



# Strategy 2027-2030



[www.burydropin.org](http://www.burydropin.org)

# Our Patron, Trustees and Staff

Patron: Mark Pendlington, HM Lord-Lieutenant of Suffolk

Chair of trustees: Rev Robert Green

Charity secretary: David Sutherland

Treasurer: Richard Minns

Trustees: Anthea Marshall, Claire Lockwood, David Bonnett, Jackie Burnett, and Janet Green.

Sabine Dornbusch, General Manager

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## Short on time?

Adobe Acrobat's Generative Summary feature can create a brief overview of this strategy document's key points for readers with access to Adobe AI features.

Copyright © 2026 Bury Drop In. To protect the privacy and dignity of our guests, we may use images that have been reimaged using artificial intelligence. This allows us to share the reality of homelessness in a respectful and ethical way, without compromising anyone's safety.

# Foreword

The remarkable work done by Bury Drop In is achieved by **exemplary partnership working, the selfless dedication of volunteers and the expertise of professionals who offer us such a wide range of essential skills.** I have seen at first hand the care and compassion offered to every guest, with love but without judgement. We can look back with pride on 10 years of making sure that no-one is left behind. And we can have the confidence to plan ahead as our capabilities and resources continue to adapt to a changing and uncertain world. We offer a lifeline to current and future guests as we place them at the heart of achieving our Mission, Vision and Values. Bury Drop In saves lives, offers opportunity, and gives hope to those who may be unable to see a future for themselves.

This strategy is a collective effort as well as a call to action. We re-commit ourselves to the wellbeing of our guests and to the local communities we serve.



Mark Pendlington  
HM Lord-Lieutenant of Suffolk

**Bury Drop In Patron**



# Introduction

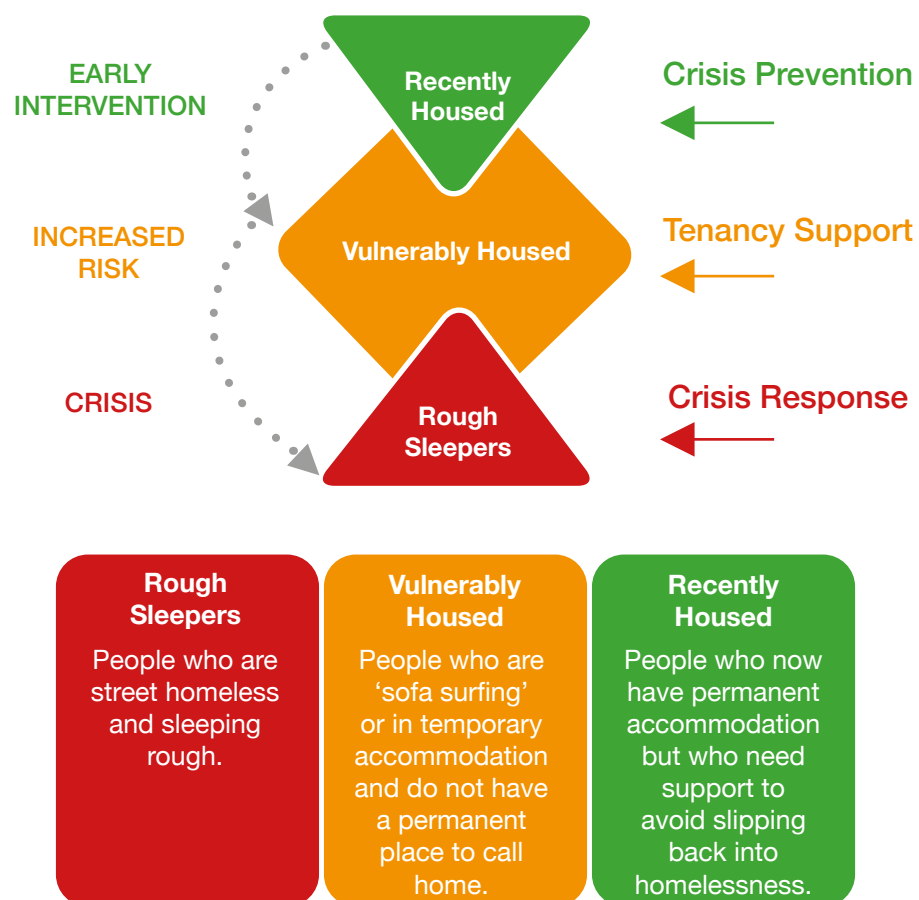
During the ten years Bury Drop In has been operating much has changed. As an organisation, we have developed and grown into an established and respected part of the local response to homelessness and housing vulnerability in our community.

Bury Drop In exists to serve homeless and vulnerably housed people within West Suffolk and surrounding districts in partnership with a range of service providers and to initiate change. Our volunteers offer a safe welcoming space where nutritious food and drink is served. A variety of services are available face to face and by referral (both voluntary and professional) to give effective support towards progress and a more secure future. Guest-led support is provided through, but not limited to, healthcare, emotional support, housing, debt management, up-skilling, and practical help.

Homelessness is not inevitable or acceptable. By working collaboratively with partner organisations, local government, agencies, churches and supporters we aspire to be a catalyst to maximise our combined impact on homelessness and achieve the best outcome for our guests.

# Who we serve

Our guests are registered in three broad categories, reflecting different stages of their housing journey. We provide tailored support to ensure each person receives the help they need, at the time they need it most.



# Our strategic aims

- 1 Alleviate and prevent homelessness**  
In crisis, to meet some of the immediate and diverse needs of guests. Being a catalyst to inspire guests and work in partnership with agencies and supporters.
- 2 Volunteer recruitment, training and retention**  
We continue to recruit, train and support volunteers to provide compassionate, practical and emotional support to our guests.
- 3 Financial resilience and funding**  
Building on our existing supporters, we will continue to seek broad-based financial support from grant-giving organisations, local government, individual donors, local churches and businesses. We will maintain strong financial vigilance, controls and communication, including an appropriate level of reserves.
- 4 Staff development and retention**  
We employ staff who bring essential skills, expertise and engagement with partners to ensure we fulfil our primary aim of alleviating and preventing homelessness. We will support their appropriate professional development.
- 5 Equality, inclusion and safeguarding**  
Commitment to equality, inclusion and safeguarding ensuring everyone is treated fairly regardless of background, identity or circumstances.

## 6 Health and well-being of guests

In addition to providing immediate support in crises, we take part in studies, run projects and encourage guest participation in improved health and well-being.

## 7 Data gathering

Develop a clearer impact framework, including the types of outcomes we measure and how we use data to improve services, support funding applications and demonstrate value to partners.

## 8 Effective Communication and community awareness.

To continue to develop communications internally and externally.



# Our mission

Bury Drop In meets people in crisis and provides immediate and holistic support and effective access to a wide range of services to homeless and vulnerably housed people in Bury St Edmunds and surrounding districts.

# Our vision

To care for and inspire homeless people as we work to ensure everyone has a place to call home.

# Our values

**Compassion:** We believe that our guests need more than services: they deserve dignity, to be seen and heard, for their names to be known and to know that they matter.

**Esteeming people:** We value the uniqueness, potential and worth of every person, treating all with sensitivity and respect regardless of background, identity or circumstances.

**Teamwork:** We value the knowledge, experience and skills of all team members and work collaboratively with stakeholders and partners.

**Serving with excellence:** We provide quality services to our guests, co-workers and partners, valuing reliability, trust, honesty and safety. We strive to be good stewards of our resources.

The values we are committed to are underpinned by the Christian ethos and origins of Bury Drop In.

# How it works

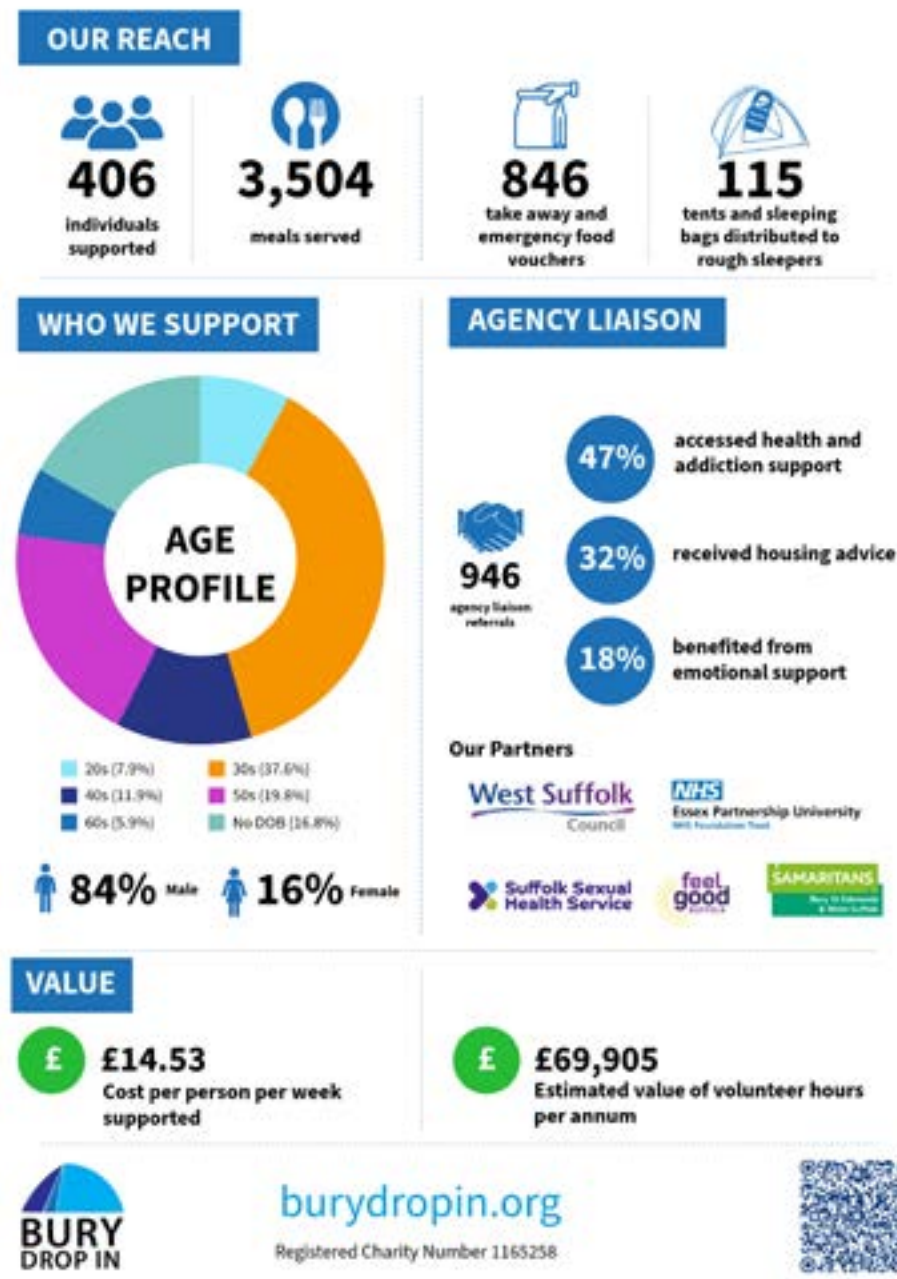
During sessions on Tuesdays and Fridays, in addition to serving nutritious meals in a welcoming environment, a number of agencies are on hand to give help and advice on many issues including housing, health, addictions, and welfare benefits. We offer emergency provisions for rough sleepers (tent, sleeping bag etc.) alongside toiletries, underwear and food vouchers and other practical support via a variety of partners.

NHS Health Outreach and West Suffolk Council Rough Sleeper Service address the key issues of housing and health. At each session, volunteers are available to help guests who are able to take the next step in improving their situation. This can include encouraging and helping them to sign up with the Job Centre to find voluntary or paid employment, or training to improve their job prospects.

**However, our work does not stop when the sessions end.**

Throughout the week, staff and volunteers work with guests, partner organisations and local agencies to coordinate support, advocate on behalf of individuals and help people access the services they need. This includes building trusted relationships, responding to emerging needs, following up on actions and ensuring guests remain connected to relevant support. Behind every session is significant planning, partnership working, volunteer coordination and service development, all of which help ensure our support is safe, effective and responsive. While our twice weekly sessions are the main point of contact for many guests, the impact of our work extends far beyond the five hours we are open each week.

# Our impact - 2025/26



Support provided to drop in guests and the impact achieved, based on recorded statistics from April 2025 - March 2026.

# One meal - powerful changes

Mark (not his real name) found his way to Bury Drop In on his birthday in Spring 2025. While completing a registration form with a volunteer to establish what support was required, as well as his hopes and goals, Mark disclosed that he wanted to gift himself a fresh start and better health.

Mark is in his early 40s and had fled drug related violence. Most urgently, he wanted to get off the street, as he could not bear the stress and fear of sleeping rough anymore. Mark was prepared to engage from the first visit and followed up with West Suffolk Council Rough Sleeper Service and NHS Health Outreach. Bury Drop In supported Mark by giving him a tent and a sleeping bag, and a mobile phone with credit. Mark also signed up with Turning Point to address his addiction issues.

After two weeks in a tent, Mark moved into emergency shelter. He kept himself away from temptation and actively explored positive support opportunities. Subsequently he moved into shared accommodation and from there into a supported flat within six months. Mark moved into his independent tenancy in April 2026 and is no longer homeless. During this time Mark struggled with poverty until financial support options, such as Universal Credit, were in place. Food bank referrals, clothing vouchers and essential toiletries

donations helped Mark to gain financial independence and security, and to develop budgeting skills.

Many people in recovery struggle with complex needs and substance misuse. Smoking is often considered as the least of their problems. Bury Drop In runs a smoking cessation project supported by Suffolk Smokefree Generation to raise awareness of the severe health issues caused by smoking. Studies show that many homeless people would like to stop smoking with support. Mark was able to quit smoking with the aid of a vape. He engaged weekly with face-to-face support and regularly tracked his progress with carbon monoxide testing during sessions. The positive feedback on his progress helped Mark to build self esteem and supported progress on self-care.

One year after his first visit, Mark is hardly recognisable, improvements to his health and mental health, and the security of housing, have contributed to healthy weight gain, change in posture, and a hopeful approach for the future. Mark's feedback on his time with Bury Drop In: "Being welcomed without judgement and receiving unconditional support was so encouraging. The hot meal and weekly chats and check ins helped me to stabilise my out-of-control life. I liked the opportunities to access services in my own time."

Bury Drop In has seen many times that change is achievable. Immediate, accessible, guest-led and face to face support, delivered by volunteers and supporting agencies can inspire someone to change their life.

# Our future

Homelessness is a persistent and changing phenomenon in the UK and Bury St Edmunds. It is challenging and demanding work to support people with complex needs facing homelessness. Issues of relationship breakdown, mental health, physical health, employment, loneliness, addiction and offending are often the backdrop to a person's homelessness. These issues can only be addressed in concert with the wide range of agencies and partners we work with. We exist to bring together such partnerships in order to change the lives of guests for good. Partnership and teamwork is fundamental to our approach.

As we look to the future, we will continue to build on our strengths, adapt to challenges, and positively impact our guests' pathways out of homelessness.



# Acknowledgements

We would like to extend our sincere thanks to all volunteers, partners, supporters and the wider community who contributed to the development of this strategy. Your insight reflects the strength of what we can achieve together through compassion, collaboration and shared purpose. To learn more about our work, ways to get involved or how you can support us, please visit our website: [www.burydropin.org](http://www.burydropin.org).



Bury Drop In serves people who are homeless and vulnerably housed. Our guests include the street homeless, rough sleepers, and 'sofa-surfers'. We also care for those in temporary accommodation (e.g. hotels and hostels) and people who were homeless but need some support to avoid falling back into homelessness.

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