

Ypeople
*supporting
positive
change in
peoples lives*

OUR ANNUAL REVIEW 2016

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collectively
witnessed
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***...one act of kindness or a few encouraging words ...can
have a lasting positive impact on someone who may well
be going through the worst time of their life.***



Chief Executive

2016 has been an important year for Ypeople, and for the people of Scotland.

Culturally, politically and economically we have collectively witnessed massive societal change, which has brought uncertainty and instability. The largest refugee crisis in our lifetime, the shockwaves of war reverberating through our own country and overseas, and political decisions and appointments that were previously unforeseen, only reinforce to me how important Ypeople's work is to those people who have been marginalised in our communities amidst such unrest. Times are tough, and the seas are rough, but Ypeople have weathered similar storms for over 190 years, providing a constant source of support to some of the most vulnerable individuals in our society.

When describing Ypeople as an organisation, we talk of our people, rather than our services. In 2016 we were successful in gaining funding for a new peer mentoring service – Ypeer – which matches care experienced volunteer mentors with young people currently in care. This is an exciting new area of work for Ypeople, demonstrating continued investment and commitment to our younger generations, and it leads me to reflect on the mentors I've had over my career and throughout my life.

From time to time, perhaps through an act or through a few words, certain people have had a lasting impact on me, helping me through times that may be important or difficult. It's likely that they didn't realise the effect their words or actions had, and now it's likely they never will. It strikes me that sometimes our staff don't realise how important their input can be; that one act of kindness or those few encouraging words that can have a lasting positive impact on someone who may well be going through the worst time of their life.

As we move into 2017 we continue to focus on our people – our staff, volunteers, the people we support, and the communities in which we live and work – taking comfort in the knowledge that it is our actions and our words that speak strongest of all.

Joe Connolly
CEO



Chair

2016 was a tough year for all of society but one we managed to overcome by fighting adversity.

At YPeople this is no less true and as Chairman of the board I am exceptionally proud of our progress.

In the past year alone we have shown ourselves to be innovators in our field, developing new models of support - such as launching our Pathways service in South Lanarkshire, the first service in Scotland to be based on the principles of a Psychologically Informed Environment - and gaining internationally recognised quality standards, such as our recent achievement of the EFQM Recognised for Excellence accreditation

YPeople as a voluntary organisation has one simple principle: to support positive changes in people's lives. This year we have been able to provide stability through a period of uncertainty, and to do this we have evolved and adapted to better suit the needs of our society levelling inequality and asserting fairness. This ensures a smooth transition into 2017 and beyond, where we continue our work to enrich the lives of others.

However, this would not have been possible without the work of our Board, staff and volunteers whose hard work and commitment has undoubtedly made a difference in people's lives and helped to advance our organisation.

Bertie Hunt
Chair

support throughout the journey

Ypeople supported

275

young people affected by
homelessness in 2015/16.

Young people can find themselves homeless for a variety of reasons – such as family breakdown, fleeing abuse – and a large proportion of the young people we support are care leavers or refugees.

Ypeople have 4 services for young people affected by Homelessness – Seaforth House, Orkney, West Pilton View and Ypeople West.



The young residents of Ypeople's 4 young people's supported accommodation services take part in a range of activities, all designed to support them throughout their journey out of homelessness and to prepare them to live in their own tenancies.

They learn practical skills such as how to manage household chores or develop a budget to pay their bills, as well as taking part in activities such as gardening and cooking.

Orkney:

Our Orkney Young Persons' Supported Accommodation Service comprises buildings in Kirkwall and Stromness, providing safe, holistic support for young people in their transition to their own tenancies.

West Pilton View

Named Y-Fusion by our young service users, this service supports young people affected by homelessness in Edinburgh. Part of a foyer approach, Ypeople works in partnership with a range of providers to ensure that young people have access to housing, employability, and skills development services.

"I wasn't the easiest person to deal with, but the staff stuck with me... I hate to think where I'd be if it wasn't for them."

"I have learnt basic living skills that I never learnt before"

"I'm looking forward to moving on with my life, and can't wait to see what happens next."



The residents and ex-residents of Seaforth House have formed a Registered Tenants Organisation, which allows young people to have a voice on housing issues and is instrumental in shaping the service they receive. Seaforth House RTO is the first of its kind in Scotland, and in 2016 they were awarded the prestigious Gold accreditation by TPAS Scotland.



Staff and service users at Branston Court welcomed staff from BAM Construction.



The young people in Seaforth House supported accommodation service have been growing fruit and vegetables in their home-made greenhouse over the past year, ensuring there is a steady supply of delicious soups, smoothies and salads for residents.

supporting young people



Mental health problems affect about 1 in 10 children and young people, and include depression, anxiety and conduct disorders.

Ypeople supported 231 young people in 2015/16, through our counselling, mentoring and family support services.





The Calm Project

Funded by Glasgow City Council and the Robertson Trust, the Calm Project provides community-based mentoring and youth counselling for young people who are at risk of or involved with offending, antisocial behaviour or are affected by substance misuse. Counselling, mentoring and group work support young people to identify and address issues that may be impacting on their behaviour, with the ultimate aim of reducing risk-taking, offending and antisocial behaviour.

"I can see that counselling is working, I used to come home from school really angry every day and I don't do that anymore"
Calm Project Service User

Orkney

The Y-Talk Youth Counselling Service is a person-centred youth counselling service for young people who are experiencing problems with stress, substance misuse, anxiety, bullying, and any other issue that might impact on their wellbeing. The Family Support Service provides support to families to help them minimise the effects of substance misuse upon their children, with practical solutions for a wide range of issues.

"Without Fran's input I would not have been able to cope. It's so valuable"
Family Support Service User

Youthworks Mentoring is funded by the Queen's Youth Fund, and supports young people to develop the skills they need to enter long-term employment. Young people have 12 weeks of support in peer mentoring circles, and then have 1:1 mentoring for up to 8 months.

Care Experienced Young People

Young people who have experience of the care system have some of the poorest outcomes in society, with care leavers statistically more likely to go to prison than university. Ypeople support care experienced young people in a number of ways, from our innovative Ypeer Mentoring service, to our supported accommodation at Branston Court in Glasgow.

Ypeer Mentoring

Funded by the Life Changes Trust, this unique service pairs care experienced adult volunteers with a young person currently in care.

"I have a lot of experience and have overcome a lot to be the person I am today. I'd like to use this to help others achieve their full potential. If I can help one person, then my life experiences haven't been a waste"

Ypeer Mentor

"It gives me confidence and has given me a voice"

Y-Talk Service User

"I know what young people in care are going through and know they need good listeners that won't give up on them"

Ypeer Mentor

affordable childcare places

Ypeople provides 210 places in OOSC every day, providing fun and stimulating activities for primary-aged children and allowing families to return to work, education and training.

"My age is 8, we have a worry box and a suggestion box. If you worry about something and don't want to tell anyone you write it on a piece of paper and put it in the worry box"





Staff and children at St Bernard's OOSC celebrated Burns Night with residents of a local care home.



Ypeople currently provides 5 Out of School Care services in the Glasgow area, offering affordable childcare places for children aged 4 to 12, who attend 8 primary schools. We work closely with families and school staff to make sure that our highly trained and qualified staff offer an inclusive programme of fun and educational activities, which includes indoor and outdoor play, and trips out into the local community.

“My children love after school club”

Parent

“I couldn't work if we didn't have this service”

Parent

“The ladies are kind and funny”

Child

“I couldn't fault them, excellent team”

Parent



A child who goes to OOSC every day during term time will spend

570

hours a year with us.

If they also join us during holidays that increases to

1,170

hours.

Person- centred support

Ypeople support adults with a range of complex needs – from those with disabilities and physical support needs in our Falkirk Care at Home service, to homeless people facing multiple exclusion in our Pathways service, Scotland's first service to be based on the principles of a Psychologically Informed Environment.



“The staff do their best every day”

Pathways service user

“Since support began I feel less depressed and anxious.”

Falkirk CAH service user

“They are always there when I need them, and I can always phone”

Pathways service user

Pathways

Pathways, in South Lanarkshire, supports up to 62 people who are experiencing multiple exclusion homelessness, 12 in our supported accommodation in East Kilbride and a further 50 in the community. Ypeople have developed our own model – Y-Adapt – which brings together the principles of a Psychologically Informed Environment and the well-regarded Clubhouse model, to offer holistic, trauma-informed support

What is a PIE?

A Psychologically Informed Environment – or PIE – is a service in which the emotional and psychological needs of service users are given primary consideration in the design of both the physical environment and delivery of tailored support. Through the Y-Adapt psychological framework, staff deliver trauma-informed support, based on person-centred and humanistic approaches, to build trusting relationships and establish achievable targets with service users. Psychiatric and counselling support is available on site and through partners in the community.

Falkirk Care at Home

Established in 2015, Falkirk Care at Home supports people with disabilities and mental health support needs to lead active, fulfilling lives as part of their communities. Support is person-centred and outcomes-focussed, enabling service users to be as independent as possible, and to have choice and control in all decision making.

“I feel involved in the planning of the support.”

Falkirk CAH service user

providing access to housing

in 2015/16 we received

490

referrals from people
looking for support
to access privately
rented housing

“Ypeople has made a traumatic experience easier to deal with, thank you”

Glasgow Key Fund service user

“I am thankful that there is support for people like me in my situation.”

East Dunbartonshire
Reach Out service user

“The service was very helpful to me, and the Support Worker was excellent in every aspect of the service”

Falkirk Reach Out service user

Adult Services

Ypeople supports adults affected by, or at risk of homelessness, to stabilise their situation, support them to learn the skills needed for tenancy sustainment, and to work towards permanent accommodation. We support adults affected by homelessness in our two Edinburgh supported accommodation services, and we also support people affected by homelessness to access privately rented accommodation, in Glasgow and South Lanarkshire.

Reach Out

With services in East Dunbartonshire, Glasgow, South Lanarkshire and Falkirk, our Reach Out model works with people in the community, either in their own temporary or permanent tenancies, as well as those in emergency accommodation and bed and breakfast. Support might include assisting people with filling in forms, developing budgets, bidding for accommodation through Registered Social Landlords, and signposting to local services and partner agencies. We work with local housing staff to ensure a smooth transition from temporary to permanent accommodation, and to resolve issues that might impact on tenancy sustainment, such as repairs, benefit claims, rent arrears and anti-social behaviour. Our Glasgow Reach Out service also incorporates Ypeople’s commitment to the Low Moss Public Social Partnership. This is a project jointly designed and delivered by the public and third sectors which provides short-term prisoners with access to housing, employment and training options. The partnership works collaboratively to improve relationships with families and communities, supporting them in prison and helping them to feel settled and adapt to life after release.

Access to Privately Rented Housing – Glasgow Key Fund and South Lanarkshire Rent Deposit Guarantee Scheme

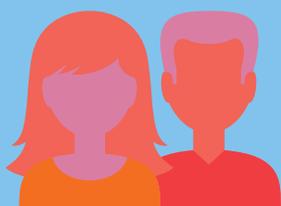
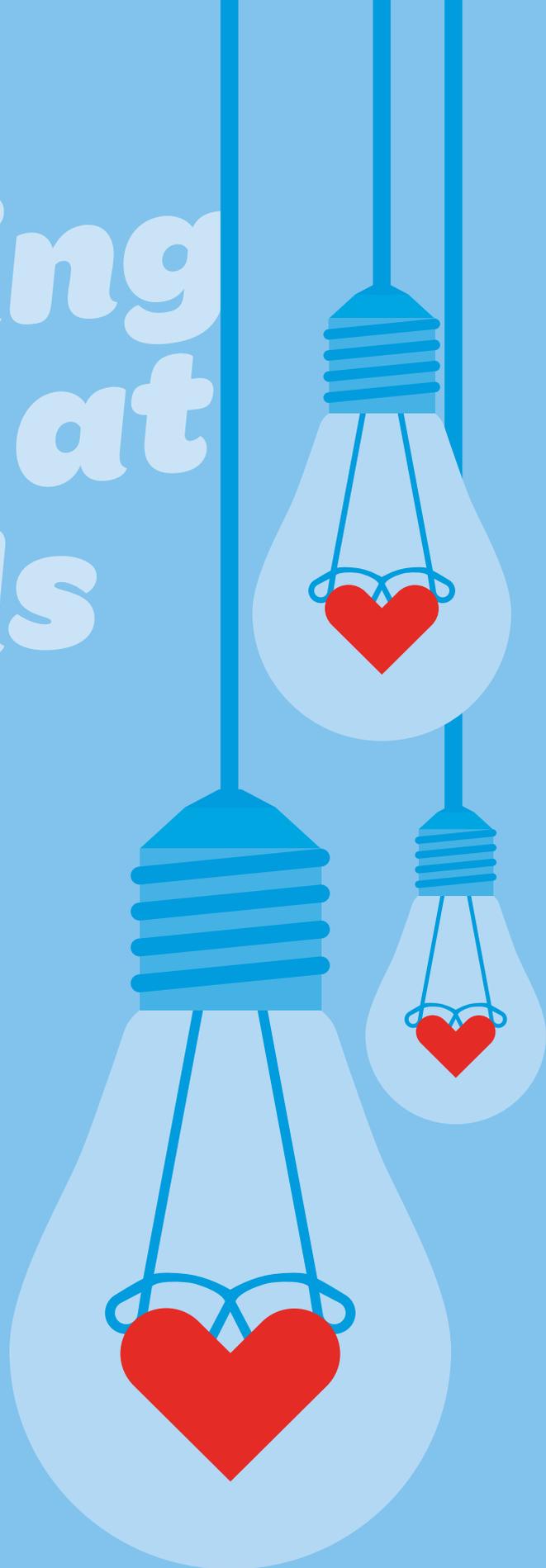
Ypeople provide two services supporting people who are homeless or threatened with homelessness to access the private rented sector. When a housing association tenancy is either not available or not possible, Ypeople work with landlords to provide a guarantee bond in place of a deposit, ensuring that upfront costs are not a barrier to good quality housing. Support is provided regularly, to facilitate a smooth transition and to support individuals to successfully maintain their tenancies.

“I’m very grateful for all the help, advice and support from the workers at Glasgow Key Fund, they have been there when I needed them.

“People forget that having somewhere to live is not just a place to stay, it’s a place to call home.”

Glasgow Key Fund service user

rewarding careers at all levels



Ypeople has a permanent staff team of around 160 at any time, and in 2015/16 welcomed 18 students and volunteers to our services



Ypeople prides itself on providing a rewarding career to employees of all levels – staff, students and volunteers – as well as a great working environment and favourable conditions.

Healthy Working Lives

We understand that a healthy team is a happy team, and so in 2015 we started work towards the Healthy Working Lives standard, achieving the Bronze award. As part of this, we have held numerous events for staff, students and volunteers, including a coffee morning mental health awareness day, a pedometer challenge, a healthy BBQ and information and advice on a range of health topics.

Investors in Young People

Ypeople achieved the prestigious Investors in Young People Gold accreditation, the only people management standard that focuses on an employer's recruitment and retention of young people.

Ypeople have also held the Investors in People accreditation since 2011.

Learning and Development

We believe that training is an investment in our staff, and in our service users, and so we offer an extensive, in-house programme of training, including SVG. Training is primarily delivered by our in-practitioner trainers, who have expertise in a range of topics, however we also arrange for specialist training courses where necessary.



In 2015 Ypeople staff undertook almost
2500
hours of training

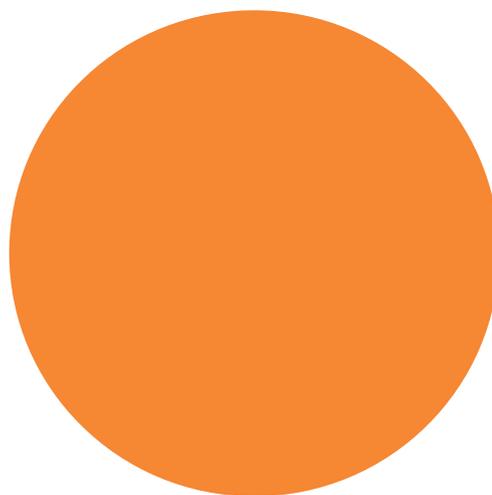
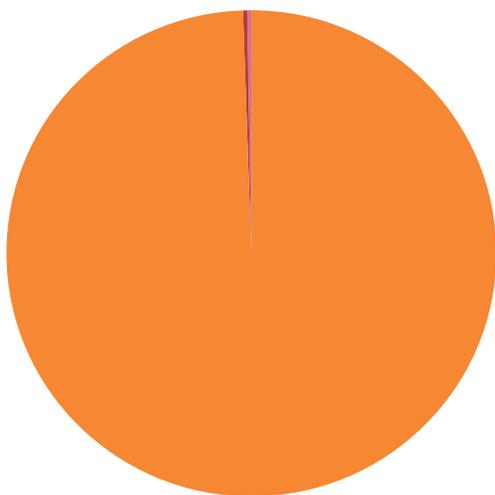


Our finances



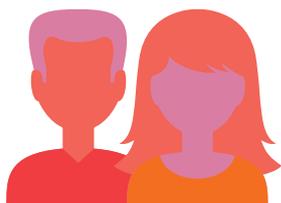
Total Income
£5,244,102

Total Expenditure
£4,921,302



- Charitable activities
£5,218,464
- Investments
£13,574
- Donations and legacies
£12,064

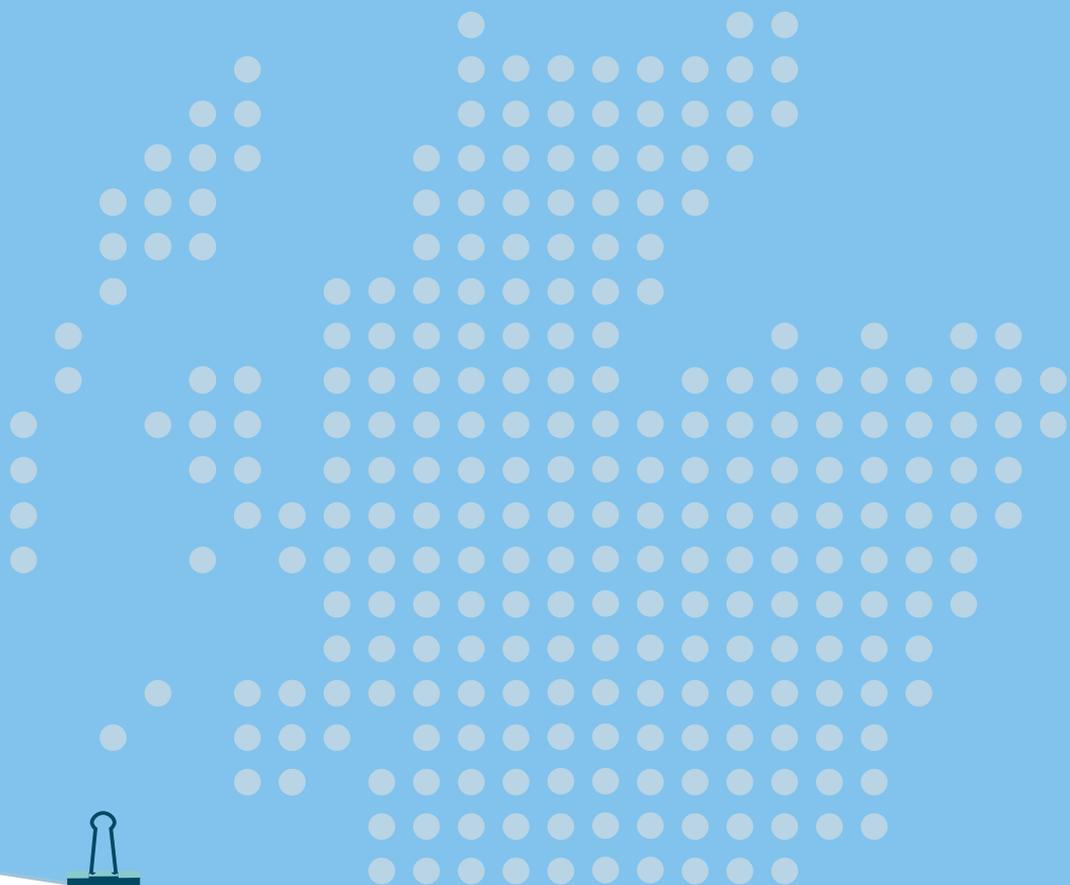
- Charitable activities
£4,921,302
- Other
£0
- Raising Funds
£0



Ypeople Board of Directors

- Bertie Hunt..... Chair
- Michael McCabe Vice Chair
- Desmond O'Brien Treasurer
- Dan Gunn
- Brenda Higgins.....
- May Martindale
- Bernadette Monaghan
- Roger Popplewell.....
- Phil Taylor
- Sandra Ross

Our services





Branston Court Supported Accommodation Service (part of Ypeople West)

Funded by Glasgow City Council, Branston provides support and accommodation to up to 22 young people (at any given time) aged 16-25 years

Broomhouse Supported Accommodation Service

Funded by the City of Edinburgh Council, Broomhouse provides accommodation and support to 15 adults (at any given time) aged 16-65 years.

Calm Project

Funded by Glasgow City Council, Children in Need and the Robertson Trust, Calm provides counselling and mentoring to in excess of 150 children and young people annually.

Glasgow Key Fund

Funded by Glasgow City Council, Ypeople provides temporary furnished flats and access to a rent deposit guarantee scheme for 200 homeless households annually.

Glasgow Reach Out

With properties sourced from housing associations, and property owned by Ypeople, temporary furnished flats are provided to young adults affected by homelessness. As part of the Low Moss PSP, flats are provided to support people coming out of Low Moss Prison following short-term sentences, funded by the PSP initiative.

Y-Talk Youth Counselling Service and Family Support Service

Funded by Orkney Alcohol and Drugs Partnership (OADP), Ypeople provide counselling to children and young people up to age 25, and support to families dealing with substance misuse issues.

Orkney Young Persons' Supported Accommodation Service (YPSAS)

Funded by Orkney Islands Council, Ypeople provide a supported accommodation service to homeless young people aged 16-25 in both Kirkwall and Stromness.

Pilton Supported Accommodation Service

Funded by the City of Edinburgh Council, Ypeople provide supported accommodation to 15 homeless adults aged 16-66.

East Dunbartonshire Reach Out

Funded by East Dunbartonshire Council, Ypeople provide housing support to households at risk of homelessness.

Falkirk Reach Out

Funded by Falkirk Council, Ypeople provide tenancy sustainment support to homeless households.

Falkirk Care at Home

Funded by Falkirk Council, Falkirk Care at Home provides personalised support to adults with learning disabilities, mental health support needs, and people involved in the criminal justice system.

South Lanarkshire Rent Deposit Guarantee Scheme

Funded by South Lanarkshire Council, Ypeople provide rent deposit guarantees to support homeless households to access privately rented accommodation.

Seaforth House Supported Accommodation Service

Funded by Falkirk Council, Ypeople provide support and accommodation to 14 young people (at any given time) aged 16-25 years.

Pathways

Funded by South Lanarkshire Council, Ypeople provide supported accommodation and outreach to vulnerable adults through Y-Adapt, our framework for a Psychologically Informed Environment. This service works exclusively with people experiencing multiple exclusion homelessness.

West Pilton View Supported Accommodation Service – Y-Fusion

Funded by the City of Edinburgh Council, Ypeople provide supported accommodation to 15 homeless young people aged 16-25, as part of a Foyer partnership.

Ypeer Mentoring

Funded by the Life Changes Trust, Ypeer Mentoring matches care experienced volunteer mentors (aged 18-30) with young people who are currently in care (aged 14-26).

Youthworks Mentoring

Funded by Comic Relief via the Queens Youth Fund, Youthworks Mentoring supports young people to develop peer mentoring circles and provides one-to-one mentoring support for young people engaged in short-term employment or training programmes.

Out of School Care Services

Ypeople provides affordable and high quality out of school care services to five primary schools in Glasgow – Anderston, Cleaves, Garnetbank, Kelvindale and St Bernard's.

