



IMPACT REPORT 2021-22

WHO WE ARE

Step by Step is a young people's charity that prevents homelessness and reinstates life chances.

We believe that all young people deserve a safe place to live and the chance of a bright future. Our aim is to empower young people going through hard times so that they can identify their aspirations and fulfil their potential.

Step by Step offers accommodation and specialist support to young people affected by homelessness and other issues. Young people need more than a roof over their head if they are to move

on with their lives. They need life skills, confidence and self-esteem if they are to leave homelessness behind them for good. That is why Step by Step offers key wraparound services, including counselling, information & advice, and well-being support.

It is this unique combination of immediate help and longer-term future-building that sets Step by Step apart from other homelessness charities.

Step by Step runs services across six counties in the South of England, supporting hundreds of young people each year.



WELCOME



young people who rely on us. I also continued to be impressed with the resilience and potential of those young people; determined to make the best of their situation despite the considerable challenges facing them.

Financially, Step by Step had a strong year. We achieved a surplus of over £450,000 which was carried forward in accordance with our reserves policy.

The charity continuously seeks new contracts and fundraises heavily to be able to provide the services detailed in this report. We also continuously review our cost base to ensure that our resources are applied efficiently and effectively to meet our objectives.

"I am delighted to report that Step by Step supported more young people than ever before during the 2021-22 financial year.

This Impact Report gives a brief overview of our work and achievements during what proved to be another challenging year, with the spectre of Covid still hanging over us.

The Step by Step team pulled together and demonstrated, once again, their dedication and commitment to the

Thank you for taking the time to read our Impact Report. I am immensely proud of what we have achieved and eternally grateful to the supporters, staff and volunteers who make it all possible."

Debbie Moreton
Chief Executive Officer

AT A GLANCE

2021-22

We worked directly with
1,580 young people



An increase of **128**
on the previous year

10 to 25:
the age range of
those we supported

Average age of
16.3 years



70% of young people
progressed positively or
stabilised their circumstances

407 young people were
accommodated in Foyers
and Supported Lodgings



An increase of **43**
on the previous year



694 young people accessed
our counselling service

2,472 counselling sessions
were delivered

162 young people used our free
advice and information service

LAUNCH
Your First Steps to a Brighter Future

THE NEED

Sadly, youth homelessness is a prevalent issue in this country. Last year, over 120,000 young people approached their council as homeless (Centrepont, Dec 2020).

Official homelessness statistics do not include those deemed “hidden homeless”. These are young people who are sofa surfing, sleeping in their car, or staying in other unstable, transitory circumstances.

Step by Step is committed to not just reducing youth homelessness, but addressing some of the key related issues.

Homelessness

The reasons for a young person becoming homeless include family breakdown, fleeing abuse, parental drug or alcohol addiction, or leaving care with nowhere else to go. In the vast majority of cases, these are circumstances beyond a young person's control.

An estimated 121,000 young people in the UK asked the council for help with homelessness in 2019-20 (Centrepont, December 2020). This does not take into account the many young people not eligible for statutory support and therefore falling through the net.

Education & Employment

Being homeless can make it hard to hold down a job or regularly attend school. The lack of an address is often an insurmountable barrier to gaining employment. Indeed, 79% of the young people who come to Step by Step are not in education, employment or training. An incredible 96% lack key life skills, a further barrier to work, studying and independent living.

This opportunity deficit needs to be addressed if young people are to successfully move on with their lives.

Mental Health & Wellness

Many of the young people who come to Step by Step have some form of mental health or well-being issue. These are often the result of traumatic experiences and chaotic living environments.

We have seen increased presentation of complex mental health needs, including self-harm and suicide ideation. This has been compounded by Covid – Young Minds (2020) found that 80% of young people considered their mental health to have worsened during lockdown.

We work alongside a young person to address such concerns, whether it's counselling for anxiety or depression, or well-being sessions focusing on confidence or alcohol misuse.

120,000

young people asked for help
with homelessness last year



FOYER ACCOMMODATION

Will's Story

Will became homeless after escaping from an abusive partner. We gave Will a place in our Supported Independence Flats. This would allow him to live largely independently, but with help available to address his mental health issues and his lack of life skills.

Once he had a safe place to live, Will could focus on other aspects of his life. We helped him learn money management and work-readiness skills. His mental health and confidence also improved.

Will reached the point where he was able to move on to independent living in a place of his own.

What is Foyer Accommodation?

Step by Step's shared accommodation sites are called Foyers. We currently have Foyers in Aldershot, Basingstoke and Havant.

Young people living in a Foyer have access to a dedicated support worker who will be with them throughout their stay. The support is focused on addressing short term issues as well as preparing a young person for independent living.

Foyer accommodation is comprised of two models. Supported Accommodation Bedrooms (SAB) feature separate bedrooms with a shared communal kitchen/diner and lounge. These are typically for young people with higher needs and have support workers available 24/7.

Supported Independence Flats (SIF), situated in our Aldershot Foyer, are comprised of self-contained flats, with each flat having its own kitchen and lounge. SIF encourage young people to live more independently in preparation for moving on. Young people are expected to do their own chores and pay towards bills, with support still on hand if needed.

Our Impact in 2021-22

98 young people were accommodated in a Step by Step Foyer, compared to **86** the previous year - an increase

of **13.9%**. Foyers housed **44** young people at any one time.

Two-thirds of residents were male, with an average age of **18.9** years.

80% of young people in Foyers actively engaged with the support offered to them, and this resulted in **60%** of residents demonstrating positive progression during the year. This progression rate is lower than previous years due to a change in the way we measure it.

Our Havant Foyer performed particularly well, with **80%** of young people progressing positively.

"Covid continued to present new challenges and we saw the needs of the young people increase," observes Mae Partridge, Regional Foyer Manager. "We were able to adapt and continue providing housing for young people in need, never once closing our doors to referrals."

We secured funding for our SIF and SAB services so that they are not reliant on local authority funding. This meant we could extend the criteria for support and help young people not otherwise eligible for statutory support.

We also won a contract to provide Foyer accommodation in the New Forest, and plan to open the new Foyer towards the end of 2022.



SUPPORTED LODGINGS

What is Supported Lodgings?

Step by Step's Supported Lodgings service sees young people living as lodgers with host families or individuals. Hosts are fully vetted and trained. We use a sophisticated matching system to pair young people and hosts, increasing the chances of a positive placement and ensuring both parties get what they are looking for from the placement.

Supported Lodgings is the closest thing many young people can have to a family living environment. As well as offering a room in a house and access to facilities, hosts act as mentors and confidants to the young people, helping them to grow in confidence and learn the key life skills that will help them move on.

A dedicated support worker is on hand for both the young person and the host, available to address any concerns and to ensure the young person is progressing against a tailored support plan.

Supported Lodgings operates in six counties in the South of England: Hampshire, Surrey, West Berkshire, Wiltshire, West Sussex and Dorset.

The majority of the young people accommodated by Step by Step are in Supported Lodgings. This model is highly scalable, cost-effective to operate, and has fantastic outcomes for the young people it supports.

Our Impact in 2021-22

331 young people were accommodated in Supported Lodgings over the course of the year. This represents an increase of **9.6%** on 2020/21. **209** young people were in placement at any given time.

Residents had an average age of **17.5** years, with **55%** being male.

73% of young people in Supported Lodgings demonstrated positive progression, with **100%** of young people advancing in our West Berkshire placements.

Three-quarters of young people moved into education, employment or training during the course of the year, a key metric for measuring the success of a placement. **8** young people from Supported Lodgings went on to University during the year.

"Supported Lodgings continues to demonstrate excellent outcomes for young people and the service is growing year on year," comments Kelly Headen, Supported Lodgings Manager. "New contract wins have increased the number of placements we offer in Swindon and West Berkshire."

Combining Foyer and Supported Lodgings numbers, Step by Step prevented homelessness for a total of **407** young people.

Maddi's Story

Maddi found herself homeless at 18 years old after leaving care. She had been in various placements since the age of 13, leaving her with high levels of anxiety and attachment issues. She also had a history of self-harm and depression.

Step by Step was able to give her a Supported Lodgings placement. Her support worker and host encouraged her to regularly take her medication and engage with the Adult Mental Health Team. With a stable place to live, Maddi could focus on her future and learning new life skills.

Maddi is now going to college and looking forward to what she can achieve next.

Counselling at Step by Step

Our counselling service is free of charge for young people, offering them a safe and confidential space to talk about their feelings and explore practical tools to help them with their mental health concerns.

It operates in partnership with the NHS Children and Adolescent Mental Health Service (CAMHS).

Step by Step counselling is available across Surrey and North Hampshire for young people aged 11 to 25.

Young people can be referred by their doctor or other professional, or refer themselves via our website or Launch service. They do not need to be users of other Step by Step services to qualify.

Courses of counselling usually comprise 6-8 50-minute sessions. These can be conducted in-person or remotely, depending on the requirements and location of the young person.

Typical topics explored in these sessions include stress, anxiety, bullying, school pressures, low self-esteem, family problems, relationships, loneliness and handling grief.

Step by Step counselling grows year on year, our counsellors continually achieving successful outcomes and receiving positive feedback.

Our Impact in 2021-22

694 young people received counselling from Step by Step, compared to **593** the previous year. That's an increase of **17%**.

A total of **2,472** sessions were delivered, up by **12.4%** on 2020-21.

In terms of demographics, **65%** of young people receiving counselling were female, most of whom fell within the **13-17** years age group.

The most common issues young people sought help with were stress or anxiety, accounting for **55%** of all cases. We are delighted to report that **75%** of counselling attendees progressed positively towards their goals.

"We are seeing a record number of referrals, but are pleased to be able to meet that demand as our counselling service grows," observes Paul Harris, Early Intervention and Prevention Lead. "As such, we are supporting more young people than ever before, while our rate of successful outcomes remains reassuringly high."

All counselling attendees are asked to provide anonymous feedback. **100%** said that they felt listened to by their counsellor, and **100%** would recommend the service to a friend.

Step by Step counselling continued to expand, reaching more young people as part of Mindworks Surrey.

"

I learnt how to deal with my anxiety in different situations and how to confront issues face to face."

What is Launch?

Launch is our open-access information and advice service. It is available free-of-charge for all young people aged 11-25 living in Step by Step's catchment area.

Launch support workers offer advice on a range of topics affecting young people, including housing, homelessness, education, employment, relationships and sexual health. The team includes recovery and well-being specialists to support with drugs and alcohol misuse and general well-being concerns.

Appointments can be on the phone, online or in-person – whatever suits the young person's requirements. The service is based in our Aldershot Foyer, where young people can also access food parcels, sanitary items and gender-neutral shower facilities.

It is the practical element of support that sets Launch part from other information services. Young people are assigned a dedicated support worker who will practically help the young person and see their case through to the desired outcome. The practical support could be helping a young person write their CV, applying for benefits or negotiating with landlords on their behalf.

It is this hands-on help and one-to-one support that makes Launch so effective as a preventative, early intervention service.

Our Impact in 2021-22

Our Youth AIMS advice service was re-branded as Launch, with increased scope and new specialist support workers.

Launch delivered advice and advocacy to **162** young people – an increase of **68.8%** on the previous year.

Of those accessing the service, **57%** were male, with an average age of **20.75** years.

Housing and homelessness were the most common issues that help was sought for. The Launch team were able to support **61** young people in finding new accommodation or maintaining current accommodation when threatened with homelessness. Launch can also refer young people to other Step by Step services, and many of these young people were given places in Foyers or Supported Lodgings.

One of the ways young people can access Launch is via the Step Chat facility on our website. A total of **361** live chat sessions were conducted during the year.

"2021-22 was an exciting year for our advice and information offering," states Kate Martins, Launch Senior Youth Worker. "Because Launch is funded through voluntary income, we are not limited to just one local authority and can now offer the service to young people across six counties."

Amy's Story

Amy was supported by our Launch advice and information service when she became homeless following a family breakdown at just 18 years old.

We helped her look for rooms to rent with vetted landlords and helped her with budgeting for rent and bills. At the same time, the support workers assisted her in applying for jobs, writing her CV and preparing for interviews.

As well as offering advice and practical support, Launch can refer young people to other Step by Step services. Amy was helped with applying for a place in our Foyer accommodation. She moved in just three days later.

ROYAL VISIT

We were honoured to receive a visit from HRH The Countess of Wessex.

Her Royal Highness met staff at our Aldershot Foyer to hear about the work we do with local young people and to mark the launch of our Step by Step Fostering project.

Her Royal Highness was able to hear from young people about many of the challenges they face and the support they receive from Step by Step.

She also spoke to volunteers about their experience in assisting us in our mission.



WHAT'S NEXT?

We are always looking for new ways to improve the effectiveness and reach of our services. Here are just some of our current projects.

Step by Step Fostering

We are in the process of setting up our own fostering agency. This will be an independent limited company, allowing us to reach more young people and with profits fed back into Step by Step services.

Extended Supported Lodgings

Following a successful pilot, we are rolling out a new Extended Supported Lodgings service. This allows young people to stay in placement beyond the age of 18, which is often the point at which they leave the service.

The option to extend their placement means they do not have to move on at a critical point in their lives, when they may be sitting college exams or starting work, for example.

Opportunities Fund

This new fund is a pot of money that can be accessed by any Step by Step service when they need to make an ad hoc purchase to support a young person.

It could pay for a bike for a young person to get to college, a train ticket to attend a training course, or smart clothes to attend a job interview.



FUNDRAISING, FINANCE AND THANKS

“We wouldn’t be able to achieve so much if it wasn’t for our fantastic supporters.

Their generosity helps us reach more young people, many of whom would otherwise be falling through the gaps in provision.

As a charity, we want to continue to grow and support even more young people each year.

It has been a tough year for fundraising, and I am truly humbled by the continued kindness and thoughtfulness of individuals, companies, trusts & foundations, and community groups who have supported us and made our services possible.

So an extremely huge thank you to everyone who supports us.”



Anda Chiu
Head of Fundraising



In 2021/22, you helped
us raise £811,000



FUNDRAISING HIGHLIGHTS



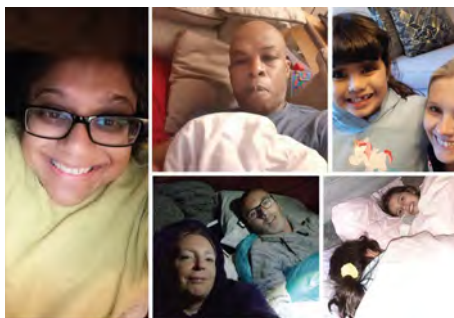
Kier Support

The Kier Foundation once again proved to be a fantastic partner, helping to make over the garden of our Basingstoke Foyer, as well as making a sizable donation.



Open Doors 2021

Our Christmas appeal was our most successful fundraiser ever, bringing in an incredible £63,000 to transform lives throughout the year.



BT Sleep Out

An intrepid group from BT held their own sleep out, braving the cold to raise money for Step by Step.

Sasha's Marathon

Sasha took part in the Berlin Marathon for Step by Step. She has also volunteered for us so witnessed first-hand the vital services the money will go towards.



Camberley Heath

The Club once again chose us as their Charity of the Year. They visited our Aldershot Foyer to deliver a fantastic £19,333 cheque.



Brighter Futures 2021

The first year of our Brighter Future's campaign raised over £5,000. The appeal is about empowering young people with the life skills and confidence to move with their lives.



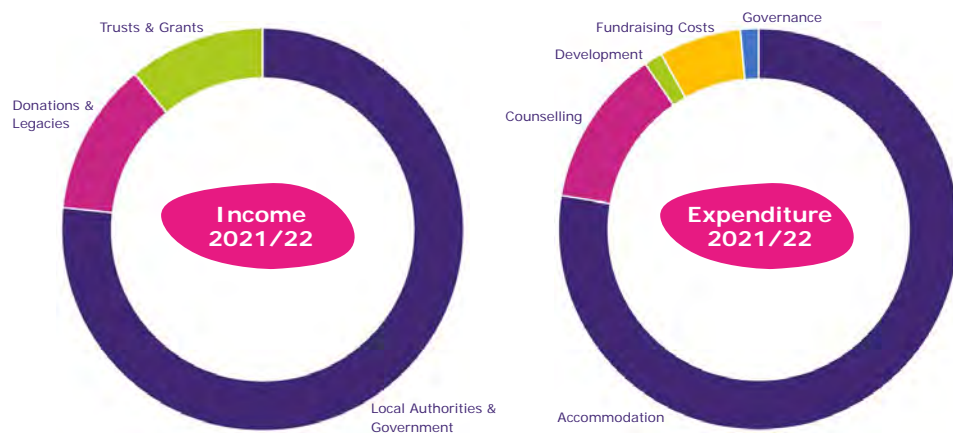
FINANCE

Income

	2021-22	2020-21
Local Authorities & Government	£2,730,330	£2,744,172
Fundraising - Donations & Legacies	£436,484	£353,208
Fundraising - Trusts & Grants	£390,494	£216,060
Investments	£25	£54
Total Income	£3,557,333	£3,313,494

Expenditure

	2021-22	2020-21
Accommodation Services	£2,412,498	£2,344,953
Counselling & Support Services	£394,290	£247,742
Development & Growth Services	£45,989	£35,231
Fundraising Costs	£205,540	£191,527
Governance Costs	£45,436	£69,074
Total Expenditure	£3,103,753	£2,888,527



THANK YOU

Our list of donors and supporters is too long to detail here, but we'd like to particularly thank the following.

Bayfield Trust

BBC Children in Need

Beatrice Laing Trust

Camberley Heath Golf Club

Croudace Homes Group

Garfield Weston Foundation

Golden Acre Dairy Foods

Helvellyn Foundation

Kier

No Fear Bridge

Sun Life Financial of Canada

The Borrowes Charitable Trust

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The Schutz Engel Trust

The Society of the Holy Child Jesus

Zurich Community Trust



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