. We now have over 860 staff working from Donegal, Strabane, Enniskillen to Belfast and North Wales.

To celebrate and recognise our staff, we held our annual long-service awards (see page 27 for photos). At this event we also recognised and rewarded staff for their achievements in Learning and Development.

Our continued work in encouraging and supporting people from across Europe to volunteer in Northern Ireland has seen 18 young people come to our shores and spend up to one year volunteering in a range of local organisations, including Bryson. This work is a shining light on how we need, even in the context of Brexit, to continue to reach out and welcome people from other countries and cultures.

We were delighted that our Practice Learning Centres in Belfast and Derry were awarded the Ulster University Impact Excellence Award for their work in supporting the next generation of social workers.

Over the year, our staff continued to go that extra mile to support each other, their clients and other organisations through a range of fundraising activities including:

- Coffee mornings to raise money for Syrian refugees, people seeking asylum and Macmillan Cancer Support;
- Staff and young people from Bryson FutureSkills making up 50 packs of essential products for vulnerable homeless people in Belfast;
- Staff supporting various appeals from Bryson Intercultural for donations of clothing, food items and toiletries;
- Staff from Children's Services working hard, during December, to ensure that 76 vulnerable families received Christmas food hampers and gifts, including toys.

This will be my last review of Bryson Group as I retire in 2018 after 33 years' of service to the organisation. The key area that stands out for me as I reflect on my time, is 'the people'; both the clients that we are helping to make a positive difference to their lives and the people that I have worked with over the years. Bryson has a long history but, our vision of **building better futures**, is rooted in everything that we do and I wish the organisation and staff continued success and growth.

John McMullan
Chief Executive
@brysonceo
www.brysongroup.org



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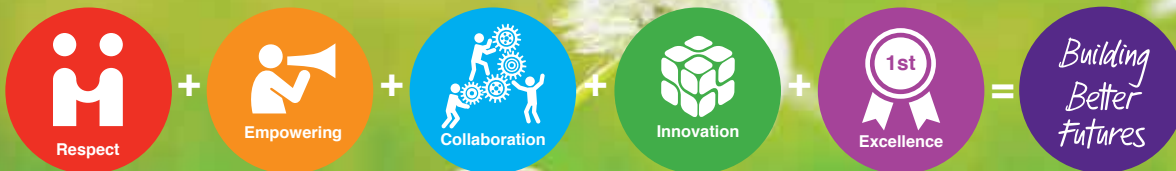
1. Brendan Mullan (centre) retired during the year as Company Secretary. Brendan is pictured alongside Board Members Stephen Curragh and Hugh Crossey.
2. Family Support Staff and Social Work students organising the Bryson Christmas Family Appeal in December 2017.
3. Staff and board members from across Bryson during the Strategic Planning Conference at Belfast Castle in November 2017.
4. Caoimhe Harkin-Mac Dermott, Bryson Practice Learning Centre Manager alongside Marion McBride, an independent practice teacher who works with Bryson, accepting the Impact Excellence award from Ulster University.
5. European volunteers join Bryson staff and partners during International Volunteer Day in June 2017.
6. Staff from across Bryson who organised and supported the Bryson Intercultural Coffee Morning in December 2017.

Building Better Futures

Vision: Our vision is to be a leader in creating a just and sustainable society.

Mission: We are committed to identifying and developing sustainable responses to existing and emerging social needs.

We believe in Building Better Futures through our values; they shape how we act as individuals, in teams and as a group.



Bryson Social Value Framework

To deliver on our Mission, Bryson's Strategic Plan has 6 social value pillars:



Each pillar has 1 or 2 strategic outcomes that we plan to achieve by 2021. Group companies and Corporate Services have put plans in place to show how they will contribute to achieving Bryson's strategic outcomes.

Stakeholder Involvement

- We contribute to developing solutions for societal need, engaging with stakeholders.
- Stakeholders have confidence that our purpose is to achieve social good and represent those who need it.

Social Inclusion

- We are recognised as a champion of social inclusion and enable people to take hold of their destiny and enhance life chances.

Wellbeing

- We enable individuals, families and communities to develop resilience and a positive physical and social wellbeing.

Sustainability

- The integrity of our social enterprise model balances long-term economic, social and environmental impacts.

Social Innovation

- We develop innovative solutions for societal need.
- We contribute to improved community, demonstrating our commitment to enhancing society's capacity to act.

Reinvestment

- Our social enterprise model is a vehicle for reinvesting profits, knowledge, expertise and other resources to enable greater social benefit and build better futures.



Bryson Care

Building Better Futures

We are a leading provider of care services across Northern Ireland. We deliver a range of services to enable individuals, families, young people and children to live full and independent lives.

Una Torrens, Manager of Bryson Care Independent Advocacy Service, pictured here (back left) with her advocacy team, tells us about the service:

*“Bryson Independent Advocacy Service was formed in 1999 and is designed to support some of the most vulnerable people in our society. We aim to empower those who need help in speaking up for themselves, so that they may be heard by those entrusted with their wellbeing and the protection of their rights. In the last year, we delivered **6,776** hours of support to over **436** adults across the five Health Trust areas.”*

“We provide advocacy for adults with learning disabilities including patients within Muckamore Abbey Hospital. Our work in Muckamore includes new services designed for children and carers and we are continuing to support and monitor the transitional process from institutional care in Muckamore to community living.”





Bryson Care has been delivering domiciliary care for over 40 years and currently holds contracts with Belfast and Western Health and Social Care Trusts. We expanded our care services in the North-West of Northern Ireland and now have over 287 staff working across Derry City, Limavady, Dungiven and Strabane plus 72 staff based in Belfast.



We provided help and support on a daily basis to over **1,130** service users, resulting in **300,297** hours of care being delivered during the year. This support is key to helping people remain independent whilst supporting families and carers.

Seventy-eight-year-old Mary McCauley from Strabane, who has been living alone since her husband's death, is an example of one of the people we support. Mary's daughter explained how visits from Bryson staff, both morning and evening, are a great help to her mother and really support the family. *"My mum has formed a fantastic relationship with the staff and she has said it is the best wake-up call and that she loves hearing all their stories, craic and laughter."*



Stakeholder Involvement

100% of social workers we work with rated the Bryson Family Support Service as excellent and, **100%** of the families we support rated the service as excellent.



Social Inclusion

Our privately funded care service, Bryson One2One, supported **192** clients, helping them to remain independent and part of society.



Wellbeing

84% of the Bryson Care One2One clients have stated that we make a positive difference to their wellbeing and life and, **95%** would recommend our services.



Sustainability

Our Practice Learning Centres in Belfast and Derry supported **24** social work students in gaining essential work placements as part of their degree course, with **100%** rating the support provided as positive.



Social Innovation

Bryson Practice Learning Centres' managers acted as advisors and peer reviewers for a virtual social work book, known as **VBookNI.com**, which was compiled by the voluntary sector and led by VOCALS. This book will be instrumental in highlighting some of the excellent social work practice within the voluntary sector.



Reinvestment

Bryson continued to invest in the development and growth of the Bryson Care One2One service, which delivered over **28,691** hours of support to **192** clients employing **49** staff.



Bryson Energy

Building Better Futures

As Northern Ireland's National Energy Agency, we support and motivate energy users to reduce their costs and greenhouse emissions.

In August 2018, Laurence Arbuckle, Bryson Energy; Angie Porter and Tracey Patten, Strabane Community Project; and Robert Clements, the Housing Executive, celebrated the 5 millionth litre of home heating oil delivered through the Oil Buying Club Scheme.

Since its establishment in May 2015, the Scheme has become increasingly successful; through building social partnerships with the NIHE, local communities and oil suppliers, we have developed 27 oil clubs with 4,900 members across NI.

From May 2015 to 31 March 2018, we have ordered just over **7.7 million litres** of home heating oil, valued at £2.8 million, thus facilitating an overall saving of 7.2% to members (based on the Consumer Council's average costs for 500 litres).





At Bryson Energy, we offer a range of advice programmes and services to householders across Northern Ireland, engaging with over 21,000 households in the last year. One of the key services is the PowerNI-funded Home Visit Service. Below is one example of the positive impact of this service.

Mrs J, who lives with her husband and three children, was referred to the Home Visit Service. As part of the visit, our staff member completed a benefit entitlement check as Mrs J was not getting Child Benefit or Child Tax Credits for her three children. We encouraged her to apply and supported her through the whole process. She is now better off by almost **£220** per week (**£11,440** per year).

We also noticed that her electricity bill had been quite high due to her using plug-in electric heaters; their oil heating had not worked in 20 years. We identified that she qualified for an existing Northern Ireland Sustainable Energy Programme (NISEP) grant and referred her to the scheme. Through the Power NI Energy Saver Homes Scheme, she received a new high-efficiency gas heating system, which was installed free of charge.

Mrs J needed a lot of support with both the benefit application forms and applying for the home-heating scheme. Through our advice service, we were able to hand-hold her throughout the entire process, thus greatly improving her and her family's quality of life.



Stakeholder Involvement

We continued to develop new partnerships to further promote our 'Whole House' approach to mitigating household poverty. As part of this, we were delighted to sign a Memorandum of Understanding (MoU) with the Consumer Council Northern Ireland.



Social Inclusion

We provided **977** home-safety, security and minor repair works to vulnerable households, the impacts of which were: **100%** reported feeling safer; **100%** noted an increase in their confidence in and around their homes and; **93%** reported a positive impact on their personal lives.



Wellbeing

32% of households involved with our Benefits Assessment Scheme were identified as being entitled to additional benefits, averaging £60.47 extra per week.



Sustainability

We advised **21,405** individuals across Northern Ireland about energy measures to help reduce household poverty and carbon emissions, and to improve household comfort and wellbeing.



Social Innovation

Working with a range of partners, including the Department for Communities, Oak Foundation and Big Lottery, we helped to develop a community-based pilot **Social Supermarket** support programme across NI to help mitigate the impacts of welfare reform.



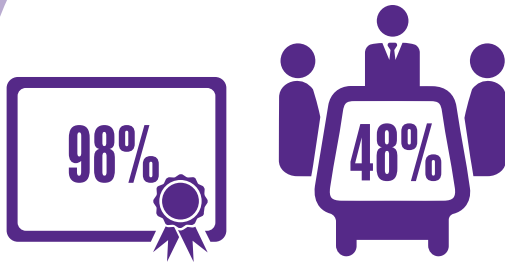
Reinvestment

In response to a critical wood pellet supply issue we sourced and distributed pellets to our Wood Pellet Boiler customers to help mitigate the supply gap.



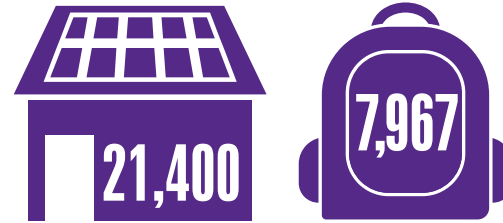
Bryson Group – *Building Better Futures*

Supporting people into employment



- ✓ **98%** of our clients achieved their targeted qualifications.
- ✓ **48%** of our clients on the Young Persons Employment Initiative secured and sustained employment.

Tackling fuel poverty and promoting energy



- ✓ **21,400** households received advice on saving energy.
- ✓ **160** school visits delivering energy-saving messages to **7,967** young people

Tackling waste and promoting recycling



- ✓ **60%** of recyclable waste from Northern Ireland homes was processed by us.
- ✓ **500** businesses and schools received a recycling service from us.

Promoting healthy living and wellbeing



- ✓ **10,000** people took part in our land and water-based activities.
- ✓ **50** corporate and charitable events were delivered.

Supporting vulnerable people from minority groups



- ✓ 40 members of the Traveller community were supported with accommodation advice.
- ✓ 861 advice and support sessions delivered to people seeking asylum.

Helping and supporting people to live full and independent lives



- ✓ 328,989 hours of care and support to vulnerable adults in their homes.
- ✓ 2,370 families and children supported through a range of programmes including Sure Start and parenting programmes.



1. Bryson Recycling staff in Donegal donated £495 to the Inishowen Flood Appeal.
2. Corporate Dragon Boat Racing organised by Bryson LaganSports.
3. To celebrate and recognise International Women's Day, Bryson An Munia Tober organised an event for Irish Traveller women and their families.
4. Hazelbank Primary School enjoying their prize of a trip to Titanic and £1,000 alongside the judges from Bryson Energy and NIHE.
5. Participants from North Belfast who are supported by Bryson FutureSkills to achieve their horticultural qualification.
6. Bryson Staff from Bangor Sure Start who provide a range of services for parents and children under 4.



Bryson FutureSkills

Building Better Futures

Bryson FutureSkills is a leading provider of a range of employment and training initiatives, designed for school leavers, young adults and those living with long-term unemployment.

Bisola Johnson is one of over 200 young schools leavers we supported in the last twelve months. Bisola has achieved a Level 2 Childcare qualification and is pictured here with Helen Beggs, Internal Quality Assurer. During Bisola's time with Bryson FutureSkills, she also achieved her qualifications in Essential Skills - Literacy, Numeracy, ICT and Personal Development. She has now been accepted onto a Higher National Diploma (HND) Business and Finance course.

Over the last year, 98% of our young people achieved their targeted qualifications.





Bryson FutureSkills has been a key part of the delivery of the Social Investment Fund (SIF) under the NI Executive’s Delivering Social Change Framework across Belfast (North, South and East).

The SIF North initiative has created a very unique partnership, which includes two parts of the Bryson Group (FutureSkills and Energy), along with the Ashton Community Trust and Groundwork-NI.

The Employment and Housing programme is aimed at those who have been unemployed for more than twelve months. It helps participants gain paid work and qualifications, alongside improving the physical environment of the local area, increasing knowledge of energy efficiency in homes and helping to reduce the effects of fuel poverty.

John McCrea from Belfast, who was long-term unemployed, joined the North Belfast Employment Programme. Over a six-month period, he was given the opportunity to secure paid work as a Domestic Energy Assessor and he gained a Level 3 qualification in Energy Awareness from City & Guilds. Equipped with the skills, experience and qualifications, he applied for a Community Energy Advisor job with Bryson Energy, and through support from Bryson FutureSkills, in relation to filling in the job application and preparing for interview, he was successful in his application and is now working full time for Bryson Energy.

John said: *“This project has played a major part in helping me turn my life around and I am totally grateful to have been given the opportunity, help and support from Bryson.”*

In total, Bryson FutureSkills has engaged **795** clients with over **25%** moving into unsubsidised employment through the Social Investment Fund programmes across Belfast.



Stakeholder Involvement

We received a **100%** return rate from a recent Employer Voice Survey, achieving a satisfaction level of **99%**, and an **88%** return rate from a recent Learner Voice Survey, with a satisfaction level of **91%**.



Social Inclusion

In the last year, **98%** of our young people achieved professional and technical, essential skills, life skills and employability qualifications.



Wellbeing

As part of our commitment to the wellbeing of our clients, we redesigned our extra curriculum programme for leisure and recreation and we achieved an **87%** retention rate with our clients.



Sustainability

48% of our clients on the Young Person’s Employment Initiative and **32%** on the Step Into Employment Programme secured and sustained employment during the year.



Social Innovation

We developed an innovative Transitional Employment Programme in association with Bryson Energy and Groundwork-NI to combat fuel poverty through the North Belfast Social Investment Fund. **80%** of leavers have progressed to sustained employment.



Reinvestment

Through our commitment to supporting, developing and investing in our staff we introduced ‘DARE to Lead Change’ diversity training, delivered by Bryson Intercultural. **10** members of staff attended and successfully completed the course.



Bryson Intercultural

Building Better Futures

We are a leading contributor towards the positive integration of newcomer and other black and minority ethnic groups within Northern Ireland and the border counties, including those seeking asylum, refugees and the Irish Traveller community.

Bryson Intercultural was delighted to launch the DARE (Dialogues About Race and Ethnicity) to Lead Change project at the National Football Stadium at Windsor Park. The new three-year project is in partnership with TIDES Training and Consultancy (TIDES). This project is supported by the European Union's PEACE IV Programme, managed by the Special EU Programmes Body (SEUPB). Match funding for the project has been provided by the Northern Ireland Executive and the Department of Rural and Community Development in the Republic of Ireland.

The aim of DARE is to build, improve and sustain positive relationships with local people and their neighbours from different cultures and countries. Pictured at the Launch of Daring to Lead Change is Adrian Bird from the Resurgam Trust in Lisburn, Mansoreh Abolhassasni (originally from Iran) and Eileen Rooney (a member of the Irish Traveller community).





The Bryson Intercultural Asylum Advice Service is designed to assist some of the most vulnerable individuals and families new to Northern Ireland.

The Asylum Advice Service is subcontracted by Migrant Help UK, which is a leading national charity offering support and guidance to vulnerable migrants across the UK. Our staff (pictured left) advised and supported asylum seekers at many levels, from initiating their Home Office asylum application to accessing temporary initial accommodation and financial assistance, known as Section 98 support, and supporting them through each stage thereafter.

During the year, we supported **190** asylum claims on behalf of our clients, which included **55** families. Our clients came from 29 countries including Sudan, Somalia, Iran and Syria. People from Sudan represented almost 35% of our service users. Our help and support have proved to be essential as English is not the primary language of over 90% of our service users and, the asylum process can be a complex procedure.

Quotes from clients:

Family seeking asylum: *“Your help came in time to save my life and that of my son, even though I didn’t know the condition that the baby was in, but your swift action saved our lives and I could not have asked for more; you gave us everything necessary to make sure we have a better life.”*

Person seeking asylum: *“When I came here for the first time I felt so welcome and felt so safe and at home.”*



Stakeholder Involvement

Through the development of our **donations room** at Bryson House, we have received donations from staff, individuals and external organisations. Staff organised coffee mornings, took part in the Belfast Marathon, completed staff surveys and made individual donations. External organisations provided goods ranging from clothing and toys to hygiene products and Easter Eggs, which were all greatly appreciated.



Social Inclusion

We supported **190** people seeking asylum from across the world, including **55** families and children who feel marginalised from our society.



Wellbeing

Throughout the year, **685** people from the Traveller community attended a range of health and wellbeing interventions. This included individual home-delivered health checks, nutrition advice, mental health wellbeing, drugs and alcohol awareness, oral health and therapeutic singing sessions.



Sustainability

Through our work with the Vulnerable Syrian Refugee consortium we enabled **419** people (115 families) to resettle and start a new life in Northern Ireland.



Social Innovation

85 young members of the Traveller community took part in our youth projects, including our summer scheme, afterschool club, young men and young women programmes.



Reinvestment

Our staff expertise and knowledge was focused on supporting the local Traveller community through equipping them with the ability to help their wider community.



Bryson LaganSports

Building Better Futures

Our vision is to be an inclusive social enterprise promoting active living and personal development for all.

During 2017, Bryson LaganSports was selected by Northern Ireland Hospice as a delivery partner for fundraising activities and they became the first charity to participate in the Bryson Extreme Challenge fundraising event. This event, which took place over two days, challenges participants to paddle, run, jump, climb, abseil and scramble their way on and off their own private island.

This initial event proved to be a great success and Northern Ireland Hospice partnered with Bryson LaganSports to organise a Dragon Boat Race involving 10 teams from local organisations.





Jonathan Lamberton, Corporate Engagement Executive from Northern Ireland Hospice said:

"Having raised over £13,000 made this event a fantastic return on investment and a brilliant fundraiser. The team at Bryson LaganSports were fantastic and not only helped make the day run smoothly and on time but they also brought a high level of professionalism and helped bring that competitive edge that really made this event stand out as the perfect event for companies to take part in. We have already booked for next year."

Karen Benson from Vela, who are one of NI Hospice's corporate charity partners said:

"The Dragon Boat Race was easily the highlight of the year for our staff. The competition between the teams was fantastic and the craic was great. We loved

how it got us out of the office and working together and all for a great cause."

On the back of this already successful partnership, NI Hospice's Family Support Services, with the support of BIG Lottery Fund NI, booked a Bryson Family Fun Day and Adventure Camp for bereaved siblings. The aim of the day was to facilitate peer support with those who have had a similar experience, reduce social isolation, and provide opportunities for families and siblings to relax and have fun.

"I loved everything about today, it was great." Bereaved sibling

"Activities were a great challenge and very stimulating; it was good to meet other families who know what we are going through." Bereaved parent.

We look forward to working and supporting NI Hospice in the future.



Stakeholder Involvement

Our social business model is based on creating **partnerships** and **collaborations**. We regularly consult with our event partners when developing our charity event offerings.



Social Inclusion

Over **63%** of the users were engaged in activities for social impact purposes only.



Wellbeing

53% of the activities we delivered were focused on personal development, health and wellbeing.



Sustainability

In line with our drive to achieve financial sustainability, we developed and delivered a range of new charity event products.



Social Innovation

We developed a Family Fun day and Adventure Camp for people who have suffered bereavement. The aim of the event was to support people and reduce social isolation.



Reinvestment

We invest profits from our commercial activities into facilities, programmes and activities to increase our reach.





Bryson Recycling

Building Better Futures

Our vision is to be an innovative provider of high-quality recycling services that deliver social and economic value.



We are the largest social enterprise recycler in the UK, employing 280 staff and processing recyclables collected from 60% of Northern Ireland homes. Through our “Bryson Model” of kerbside collection, we focus on collecting high-quality materials that maximise the economic, social and environmental benefits of recycling. Our circular economy approach to recycling ensures that over 80% of the materials collected through our Northern Ireland kerbside service go to local reprocessing companies so that they can support local jobs and grow their own businesses.

Our collection model is now being used across the UK: five-hundred (500) Kerb-Sort vehicles are now on the road across 30 council areas and over 275,000 households across 17 councils have Wheelie Boxes.



Bryson Recycling opened a new St David’s Hospice Re-Use Shop at its Recycling Centre in Mochdre, North Wales. This pioneering project, developed in partnership with Conwy County Borough Council, aims to extend the life of reusable household items, while generating profits for a very worthwhile local charity.

Having a re-use shop is a great way to change the way that people think about unwanted items. Many tonnes of perfectly reusable items are dumped annually by householders; this could potentially be of use to someone else. By salvaging and reselling these items, we can reduce waste going to landfill, and the associated disposal costs; boost our local recycling figures; and help raise funds for charity.

Eric Randall, Director of Bryson Recycling said: *“We are delighted to see the St David’s Hospice Re-Use Shop now open at our site. Reusing is even better than recycling, and as a social enterprise, we were keen to deliver a project like this that brings together all three strands of environmental, economic and social wellbeing.”*

We operate **8** recycling centres in the Republic of Ireland and Wales and in the last year, over **288,000** people recycled materials at these centres.



Stakeholder Involvement

Using a **public concession contract**, we worked in partnership with Conwy County Borough Council to develop a more innovative approach to service delivery. This resulted in us reducing trade waste through DIY charging and opening an on-site Re-Use Shop with a local charity.



Social Inclusion

558,000 households and **500** schools and businesses across Northern Ireland, Donegal and Wales have access to high-quality recycling, thanks to the services we provide.



Wellbeing

Our commitment to providing a **safe** and **healthy** working environment included investing in specialist health and safety management software, enhancing health and safety management and improving site safety procedures.



Sustainability

In the last year, we processed over **63,600** tonnes of materials across all of our services and worked hard to find local markets for the materials to be processed within the UK and the Island of Ireland.



Social Innovation

Our Wheelie Box model was introduced across a further **4,000** homes in Northern Ireland. Materials are separated for recycling at kerbside and collected in our specially designed vehicles, improving the quality of materials for recycling and the economic value of the local economy. **80%** of materials collected go to local reprocessing companies supporting the circular economy.



Reinvestment

Through our ‘Recycling Rewards’ campaign, for every tonne of paper, plastic and glass recycled through our kerbside box service during the year, £1 is donated to a local charity. As a result, over **£16,000** was donated to the Public Initiative for Prevention of Suicide and Self Harm (PIPS), who deliver suicide prevention and bereavement support services, counselling and therapies across Belfast and throughout Northern Ireland.



Making it work: Financial Review 2018

Bryson has had a positive year with some encouraging results in what are very challenging political and economic times. We continue to plan for difficult times ahead and to support some of our operations and programmes. It is encouraging to note that this year, due to programme growth, turnover has increased with very positive operational surpluses for Bryson Recycling, allowing a substantial gift-aid payment to Bryson Charity. Overall, turnover increased by 17% to **£29.8M** with total funds increasing 6.4% to **£11.4M**.

In line with our social business model, a high proportion of our revenue continues to come from contracts, reinforcing our independence while enabling us to continue to invest to increase our social impact. It is therefore satisfying to report that during the year, **82 per cent of our income** was derived from service contracts, with the remainder coming from grants, donations and legacies. In line with our charitable objectives, all revenues received are used to support our charitable purposes. During the year, reflecting our commitment to efficiency and maintaining a lean administration, **94p in every £1** spent was expended on the delivery of our social objectives.

Results from the Charity

The operational income and expenditure of the parent Charity was £1.1M and £1.4M respectively, resulting in a deficit of £304k. This deficit represents expenditure on governance and support, and it remains the objective of Bryson that this deficit will be funded by increased returns from its wholly owned subsidiary companies, both charitable and trading. Non-operational and designated expenditure totalled £395k, including £244k grants to our charitable subsidiaries. Total expenditure during the year was therefore £1.8M. Gift-aid from Bryson Recycling, donated to the parent Charity, was £682k and, after property revaluation increasing by £583k and decreases in unrealised gains from shares of £130k, funds for the Charity increased to £9.5M

Results from the Trading Subsidiaries

Bryson Recycling, our largest subsidiary company, recorded trading turnover of £13.7M. During the year, an operational surplus of £797k was reported and the company was able to make a gift-aid payment of £682k to the Charity.

Bryson's second trading subsidiary, **Bryson FutureSkills**, saw turnover recover from last year to £2.3M. The company continued with planned restructuring and reorganisation and reported a loss of £171k; this loss has been supported by the Charity as we have budgeted a profit for the next year with further cost control and growth in new contracts.

Charitable Subsidiaries

The Charitable subsidiaries, in line with our sector, have had a further challenging financial year. We continue to control costs, examine and review services provided, and pursue growth through new tendering opportunities.

Bryson Care, the largest charitable subsidiary, increased turnover by 32% to £6.3M and recorded a surplus of £46k. We continue to grow Domiciliary Care to the Western Trust region; however, service provision in the Belfast Trust region is retracting and future supply remains under review.

Bryson Intercultural, which works to support vulnerable people seeking asylum, and refugees, increased turnover to £1.6M, providing a surplus of £17k. **Bryson An Munia Tober**, which supports the local Traveller community, also reported increased turnover to £3.1M; however, a deficit of £48k was reported, due to unfunded redundancy costs. Bryson Intercultural and Bryson An Munia Tober have merged into a single Bryson Intercultural charity, with all assets and liabilities transferring on 1 April 2018. Our objective will be to better serve black and ethnic minority communities from one organisation.

Bryson LaganSports turnover continued to grow to £220k during the year, resulting in an operational breakeven position after receiving support from the Charity for management support costs.

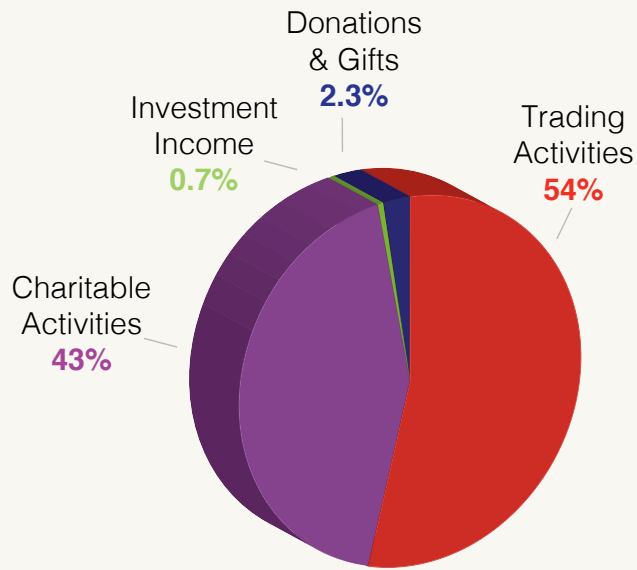
Finally **Bryson Energy** reported turnover of £832k, providing an operational breakeven position after accounting for restricted and designated fund movements.

Bryson Charitable Group

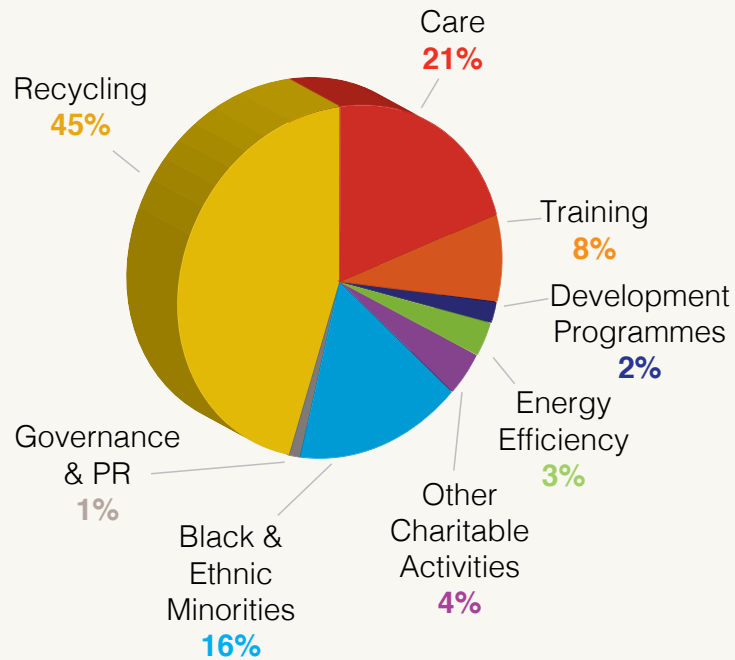
Unrestricted funds (including general unrestricted and designated funds) have now increased to £7.9M, equating to 4 months of total unrestricted expenditure, achieving our strategic target of holding reserves equal to 3 to 6 months' turnover. It is important to note that in line with achieving our charitable objectives, the Group has invested significant funds to support services provided, as we continue to strive to meet unmet social needs, improve our social impact and expand the provision of our quality services.

More detailed information is contained in our Annual Report and Financial Statement for the year ended 31st March 2018, which is available on request.

Funding sources



Where our money goes



Contact List

- Accounts Department
- Bryson One2One Service
- Business Improvement Unit
- Chief Executive's Office
- European Voluntary Service
- Family Support Service (Belfast FS & Intensive Belfast FS)
- Family Contact Service
- Human Resources Department
- Independent Advocacy Service
- Laundry Service
- Premises Department
- Practice Learning Centre

Can be contacted through:

Reception

BRYSON CHARITABLE GROUP

Bryson House
28 Bedford Street
Belfast BT2 7FE
t: 028 9032 5835
f: 028 9043 9156
info@brysongroup.org
www.brysongroup.org

BRYSON CARE

Adult Services:

- Domiciliary Care Service for (North & West Belfast and Eastern Region)

2 Rivers Edge
13-15 Ravenhill Road
Belfast
BT6 8DN
t: 028 9045 2136

Bryson Care (Western Services)

- Domiciliary Care
 - Practice Learning Centre
- Gortfoyle House
104-108 Spencer Road
L'Derry BT47 6AG
t: 028 7131 3512

Children's Services

North Down & Ards Family Support

3rd Floor
22 Hamilton Road
Bangor BT20 4LE
t: 028 9182 3688

Down Family Support

Innovation House
Down Business Park
46 Belfast Road
Downpatrick BT30 9UP
t: 028 4461 5240

Dunmurry Family Support

Colin Family Centre,
Pembroke Loop Road
Belfast BT17 0PH
t: 028 9061 4433

Down Sure Start

5-7 Mount Crescent
Downpatrick
BT30 6AF
t: 028 4461 3630

Lisburn Sure Start

(Hillhall, Tonagh, Knockmore & Old Warren)
Lagan View Enterprise Centre
Drumbeg Drive
Old Warren Estate
Lisburn BT28 1NY
t: 028 9267 2292

Bangor Sure Start

(Dufferin, Whitehill, Conlig 3 & Harbour 1)
22 Hamilton Road
Bangor BT20 4LE
t: 028 9145 7248

BRYSON FUTURESKILLS

Stockman House
39-43 Bedford Street
Belfast BT2 7EE
t: 028 9043 8211

275 Antrim Road
Belfast BT15 2GZ
t: 028 9074 5408

Dunanney Centre
Rathcoole
BT37 9DQ
t: 028 9036 9808

BRYSON ENERGY

Unit 1 Rivers Edge
13- 15 Ravenhill Road
Belfast BT6 8DN
t: 028 9045 5008

Fermanagh House
Broadmeadow Place
Enniskillen BT74 7HR
t: 028 6632 8269

22a Clarendon Street
L'Derry BT48 7ET
t: 028 7127 3070

BRYSON LAGANSPOrts

1 River's Edge
13-15 Ravenhill Road
Belfast BT6 8DN
t: 028 9046 1711

BRYSON RECYCLING

Central Park
Belfast Road
Mallusk
Newtownabbey
BT36 4FS
t:028 9084 8494

Armagh Business Park
41 Hamiltonsbawn Road
Armagh
BT60 1HW

Letterkenny Recycling Centre
Carnamuggagh
Letterkenny
Co. Donegal
t: +353 (0) 749125822

Milford Recycling Centre
Moyle Road
Milford
Co Donegal

Stranorlar Recycling Centre
Railway Road
Stranorlar
Co Donegal

Carndonagh Recycling Centre
Station Road
Carndonagh
Co Donegal

Laghey Recycling Centre
Laghey
Co Donegal

Dungloe Recycling Centre
Údarás na Gaeltachta
Industrial Estate
Dungloe
Co Donegal

Mochdre Recycling Centre
Bron-y-Nant Road
Mochdre,
Colwyn Bay
Wales
LL28 4YL

Abergele Recycling Centre
Rhuddlan Road
St George
Abergele
Wales
LL22 9SE

BRYSON INTERCULTURAL

Bryson Intercultural

28 Bedford Street
Belfast
BT2 7FE

For Migrant Help
t: 028 9031 5744
For Vulnerable Syrian
Refugee Consortium
t: 028 9032 5835
For DARE To Lead Change
t: 028 9032 5835

Bryson An Munia Tober

Social Economy Village
Unit 5, 1B Hannahstown Hill
Belfast
BT17 0XS
t: 028 9043 8265

Our People - staff, board members and volunteers



Find us online @ www.brysongroup.org

Bryson House
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www.brysongroup.org



Facebook

Bryson Charitable Group @BrysonCharitableGroup
Bryson Care @BrysonOne2One
Bryson Energy @BrysonEnergy
Bryson FutureSkills @brysonfutureskills.org
Bryson Recycling @BrysonRecycling @BrysonRecyclingCentresDonegal
Bryson LaganSports @lagansports



Twitter

Bryson Charitable Group @BrysonCEO
Bryson Energy @BrysonEnergy
Bryson FutureSkills @BrysonFutureS
Bryson Recycling @Brysonrecycling @BrysonDonegal
Bryson LaganSports @LaganSports



YouTube

www.youtube.com/user/BRYSONGROUP



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