



You Asked We Responded

(YAWR) Services

Annual Report

2023-24

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1. Background

YAWR have continued to deliver the SPS Advocacy and Befriending contracts this year. In addition, we continued to deliver YAWR's hospital discharge project supporting individuals to return home at the earliest opportunity by reducing barriers to safe discharge.

Other initiatives that we delivered included the central governments Multiply project that is looking at developing maths skills for the so called "hard to reach" adults.

Additional projects that included SPS Green, Men's mental health and the "drop in sessions where advice and support is provided to individuals in assisting with a range of benefits. The above projects will be summarised in this report.

2. Accounts

The accounts for the year ending 31st March 2024 show that the income for the charity for this period was very similar to the previous accounts and that a small surplus was recorded.

The bank account shows a total of £99,984.10 with reserves of £100,056.67 include restricted funds received in advance to deliver projects. The reserve policy considers that these funds would be utilised if the SPS contracts were not renewed that funding will be available for one year to continue this work and safeguarding YAWR staff whilst additional funding is secured. The development manager recruited in 2023 was assigned to the "Reablement" pilot. Our aim is to recruit a full-time manager to develop YAWR services as we are growing organically. Whilst we do not utilise accounting software for bookkeeping purposes, this is something that we will explore in the following year. Payroo software is utilised for payroll, and it is adequate for our needs.

**You Asked We Responded (YAWR) Services
Statement of Financial Activities
for the period 1st April 2023 to 31st March 2024**

	31.03.2024		31.03.2023
	£	£	£
Income			
Unrestricted Funds:			
Total	£165,724.49		£ 96,491.34
Restricted Funds:			
Total	<u>£ 8,988.40</u>		<u>£ 36,874.40</u>
Total Income:		£174,708.89	£133,365.74
Expenditure			
Salary	£138,272.34		
Consultancy	£ 7,869.00		
Telephone	£ 4,194.36		
Bank Charges	£ 60.00		
Training	£ 123.40		
DBS	£ 252.40		
Equipment	£ 3,285.18		
PHB	£ 10,648.15		
Office	£ 8,892.25		
Stationery	£ 863.20		
Total		<u>£174,340.28</u>	<u>£126,670.69</u>
NET SURPLUS (DEFICIT)		<u>£ 368.61</u>	<u>£ 6,695.00</u>

3. Staffing

YAWR currently employs part time staff due to the nature of our work and availability of staff. The number of part time staff increased from 9 to 11 and additional duties were undertaken by freelance individuals as and when required to work on specific projects and provide support to the management team in terms of monitoring projects, evaluation and provide reports to funders.

4. Activities

Core activities for YAWR include SPS Advocacy and Befriending that is funded by VAR, the Adult Discharge Project funded by NHS through VAR and Direct Payments that are funded by the clients, RMBC and third party providers. Core activities have been augmented by short term projects that have been delivered through this period. Due to the “cost of living crisis” the trustees agreed to fund a “drop in” service through the reserves. The demand for this has far exceeded supply and additional funding needs to be sought so that this service can be continued and expanded.

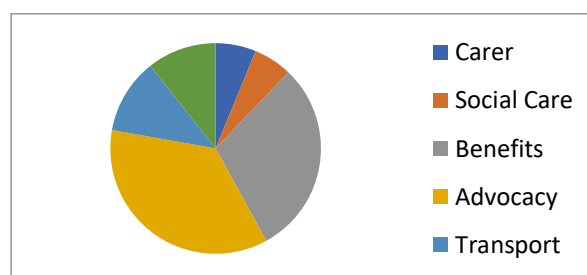
4.1 SPS Befriending and Advocacy

SLA’s with VAR for SPS are renewed annually based on performance. Whilst the SPS made a loss, this was overcome with the surplus made through the direct payment activities.

The following pie charts are a summary of support provided and outcomes attained.

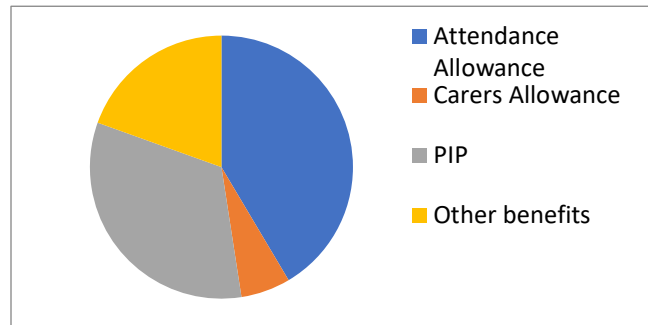
Total support provided as some clients had multiple support.

Carer	21	6.62%
Social Care	20	6.31%
Benefits	101	31.86%
Advocacy	121	38.17%
Transport	39	12.30%
Housing	36	11.36%
Total	317	100%



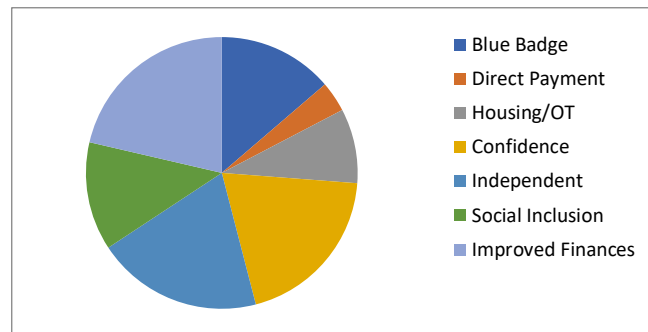
Benefits Outcomes

Attendance Allowance	35	41.46%
Carers Allowance	5	6.10%
PIP	27	32.93%
Other benefits	16	19.51%
Total	82	100%



Additional Outcomes

Blue Badge	34	13.71%
Direct Payment	9	3.63%
Housing/OT	22	8.87%
Confidence	49	19.76%
Independence	49	19.76%
Social Inclusion	32	12.90%
Improved Finances	53	21.37%
Total	248	100%



Financial Benefits

In 2023/24 on behalf of our service users, YAWR has secured a total of **£378,759.80** to Rotherham in additional benefits. This is a significant increase as the benefits have more than doubled from previous year due to successful outcomes for individuals supported with Attendance Allowance and PIP applications.

There were several additional benefits that service users had been successful in obtaining through our support which unfortunately we have not been able to quantify exact amounts. These include Universal Credit, Council Tax support, Housing Benefit, Direct payment, State Pension, Pension Credit and employment.

Additional non tangible benefits accrued

Housing Support

- Aids and equipment- Grab rails, hand rails, perching stools, bed panel, raised toilet seats, crutches, walking sticks, wheelchairs and Easy chair.
- 6 supported under medical priority for rehousing
- supported to auto bid for properties through key choices and online
- Support with payment plans for rent arrears
- Successful bids for rehousing
- Housing repairs
- Property repairs to roof, hall way plastering, repairs to front doors and replacing back door
- Obtained grants to receive white goods

4.2 Direct Payments

This activity is funded through RMBC, third party providers and individual clients. YAWR support 10 clients with a variety of activities that enables them to improve their quality of life.

4.3 NHS Reablement Pilot

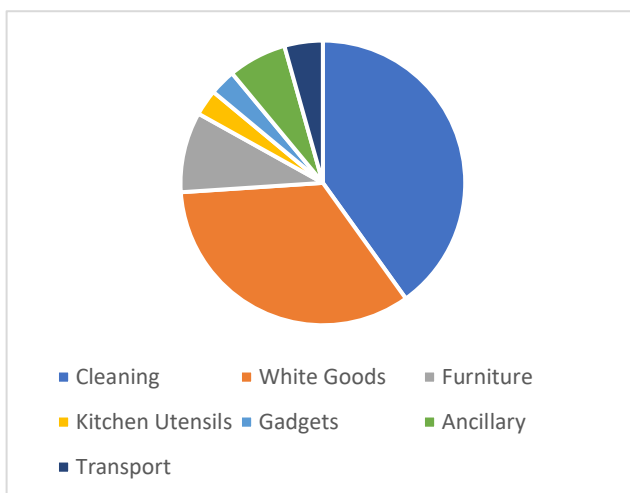
YAWR services were approached by VAR and NHS to deliver a pilot for patients who were “bed blocking”. The aim is to engage with patients and support them to return to their homes using a Personal health budget (PHB) award of up to £500 to buy a service or goods for discharge home from the acute or community bed base. This includes liaising with hospital staff, patients and their families to ensure that on return to their homes they are in a safe and conducive environment. The pilot commenced in March 2023 and will continue until 30th June 2023 where it will be reviewed.

The tables and pie charts below provide additional information.

Referrals

Number of referrals received	90
Withdrawn	1
Discharged	65
Numbers of PHB	29
Total Patient hours	932

Allocation of PHB's



Cleaning	40%
White Goods	34%
Furniture	9%
Kitchen Utensils	3%
Gadgets	3%
Ancillary	7%
Transport	4%

Additional Support

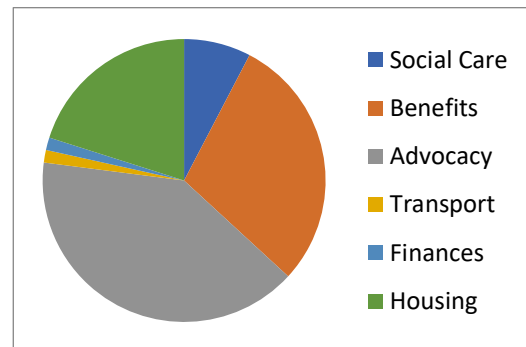
To ensure that patients were not at risk of “frequent flyers”, YAWR staff also added value as shown in the tables and pie charts below. Multiple support was provided that showed a 29% increase in benefits received, 40% advocacy support, 20% improved

housing and the balance was a mixture of additional social care, transport and increase in finance.

YAWR staff successfully enabled 7 patients to apply for attendance allowance, 6 to secure Personal Independence Payment and 9 to secure a mixture of additional benefits.

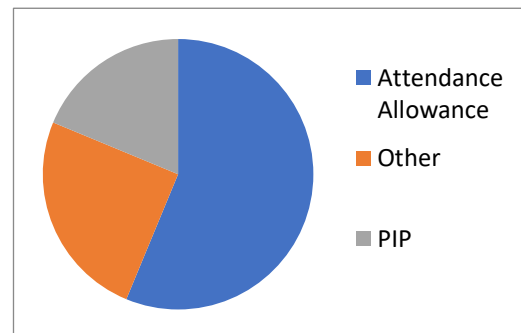
Total Support Provided as some clients had multiple support

Social Care	16	8%
Benefits	61	29%
Advocacy	84	40%
Transport	3	1%
Finances	3	1%
Housing	42	20%
Total	209	



Benefits Outcome

Attendance Allowance	18	56%
Other	8	25%
PIP	6	19%
Total	32	



As part of the advocacy support that has been provided, we have discussed with clients the option of applying for additional benefits.

It is important to note that the time taken from initial application to a decision could take up to 6 months, therefore 32 of the clients have been supported in applying for additional benefits and received the positive outcomes.

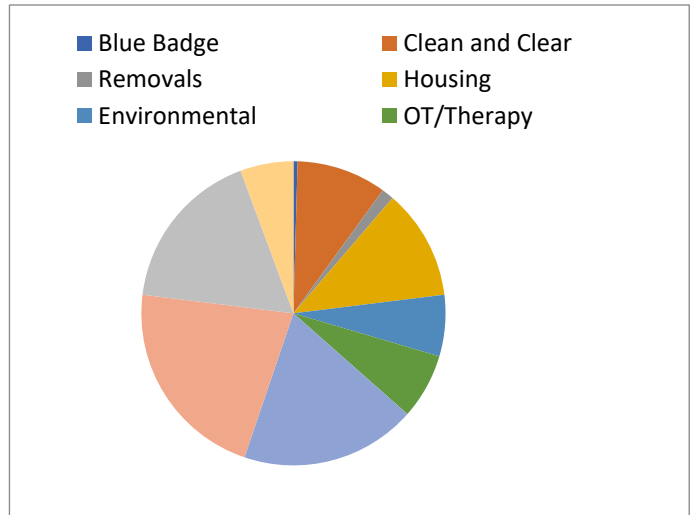
However, we need to highlight that a number of clients that we have supported are still awaiting outcomes of their applications. Some of the clients who were provided with the information did not want to proceed, were referred to other agencies that included Age Concern or sought support from family or friends.

Additional Outcomes

Subsequently with advocacy support provided, quality of life of the client has improved as can be seen by the table below. Additional non tangible soft outcomes that included confidence, social inclusion and independence have significantly assisted the clients.

The table below shows additional outcomes that were achieved through discussions with various NHS and local council departments.

Blue Badge	1	0%
Clean and Clear	22	10%
Removals	3	1%
Housing	27	12%
Environmental	15	7%
OT/Therapy	16	7%
Confidence	43	19%
Independent	50	22%
Social Inclusion	40	17%
Improved Finances	13	6%
	230	



4.3 Drop in Advice and Social Café

The aim of this proposal was to help support positive mental wellbeing for adults in Rotherham during the cost of living crisis. YAWR delivered separate distinct, but connected services that had been requested by the wider community. Weekly drop in sessions for advocacy and information to support with the cost of living crisis, fortnightly workshops to improve digital literacy, a weekly social group to improve confidence and tackle loneliness by engaging in activities and a social café to provide support for the community by addressing social exclusion. The drop in sessions proved invaluable as the community was supported to access additional financial benefits. YAWR management realised that there was a gap in the services provided to Rotherham’s communities, due to the cost of living crisis. As these sessions have proved beneficial, the aim is to seek additional funding so that these activities can continue post April 2024, however, if funding is not secured, the drop in service will be funded through YAWR reserves.

4.4 Multiply

YAWR successfully delivered the pilot in year 1 and have exceeded expectations in 2023-24. This was an opportunity to collaborate with other community organisations. The table below highlights outputs achieved. Additional benefits is that learners moved onto gaining employment, volunteering and additional accredited courses.

Family Learning

Numeracy activities, courses or provision developed in partnership with community organisations and other partners aimed at engaging the hardest to reach learners.

Engagement	Substantive
40	20

Preparation for work, disadvantaged learners.

Courses for parents wanting to increase their numeracy skills to help their children and help with their own progression.

Engagement	Substantive
40	40

4.5 VAR Men’s Mental Health Grant

This is the second year of a three year project. The aim of this proposal was to engage men from especially the Pakistani background to have a better understanding of support available if they are being affected by health and wellbeing issues. In delivering this project, we have gained the trust of service users and in discussions with them a weekly programme was established. This included board games, football, badminton, introduction to green spaces through walks, visiting garden centres, developing IT skills, coffee morning discussions and arranging monthly events where speakers discussed a range of topics.



4.6 SYCF Green Social Prescribing

The aim of this proposal was to engage our service users in green and blue initiatives. As part of this project, they got involved in developing their gardening skills and also embarked on a barge trip and visited the peak district. The project was a success, and additional funding has been secured to deliver post April 2024.



5. Future Developments

YAWR Services find themselves in a good position with the build up of reserves and their reputation in the services that are delivered.

The aim for post April 2024, is to continue delivering our current projects and identify additional support for the most vulnerable and disadvantaged communities. With the migration of benefits to Universal Credit, this would mean that families would need to provide proof that they are seeking work, otherwise they will be sanctioned. Coupled with the increased cost of living crisis, predominately our communities will be affected as they have redundant skills, poor literacy, numeracy and digital skills. These are all required to seek employment and keep abreast of developments.

YAWR believe in the partnership approach and our aim is to continue to build relationship with key organisations and share expertise with the aim of expanding initially across Rotherham as we have realised that there is demand for the services that we provide.