

# IMPACT REPORT// 2013/14



YOUNG PEOPLE'S SUPPORT FOUNDATION

**Young People's Support Foundation Limited**

Branch offices retain their identities as 'Signpost' and 'City Centre Project' without associated financial trading.

**Charity Commission Number:** 1112504

**Company Registration Number:** 05546361

**Registered office:** 52 Oldham Street, Manchester M4 1LE

## A message from our CEO

The third sector continues to experience unprecedented and sustained change. There is no longer a single, traditional source of funding available to us, and the increase in the demand for our services is matched with a decrease in available funding. We must work harder and longer to secure the financial assistance we need to provide our essential services to young people.

We are able to do this because we have a dedicated team. As well as being the first port of call for young people at risk of homelessness, our support workers have become fundraisers and volunteer mentors. Despite their ever-expanding job descriptions, they remain dedicated to helping young people in need. This year's impact report will highlight some of the valuable work they carry out.

Education plays a vital part in our service and we have increased our ability to deliver on-site training to Social Work BA and MA students from Manchester University, Manchester Metropolitan University and the University of Salford. The more students we train, the more young people we will be able to help, both directly and indirectly.

Two of our recent students have re-joined the team as full-time colleagues, taking the total number of staff who first came to us as students to seven. We are incredibly proud that our students return to us when they become qualified; it's testament to the challenging yet fulfilling work we do every day.

Our work continues to focus on young people at risk of homelessness and we are committed to helping the most vulnerable young people in society. Thanks to funding from The Manchester College, we have been able to expand our homelessness prevention service by placing two full-time support workers in the college. They work with students to prevent homelessness and promote independent living, with the focus on helping young people maintain their education.

We have developed partnerships including MIND, Cheetham Hill Advice Centre, Manchester Refugee Support Network, Greater Manchester Immigration Aid Unit and the North West Development Agency. We have also worked alongside other youth homelessness charities such as Centrepoin to create the national End Youth Homelessness group. It is more important than ever to work together to help those in need, and we are very proud to stand alongside these valuable organisations.

The commitment of our staff, partners, funders and supporters enables us to help young people to live safe, independent lives. Thank you - we would not be able to do this without you.

Kate Macdonald,  
Chief executive officer, Young People's Support Foundation

## A message from our chair of the Council of Trustees

It's my final year as chair of YPSF's Council of Trustees, and I stand down in a year in which management and staff have worked harder than ever to source funding and expand services. The support and dedication of my fellow trustees has been invaluable, particularly during a period that requires difficult and focussed strategic direction

I am acutely aware of the demands placed on our staff who, despite working closely with some of the most vulnerable young people in our city, find the time and resilience to mentor volunteers who can then go on to improve themselves and the lives of the people they work with.

Our new connections with The Manchester College and other charities will enable us to reach more young people than ever. While we remain focused on helping young people at risk of

homelessness, this does not always present itself in the form of rough sleeping. There are many young people who face a daily struggle to better themselves because they are doing it with no support, or in the face of adversity. Our partnerships enable us to pool resources and reach as many of these young people as possible.

During my time as chair, I have witnessed the most vulnerable young people being given a future by the most caring and determined people. I'm very proud to have played a part in the excellent work that goes on at YPSF, and I send warm and heartfelt wishes to all concerned.

Janet Finucane,  
Chair of the Council of Trustees

# Our aims and objectives

## Purpose and aims

Our purposes as set out in the objects contained in the company's memorandum of association are to:

- Benefit the community by establishing and administering, for the young people of Manchester, advice and information centres for the charitable purposes of relieving poverty and distress.
- Provide support for those experiencing difficulties with housing or homelessness.
- Advance education and provide resources and facilities in the interests of social welfare and with the aim of improving conditions of life of the said people.

The overarching aims of our charity are to:

- Improve the range of services and activities to meet young people's needs in order that they may be healthy, stay safe, enjoy and achieve, make a positive contribution and achieve economic well-being.
- Increase the performance and long term viability of YPSF and its influence on local and national policy.
- Improve and maintain a high quality workforce.

Our aims fully reflect the purposes that the charity was set up to further.

## Ensuring our activities deliver our aims

Over the last year, we have reviewed the achievements of all activities and the outcomes and benefits to the young people we are set up to help. We have reviewed our aims, objectives and current and future planned activities to ensure they remain focused on our stated purposes and are in accordance with the guidance contained in the Charity Commission's general guidance on public benefit. The trustees consider how planned activities will contribute to the aims and objectives they have set.

## The focus of our work

Our main objectives for the year continued to be the prevention of homelessness among young people, the promotion of independent living and the smooth transition to adulthood. The strategies we used to meet these objectives included:

- Providing a range of good quality services to meet young people's needs and improve their chances of achieving independent living and a transition to adulthood.
- Improving young people's lives by reducing the risks of homelessness, poor health, abuse and poverty and increasing their contribution to local community.
- Working in partnership with other agencies including public, private and third sector, to increase the widest range of services available that promote and meet the needs of young people.

# How our activities deliver public benefit

All our activities focus on the prevention of homelessness and the promotion of independent living for young people and are undertaken to further our charitable purposes for the public benefit.

In 2013/14, YPSF helped 2,250 of the most vulnerable young people in Manchester. We did this by:

## Tackling deprivation

93% of the young people who came to us last year were unemployed and on benefits.

## Helping young people in need and enabling independent living

In 2013/14 1,509 young people were able to live in supported accommodation or in their own homes instead of becoming homeless or being taken into local authority care. We provided free, independent and quality advice on a range of issues to 1,358 young people aged 16-25 to prevent them becoming homeless and assist them to live independent, healthy and economically active lives.

Our long-term, one-to-one services support young people to develop skills and access the education, training and employment they need to live independently. Not all young people have a loving family and a safe home.; we help those who don't.

## Encouraging healthy, inspirational and independent lifestyles

Last year, we gave 470 young people access to free contraception. We arranged one-to-one and group activities and training on safe sexual relationships, independent living, financial confidence, employability, cooking and peer support skills.

We help young people to respect themselves, their bodies, their children, each other and other people in the community when they have no other positive role models to look to.

# Our services

YPSF supports young people aged 14-25 in Manchester with the help of our partners and funders. We work closely with Manchester City Council, including their Supporting People, Health, Homelessness and Children & Adult services. We also receive funding from Big Lottery, amongst others, provide a placement service for social work students, volunteering opportunities as well as employing apprentices. The input of YPSF Youth Forum is also a key stakeholder influencing the work of the charity.

## DUTY SERVICE

Our drop-in advice sessions are often the first step for young people who need help. As well as receiving free, confidential and impartial advice from skilled support workers - who can help with access to emergency and temporary accommodation as well as personal and welfare issues - young people can enjoy a free hot breakfast (with showers and laundry facilities at our city centre site).

In 2013/14, 674 young people received help at our drop-in centres.

## HOUSING SUPPORT (CITY CENTRE) AND STARTING OUT (WYTHENSHAW)

This one-to-one independent living support service enables young people to find safe and secure tenancies. Working in partnership with several housing agencies, our support workers help young people develop the skills they need to settle in their own home and in the communities of their choice as well as live a safe, healthy and independent life.

Last year, we supported 137 young people. Of those, 134 were able to live independently in their own homes.

The funding for these services is secure until March 2015.

## HOUSE TRAINED

This Open College Network accredited course gives young people the practical skills they need to find and maintain their own tenancies and live a healthy, independent life. As well as receiving an NVQ Level 1 qualification, young people who complete this course will gain a re-housing award on the Manchester City Council allocation scheme.

This year, we helped 170 young people to develop the skills to live independently and secure their own tenancies.

The funding for this service is secure until March 2015.

## YOUNG PEOPLE'S TASK FORCE

This service provides individual, one-to-one support and housing advice for young people ready to live independently, those who are ready to move on from temporary accommodation, and those who have been suspended from the re-housing register. Our support workers help young people work through obstacles to long term housing and advocate with housing providers to secure tenancies.

In 2013/14, YPSF helped 399 young people with their housing options. Of those, 375 secured long-term accommodation.

The funding for this service is secure until March 2015.

## HOMELESSNESS PREVENTION (FUNDED BY MANCHESTER CITY COUNCIL AND THE MANCHESTER COLLEGE)

Our primary aim is to ensure young people are able to live safely without becoming homeless. Our support workers give help and advice to young people in need, enabling them to secure or maintain accommodation without resorting to statutory homelessness services. We are able to provide immediate and practical support to young people sleeping rough and those who are homeless or at risk of becoming homeless. We help them to find temporary and supported housing with a view to securing and maintaining long-term tenancies, as well as helping them to work with other support providers.

This year, we have helped 764 people to remain in, or find, a safe home environment.

Manchester City Council's funding for this service is secure until March 2015, while The Manchester College's funding is secure until November 2014.

#### 16/17 YEAR OLD PROJECT - MANCHESTER CITY COUNCIL

This service helps those aged 16 or 17 who are at risk of being homeless or are worried about their safety at home or in their communities. Our support workers help them to secure and maintain alternative safe accommodation or work with them to enable them to return home safely. We work closely with the Local Authority's Children Services to ensure protection, safeguarding and well-being of those young people who find themselves at risk of homelessness.

**In 2013/14, we helped 489 vulnerable 16 and 17 year old young people to live safely.**

The funding for this service is secure until March 2015.

#### MANCHESTER ADVICE ALLIANCE - BIG LOTTERY ADVICE TRANSITION FUND

This service is delivered in partnership with other agencies lead by CAB to provide 25 per cent of the total funding for direct advice to Manchester communities. The remaining seven per cent helps to develop alternative models of advice provision including volunteering, building capacity into communities and through alternative funding.

**In 2013/14, we helped 105 young people to access free, independent and quality advice. The funding for this service is secure until November 2015.**

#### MIND YOUR MONEY - BIG LOTTERY - IMPROVING FINANCIAL CONFIDENCE

This service is delivered in partnership with local agencies lead by City South Manchester Housing Association. YPSF provides financial competencies training to young people aged 16 to 25 who are in work, in college, in homelessness hostels and in their own tenancies.

**In 2013/14, we helped 186 young people to access free, independent and quality advice.**

The funding for this service is secure until November 2015.

#### UNIVERSITY AND SOCIAL WORK PLACEMENTS

YPSF provides supervision for undergraduate Youth and Social Work students on placement within our organisation.

**This year, we offered 16 social work students a placement to learn, develop their skills and practice.**

This funding is on-going.

#### R U READY? MANCHESTER CITY COUNCIL YOUTH FUND

Based in Wythenshawe, R U Ready? supported 14-25 year olds into education, employment or training (EET), as well as helping them to learn the skills they need to live independently. The course was specifically developed to meet the needs of young people living in Wythenshawe. Those who successfully completed the course received an Open College Network qualification, and were awarded a Community Connection on the Manchester City Council housing register.

**We supported 126 young people who were NEET to become EET.**

The funding for this service ended in July 2013.

## “I’ll add value and create social enterprise,” says new trustee Jim

In 2014, we welcomed Jim Clarke, co-founder of the Apprentice Academy, onto our board of trustees. Jim is passionate about the well-being of young people and brings a wealth of experience, knowledge and ideas to YPSF.

“I’ve been aware of the work that YPSF does for some time,” says Jim. “My organisation has placed apprentices with the charity, and I’ve been involved on a personal level with fundraising activities in things like Sleep Out and bag packing at Asda.

“Fundraising on that level is very important, but what I’d like to do is generate more commercial revenue. I want to look at things on a more long-term basis: create opportunities for employment and training, and establish commercial enterprises that will raise money while providing opportunities for young people.

“Raising money for charities through fundraising has become so competitive, we have to add more value in order to survive. We’ve had three charity events here at the Apprentice Academy in the last two weeks; there’s only so many times you can ask people for money.

“I want to look into delivering services and creating a

sustainable social enterprise to help provide employment opportunities. We need to bring commercial thinking to YPSF to make it more sustainable. To give you an example, the target for each person doing the Sleep Out is to raise £200. If there are four of us doing it, that’s £800 going to the bottom line.

“If we used that £800 to fund some type of business – for example, the catering project that’s already had some success – we can turn it into £5,000. I see that as my value in the organisation, I can help to achieve that.

“Ultimately, my passion is supporting young people. The Apprentice Academy places young people in employment but they need to have stability and a good education. A lot of young people who come to YPSF would find it hard to get on one of our apprenticeships so I’ve always got a side of me that thinks what about the young people who we’re turning down? Where do they go?

“There are lots of courses young people can go on and lots of things they can do, but until they get a job and an income they’ll always be reliant on the state. We need to create flexible environments that will provide those opportunities. YPSF can do that.”



Jim Clarke, centre, with YPSF staff and students from The Manchester College at a fundraising bag pack.



# Thanks to YPSF, I'm at university



When Arron Hawley was 22, he approached YPSF for help. Now 26, he's just started university in Brighton and couldn't be happier. He wrote to us to let us know what a difference we made to his life.

"Prior to February 2010 I received support from YPSF, after a lack of parenting and direction as a child and young adult. When I started receiving support my life had spiralled out of control and I had little in the way of a career, education or determination. It is because of the effort of all the staff involved and the down to earth nature of my support worker that I changed my views and grew up.

"Since receiving the support I have gained valuable work experience in care homes, hospitals and supported housing for young people.

"After completing a level 2 access course in Manchester, I moved to Sussex where I planned to settle down whilst completing the level 3 and then going to university. Unfortunately I became unwell during studying for the level 3 qualification and ended up in hospital.

"It would have been easy for me to give up on my career at that point. However, I remembered how hard I have worked and how far I have come over the past few years, so I carried on regardless of the challenge ahead of me.

"I have recently been accepted to study Applied Social Science at The University of Brighton. My long term plan is to go on and study a masters in order to become a clinical psychologist.

"I couldn't imagine getting to this point without YPSF"

## Thanks to the dedication of our team of staff, volunteers and trustees, we're able to help people like Arron every day.

Every young person who calls us or comes into our drop-in centres receives advice from someone who has made it their mission to help young people in need. People don't do this job for financial gain, and they don't do it because it's an easy ride. They do it because they feel they can help change the lives of young people who, for a multitude of reasons, haven't had the start in life they deserve.

Our support workers see the most vulnerable young people in society and help them to lead safer, happier, more positive lives. Young people can come to our city centre or Wythenshawe premises to see our support workers, and we now also have two support workers on The Manchester College campus.

Young people come to us with their problems and issues and know they will see a friendly face. They'll find someone independent and impartial who has their best interests at heart, and who can help them work through their problems. All our support workers deal with issues around housing, homelessness prevention, support with independent living, helping to maintain a stable education and securing training and employment.

Our team of valuable staff work with other charities to deliver training for volunteers who want to help people in need. YPSF manages the Manchester Advice Volunteer Partnership (MAVP), which includes MIND, Manchester Refugee Support Network, Greater Manchester Immigration Aid Unit and Cheetham Hill Advice Centre. MAVP trains and supervises volunteers to enable them to work with all the partner organisations.

This year, we have had 16 volunteers, six of whom have gone on to full-time employment. Two volunteers are helping us to run a digital hub, which provides laptops and advice to young people and helps them with benefit claims and job searches. Another volunteer is running an advice drop-in at Young Adults Services and Projects in Levenshulme for young people with mental health issues. Others are helping our team to run our café drop-ins and with our young people's forum. The

youth forum is held monthly, and runs a variety of projects from producing radio shows to creating social enterprises.

As well as MAVP, we have joined forces with other charities working with young people who need support with accommodation, including Centrepoint and St Basil's. Together we have formed End Youth Homelessness ([www.eyh.org.uk](http://www.eyh.org.uk)) to make our collective voice louder in campaigning and to be a credible UK-wide contender for attracting corporate charitable giving. The potential contribution from these new supporters is a major factor in sustaining our work.

We've also delivered training for seven students completing BA Social Work qualifications and seven completing their MA Social Work at the University of Manchester, Manchester Metropolitan University and the University of Salford. It's only because our team is so keen on sharing knowledge and best practice that we are able to accept Social Work students. Each year, we find the students come back to us as permanent staff when they qualify and this year was no exception, with two more qualified students bringing their knowledge and education to our team.

Despite all this, our team still finds time to get out on the streets and source donations of cash and goods. Our fundraising group meets regularly to come up with ideas for generating income, as well as identifying and applying for sources of funding. They've secured gifts for our young people's Christmas party, gardening tools and plants for our gardening project, a fridge freezer for our catering project and cash donations that have helped us provide essential toiletries and other supplies in our drop-in centres.

Individual members of staff and trustees raise money with activities such as bag packing in supermarkets, taking part in the national Big Sleepout and entering races and sponsored walks. Without the dedication of each and every one of our team, we would not be able to provide the services we do.

On behalf of the young people of Manchester, **thank you.**

Impact report created by [Juliet Shaw Communications](http://www.julietshaw.co.uk)  
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