

# IMPACT REPORT 2022-2023



[www.stepbystep.org.uk](http://www.stepbystep.org.uk)

Charity No. 900308



# WELCOME

I'm thrilled to share our latest **Impact Report**. Over the next few pages, you'll find a concise overview of our achievements during this exciting time.

Our dedicated team once again demonstrated outstanding commitment to the young people we support – young people who continue to exhibit remarkable **resilience and potential** in the face of significant challenges.

Financially, Step by Step had a strong year. We also expanded our Supported Lodgings service and integrated a new home for young people in the New Forest, enabling us to support even more young individuals.

I extend my sincere gratitude to our **supporters, staff and volunteers** for making these accomplishments possible. Your unwavering dedication is instrumental in our ongoing success.



*Debbie Moreton*

**Debbie Moreton**  
CEO, Step by Step

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# ABOUT STEP BY STEP

Step by Step supports young people **aged 11-25** facing **homelessness** and **other challenges**. We operate across six counties in the South of England, providing accommodation, counselling and wellbeing services.

people **identify their potential** and work towards **independence**, while our early intervention services seek to mitigate the **risk of homelessness** in the first place.

Young people need more than just a safe place to live if they are to truly escape homelessness. Our accommodation services help young

We believe young people should not be defined by the circumstances in which they find themselves. Our services **empower young people** and **reinstate their life chances**.



## 2022-23 AT A GLANCE



## 2022-23 AT A GLANCE





## THE NEED

### Homelessness

Despite being a wealthy country, youth homelessness is a growing issue in the UK. It is estimated that **123,000 young people are homeless** on a given night (Shelter, 2023).

Nearly **six in ten young people** who present to their local authority as homeless or at risk of homelessness, do not get a positive outcome. This is largely due to austerity cuts since 2020. Many Local Authorities can now only support 16-17 year olds, effectively **excluding 60%** of vulnerable young people accessing homelessness services.

In Step by Step's areas of operation, there has been a staggering **41% increase in rough sleeping** over the last five years.

### Education & Employment

When arriving at Step by Step, **45%** of young people are **not in Education, Employment or Training** and over **53%** lack independent living skills.

It is near impossible for young people experiencing homelessness to hold down a job or a place in education without access to stable accommodation, a supportive network, or even money to access transport.

The pandemic compounded this issue. Young people are more likely to work in sectors such as catering and hospitality which were those most impacted by lockdown.

### Mental Health & Wellbeing

Homelessness is characterised by the tri-morbidity of **mental health issues, physical illness** and **substance misuse**.

Many of the young people coming to Step by Step have a mental health or wellbeing challenge. These are usually the result of traumatic experiences and chaotic living environments.

Even among those not experiencing homelessness, mental health issues are starkly prevalent in today's young people.

**123,000**  
young people  
are homeless  
each night







## LACEY'S STORY

Lacey came to Step by Step after both her parents passed away, leaving her homeless. Supported Lodgings was the perfect fit for her needs, giving her a caring family environment in which to work on her mental health issues.

Lacey thrived with the tailored support she received. She got herself a part-time job, did well at college, and was accepted into drama school.

When asked what she thought about living with her host, Lacey told us: "I like that things are consistent and normal. This feels like home."

## SUPPORTED LODGINGS

### What is Supported Lodgings?

- Young people live with host families or individuals in their home
- The largest of our accommodation models
- Operates across six counties: Hampshire, Surrey, Berkshire, Dorset, Wiltshire and West Sussex
- Hosts are fully vetted, trained and supported
- A dedicated Support Worker oversees the placement
- Hosts act as mentors for young people and teach them life skills
- Step by Step are awarded contracts from local authorities to run the service
- Young people up to the age of 18 receive funded support
- If the young person will benefit from staying on after 18, their placement can be extended with fundraised income

### Our Impact in 2022/23

Over the course of the year, **313 young people** were accommodated in Supported Lodgings.

**66% of residents identified as male**, with an **average age of 17.54 years**.

**234 young people** were in placement at any one time – an increase of **12%** versus the previous year.

**77%** of young people in Supported Lodgings **showed positive progression**, up from **73%** in 2021/22.

We had some fantastic examples of successful move-ons, including **five young people** from Supported Lodgings **going to University** in Autumn 2022.

**313**  
young people  
accommodated  
in Supported  
Lodgings

**77%**  
progressed  
positively



## SKYE'S STORY

Skye became homeless after leaving her mum's house to escape emotional abuse. She was considered too high need for some supported accommodation providers, but Step by Step was able to give her a Supported Accommodation Bed. This placement gave her the one-to-one support she required to address her self-harm, anxiety attacks and other challenges.

Skye engaged really well with her Support Worker and her mental health improved. She developed new independent living skills, learning to cook healthy meals and taking care of her cleanliness, and found herself a job.

Her future is now looking so much brighter.

## FOYER ACCOMMODATION

### What is Foyer Accommodation?

- Young people live in a staffed Step by Step building
- Step by Step has Foyers in Aldershot, Basingstoke, Havant and the New Forest
- Supported Accommodation Beds (SAB): individual bedrooms with shared communal facilities, support available 24/7
- Supported Independence Flats (SIF): flats for 4 young people to live more independently, akin to living in a shared house
- Dedicated Support Worker for each young person
- Support sessions focus on identifying a young person's aspirations and working towards their goals
- Mixture of local authority and supporter funded

**97**  
young people  
accommodated  
in Foyers



### Our Impact in 2022/23

**97 young people lived in Foyer Accommodation** over the course of the year, with **47 accommodated at any one time**.

Nearly **2/3** of occupants identified as male, with an average age of **18.5 years**.

Aldershot is our largest Foyer, accommodating **61 young people** over the year. Our Basingstoke Foyer performed particularly well, with **83% of residents progressing positively**.

We created new **Unaccompanied Asylum Seeking Children (UASC)** placements by utilising previously unused bedspaces.

Step by Step **accommodated 398 young people** when combining Foyers and Supported Lodgings. Some young people may have been in both types of accommodation.

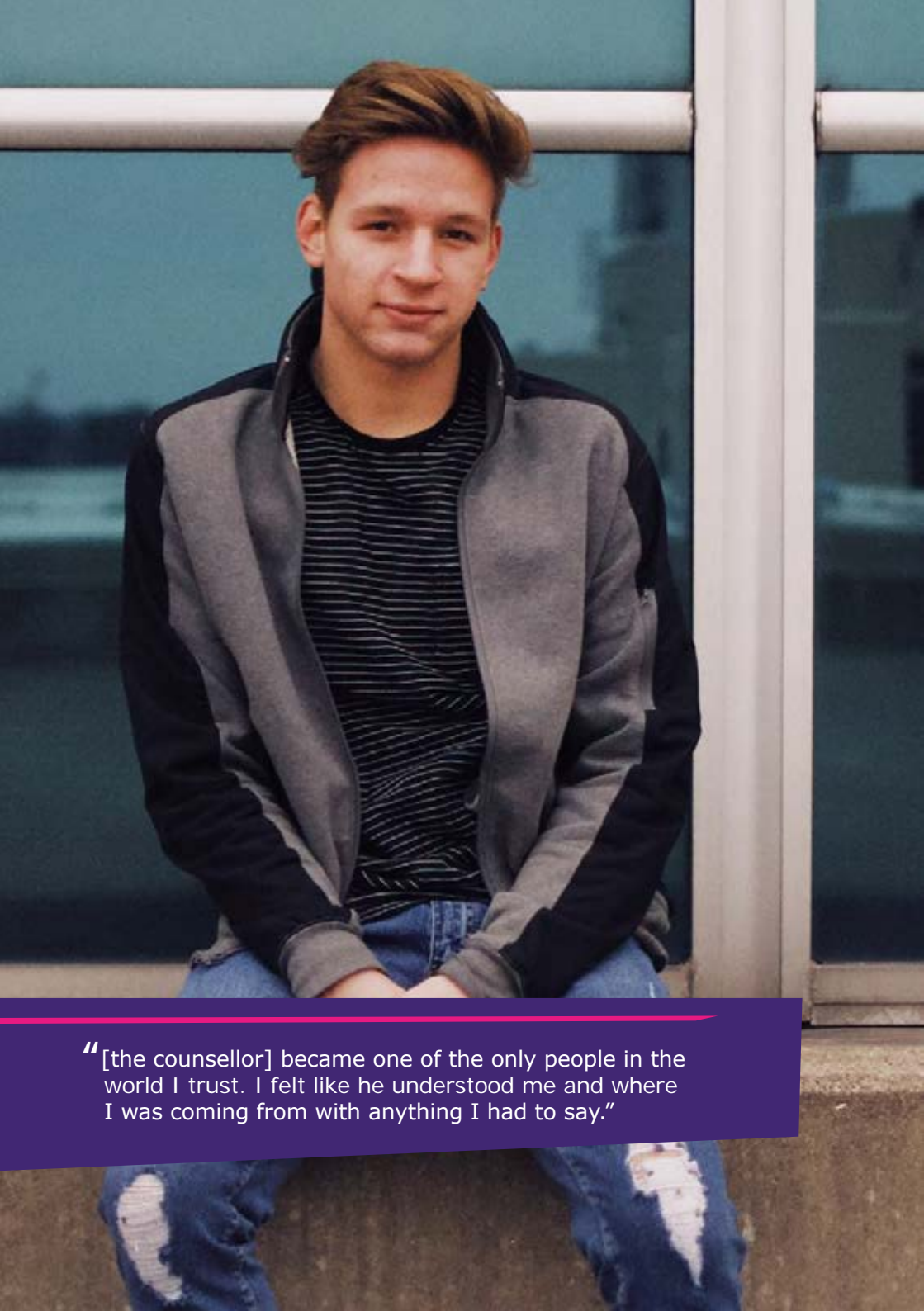
### We surveyed young people in Foyer accommodation...

**88%** felt that staff in the foyer worked together to support them

**100%** said the help on offer at Step by Step was good

**100%** said they would suggest Step by Step to a friend in need





“[the counsellor] became one of the only people in the world I trust. I felt like he understood me and where I was coming from with anything I had to say.”

## COUNSELLING

### Counselling at Step by Step

- Available for young people aged 11-25 in Surrey and North Hampshire
- Offers a confidential space to talk about concerns and explore practical tools to help
- Courses of counselling comprise six to eight 50-minute sessions, delivered free of charge
- Sessions can be in-person or remote via phone or video
- Operates in partnership with the NHS Children and Adolescent Mental Health Service (CAMHS)
- Young people can be referred by GPs or other professionals, or can refer themselves via Launch or our website
- Typical issues include anxiety, depression, bullying, school pressures or low self-esteem

**491**  
young people  
attended  
counselling

### Our Impact in 2022/23

We supported **491 young people** with counselling over the year, delivering a total of **2,869 sessions**.

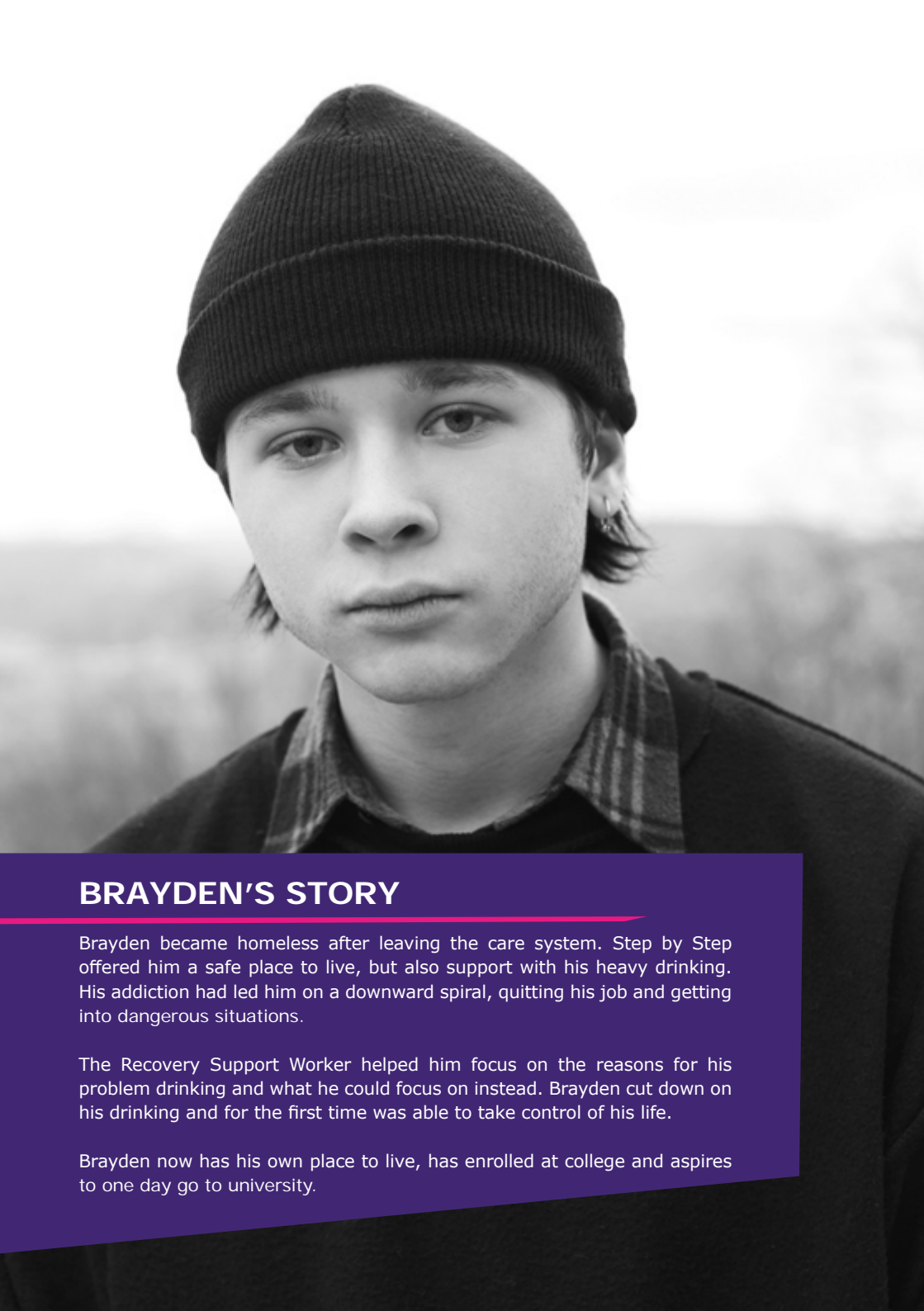
This represents a **30.4% increase in sessions** versus 2021/22.

**Two-thirds** of those attending counselling identified as female, with an **average age of 14.7 years**.

**78%** of counselling sessions were delivered in-person. **Stress and anxiety** were the most common issues among attendees.

**99%** of those attending Step by Step counselling said their views and worries were taken seriously, while **98%** said the help they received was good.

**30.4%**  
increase in  
sessions delivered



## BRAYDEN'S STORY

Brayden became homeless after leaving the care system. Step by Step offered him a safe place to live, but also support with his heavy drinking. His addiction had led him on a downward spiral, quitting his job and getting into dangerous situations.

The Recovery Support Worker helped him focus on the reasons for his problem drinking and what he could focus on instead. Brayden cut down on his drinking and for the first time was able to take control of his life.

Brayden now has his own place to live, has enrolled at college and aspires to one day go to university.

## WELLBEING & GUIDANCE

### Wellbeing & Guidance Services

- Launch is our free, open-access advice, guidance and wellbeing service for young people aged 11-25
- It forms a key part of our early intervention and prevention approach to homelessness and mental health issues
- Specialist Support Workers help with housing issues, general wellbeing, and drugs and alcohol recovery
- Launch also offers support with getting into work or education, claiming benefits, sexual health, food parcels and access to showering facilities
- It can also refer young people facing homelessness to Step by Step accommodation services
- Launch is largely funded by fundraised income

### Our Impact in 2022/23

Last year, **195 young people were supported by Launch**. **56%** of these identified as male, with an average age of **20.2 years**.

**142 young people** accessed wellbeing support, while **20** had help with drugs and alcohol recovery.

We conducted **229 chat sessions**, offering immediate advice and guidance for young people contacting us via our website.

As part of our approach to early intervention and prevention, we delivered **peer education to 4,750 children and young people**.

Of those who received help through Launch, **100%** said their views and worries were taken seriously, and **100%** found the support useful. **99%** would recommend Launch to a friend.

**195** young people supported by Launch

**100%** found the support useful





## AWARDS & ACCOLADES

Supported Lodgings host **Debbie Cornell** won a **Hampshire High Sheriff's Award** for supporting dozens of young people alongside her own family.



Our CEO, **Debbie Moreton**, was invited to speak at the **Looked After Children 2022** conference. She shared her expert knowledge and the steps we take to reinstate care leavers' life chances.



**Sarah Johnson**, Supported Lodgings host, won a **West Berkshire Volunteer of the Year Award**. She was the single recipient of the honour, recognising the emergency accommodation she offers those most in need.





## WHAT'S NEXT?

### Speak Out!

We have launched a new initiative to help young people shape the direction of Step by Step. Speak Out! is a forum that meets once a month where young people give feedback on our services and talk about changes that would benefit them.



The idea is that young people have their voices heard and help to shape our future plans. In return, young people get the chance to interact with their peers, discuss matters of importance to them, and gain some volunteering experience to add to their CV.

### Launch and Wellbeing Expansion

Recognising the demand for early intervention and prevention, we have expanded the number of Support Workers in our advice and wellbeing services.



Provision has grown by around 40%, meaning we can offer more appointments and drop-in support for young people looking for help with housing, getting into work and education, claiming benefits, sexual health, food parcels and more.

### Step by Step Fostering

We could not be more excited about our new independent fostering agency, due to launch this year.



Operating as an independent company, Step by Step Fostering will allow us to reach young people we couldn't previously support. Any profits made by Step by Step Fostering will be fed back into the charity to support more young people.

The agency will specialise in finding foster carers for young people with a high level of need and who might otherwise struggle to find a loving home.



## FUNDRAISING HIGHLIGHTS

### Croudace Homes Sponsor SIF

The house-building company kindly funded a Supported Independence Flat for a year. This funding meant a safe and supported home for four young people at any one time.



### Army Golf Club Charity of the Year

The club raised an amazing £17,933 for Step by Step. As part of their fundraising, Ladies Team Captain Tena walked the entire 187-mile length of the Thames!



### Open Doors 2022

Our festive fundraiser brought in an incredible £71,000 – the biggest total yet! The funds are used to support young people throughout the year.



## FUNDRAISING HIGHLIGHTS

### Sleep Out 2022

Our first in-person Sleep Out in three years was a great success. Participants braved a very cold and damp night at fantastic new venue, Farnborough Business Park.



### SIF Funded by Smurfit Kappa

We were delighted to have another Supported Independence Flat sponsored for a year, this time by a new corporate partner – packaging solutions company Smurfit Kappa.



### Army Run Fleet Half

A team from 55 Training Squadron, 3 RSME Regt, Royal Engineers took on the Fleet Half Marathon to raise money for young people going through hard times.





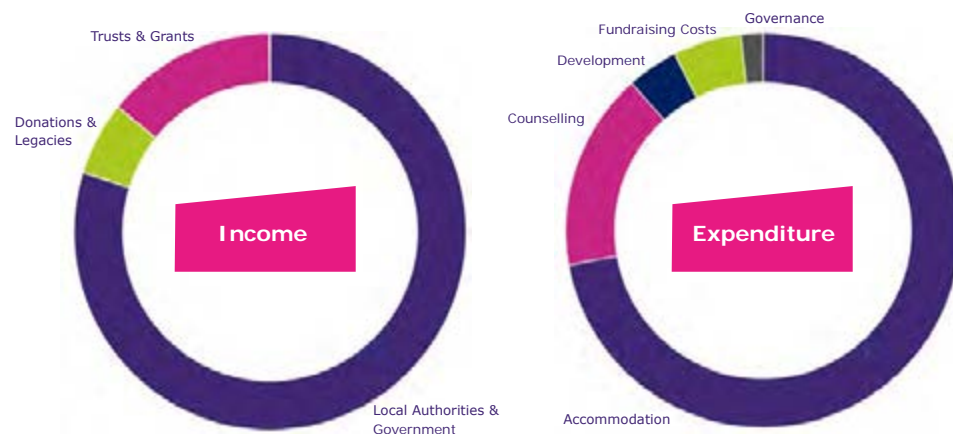
## FINANCE

### Income

	2022-23	2021-22
Local Authorities & Government	£3,085,366	£2,730,330
Fundraising - Donations & Legacies	£233,874	£436,484
Fundraising - Trusts & Grants	£544,585	£390,494
Investments	£2,086	£25
<b>Total Income</b>	<b>£3,865,911</b>	<b>£3,557,333</b>

### Expenditure

	2022-23	2021-22
Accommodation Services	£2,651,970	£2,412,498
Counselling & Support Services	£595,037	£394,290
Development & Growth Services	£154,347	£45,989
Fundraising Costs	£205,530	£205,540
Governance Costs	£66,415	£45,436
<b>Total Expenditure</b>	<b>£3,673,299</b>	<b>£3,103,753</b>



## CONTACT US

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