

OUR IMPACT

2023–2024

 **1625**
Independent
People

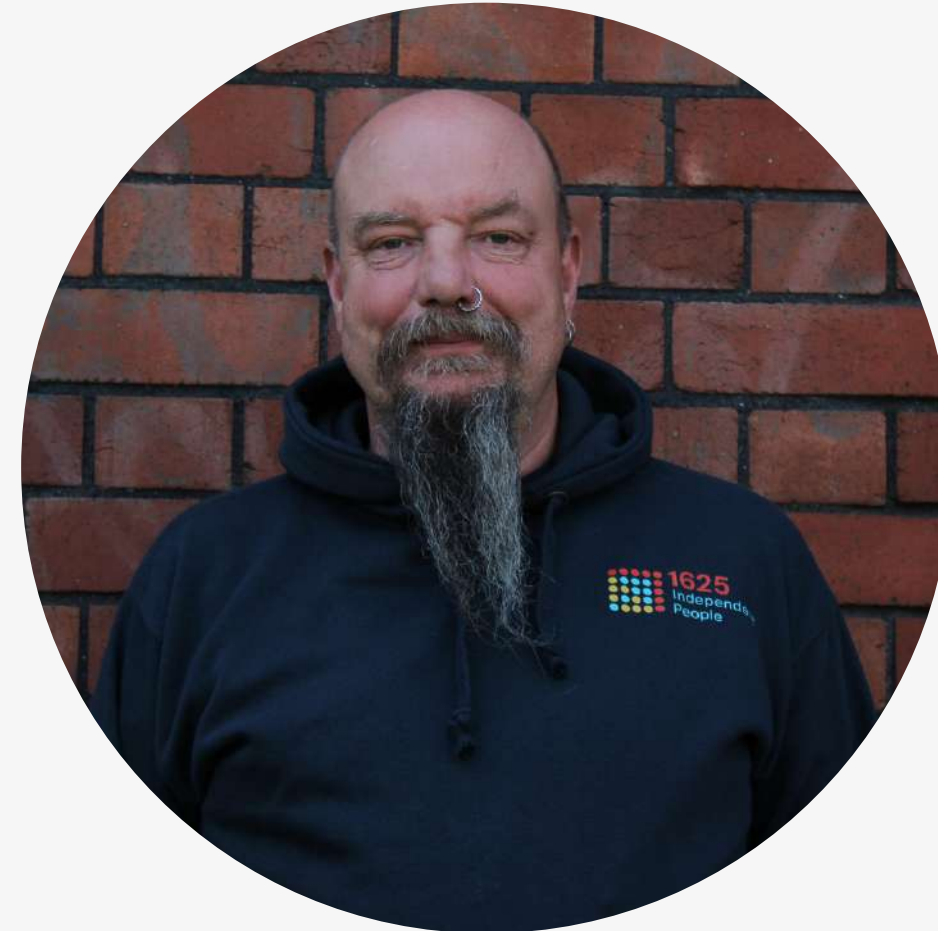




CHIEF EXECUTIVE

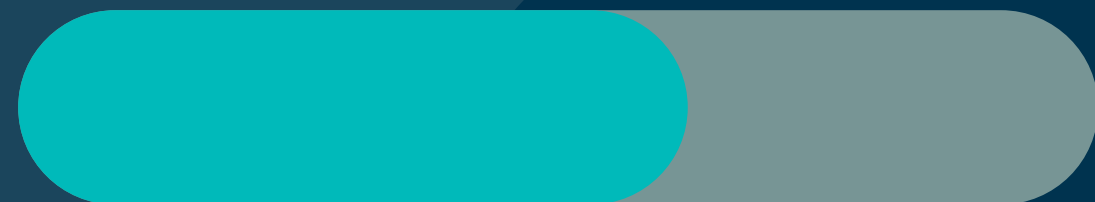
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YOUNG PEOPLE RECEIVED SUPPORT IN THE FOLLOWING AREAS



62% Asked for

1625's services were accessed by

1596 YOUNG PEOPLE

Between 1 April 2023 – 31 March 2024



With 1625 I just feel like I belong somewhere, and I've got support from people who really want to help me. Their groups and activities take me away from the horrible stuff for a bit and they let me be me.

OUR ACHIEVEMENTS ACROSS THE IMPACT AREAS FOR 2023-2024



ACCOMMODATION

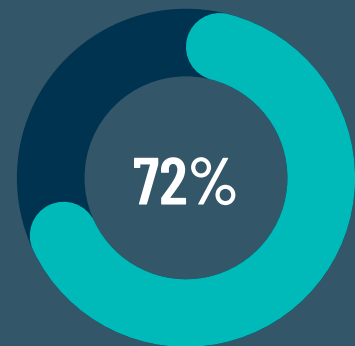


82% of young people have been supported into appropriate accommodation with the highest appropriate level of independence.



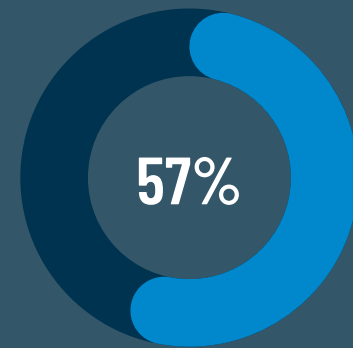
72% of young people have improved skills and confidence in relation to managing their accommodation.

FINANCIAL CAPABILITY

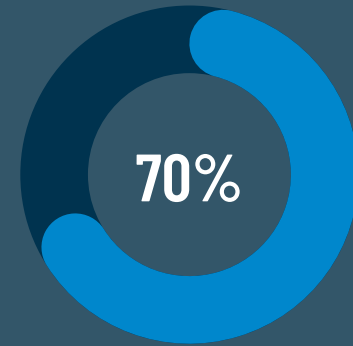


72% of young people developed or improved their financial skills.

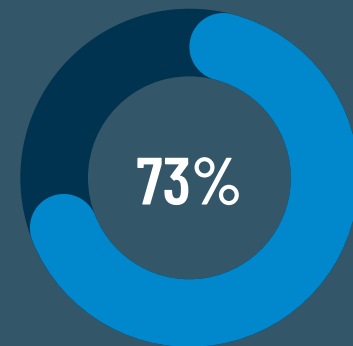
EDUCATION, EMPLOYMENT AND TRAINING (EET)



57% of young people have entered Employment, Education, and Training across the organisation.



70% of young people have moved towards their EET goals.



73% of young people have sustained EET.

HEALTH AND WELLBEING



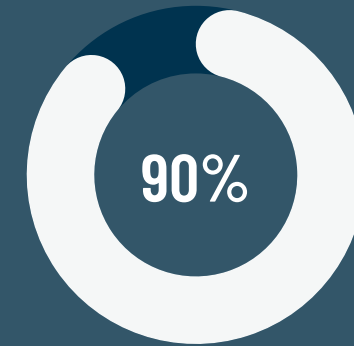
71% of young people have improved their health and wellbeing, through accessing 1625's services

RELATIONSHIPS



75% of young people have built, developed, or improved one or more positive relationships or relationships building skills.

POSITIVE CONTRIBUTION



90% of young people who volunteered or had support from a volunteer reported improvements in their confidence, skills, and knowledge.



75

young people participated in activities making a positive contribution to 1625.



ACCOMMODATION

We believe the first step in supporting young people is making sure they have somewhere safe to live.

Accommodation is core to our service offer. Having a secure place to live provides a foundation from which young people can build a positive future, and for many young people, this is the entry point into our services.

Accommodation-based services are also some of the largest contracts we have with local authorities, adding a vital and often longer-term income stream to the charity. There is a demonstrable and increasing need for accommodation for vulnerable young people with larger waiting lists and reduced move-on options. Planned, or positive move-on, is the fundamental key performance indicator for our accommodation-based contracted services.

“Since residing here I have felt safe and secure. It has kept clean and tidy, and my support worker has been so helpful and accommodating. I feel comfortable already.”

82%

of young people have been supported into appropriate accommodation with the highest appropriate level of independence

72%

of young people have improved skills and confidence in relation to managing their accommodation.



2023-2024 HIGHLIGHTS



- 1625 opened three shared houses for young people seeking asylum and developed an Asylum Refugee Team, bringing together our support service for Asylum Seeking Young People in South Gloucestershire, and these new supported housing properties in Bristol.
- 1625 worked with Land-Aid to complete surveys on the 1625 owned properties. Savills completed these surveys and recommended works for our own assets. This will help inform the Asset Management strategy developed in 2024.
- The Dispersed Housing and St George's House contracts with Bristol City Council were renewed, running for another 3 years from April 2024.
- 1625 registered with Ofsted so that we can accommodate 16- and 17-year-old young people within some of our supported housing services. We are working towards preparation for inspections for this coming year.
- We developed the Building Futures project to consolidate three smaller housing services and brought three teams together to create a larger team, with more flexibility and profile.

WHAT'S IN THE FUTURE?



- 1625 has developed a partnership with Bristol Waste which enables us to collect household items, such as soft furnishings, from their recycling sites that would otherwise go to landfill. By providing these items, we can turn a house into a home. We are using our Psychologically Informed Environments (PIE) audits to prioritise this work, and improvements continue across Dispersed Housing properties.
- The Asylum and Refugee Team are developing and piloting a 'Your House, Your Home' tool. This tool aims to better understand what each individual young person needs to feel safe and at home in their accommodation. Once developed, we will be sharing it across all accommodation-based services.
- Working with corporate partners has been and continues to be essential to enabling volunteering time and enhancing the look and feel of our accommodation. Volunteers and property professionals have been in to decorate communal areas in the 24/7 services – starting with bringing some colour to the corridors of Woodleaze and improving curb side appeal through renovations of the front doors of 1625 owned properties.
- We have completed the Development Phase of our Kingsley Hall Heritage Project and a hope to start the delivery phase, subject to full funding being secured, in January 2025. the delivery phase of the. This will include the renovation of derelict parts of the building in Old Market, to create 9 studio flats for young people who are ready for independence.
- We also secured funding from Land-Aid which enabled refurbishment and repairs to 4 properties. This property refurbishment also enables us to move a 3-bed young parent service from a small property with one bathroom, to a much larger property with 2 bathrooms.



FINANCIAL CAPABILITY

We know that for everyone, not least young people, stability with money is critical to accessing other opportunities in our lives and to having a safe and secure home.

Enabling young people to be financially capable is key in helping them to live independent lives, as well as increasing their self-worth and resilience to criminal exploitation.

Developing financial capability skills also opens pathways to sustaining accommodation, accessing Education, Employment, and Training opportunities, as well as addressing mental health concerns connected to financial worries and supporting their overall sense of well-being.



72%

of young people developed or improved their financial skills



I have applied for a few things, and feel a bit more confident in it. Before I never would have messaged people to hang out or approach potential new [employers]

2023-2024 HIGHLIGHTS



- The South Gloucestershire team received a bursary from John Lewis which they used to provide household goods for young people, including slow cookers and blankets, to help young people manage utility bills.
- South Gloucestershire Cost of Living packs – using a grant from South Gloucestershire Council, the teams in South Glos have initiated several initiatives to support young people in the cost-of-living crisis, including vouchers for travel on buses and trains, food parcels, outdoor toys and equipment, hygiene packs, electric blankets, slow cookers, recipe books and bursary funds so young people can access essential documentation.
- 1625 colleagues made 12 referrals to Wessex Water – resulting in more affordable water bills or arrears repayment plans for young people. We have been informed that we have progressed from silver status to gold status based on our engagement and the number of relevant and accepted referrals made by 1625 colleagues in 2023/2024.
- 1625 hosted two Occupational Therapy students. They worked across Woodleaze and St. George's House to work with young people to review and re-launch Steps to Success and incentivisation schemes which looked at ways in which positive choices and behaviour can be recognised through earning vouchers
- With a generous £5,000 grant from TAP for Bristol, we created a Crisis Fund providing emergency travel and food for young people presenting themselves as homeless. This also helped young people affected by energy poverty to clear their arrears and reduce their outgoings.

WHAT'S IN THE FUTURE?



- Whilst the Cost-of-Living crisis is no longer a focus in the media, the effects are still huge for young people who are homeless, at risk of homelessness and care leavers. 1625 is committed to continually offering support and information on cost-of-living issues. This effort ensures that all colleagues are well-equipped to share valuable resources and guidance with young people, helping them manage their financial challenges more effectively.

This looks like:

- Cost of Living resources/support collated/shared regularly to young people in 1625 services
- Cost of Living section on website maintained and updated to ensure young people have access to up-to-date information regarding support they can receive
- Ongoing promotion of existing resources available in the wider community – social water tariffs, Housing Systems website, etc.
- A South Gloucestershire bursary process is in place and funds dispensed to young people eligible
- Funding applications supporting this work will continue to be applied to, to extend and continue the cost of living and financial capability support



POSITIVE CONTRIBUTION

We provide opportunities that are beneficial for young people, the volunteers and the organisation, with the ultimate aim of enhancing our support for young people.

1625 Independent People are committed to providing opportunities for volunteers and young people because we recognise they can bring many benefits from their skills, experience and lived experience. It is important that we offer different opportunities for young people so they can progress towards their goals.

We are also committed to actively involving young people in the improvement, design and delivery of services. We seek to work with young people, particularly through our Independent People Ambassadors Board, in all stages of project planning and delivery.



52%

young people participated in activities making a positive contribution to 1625 Independent People

66%

of young people who volunteered or had support from a volunteer reported improvements in their confidence, skills, and knowledge.



2023-2024 HIGHLIGHTS



- We have developed a new section on our website providing useful legal information for young people. This will be a place where we can inform young people of legal changes that may impact them, their rights, and responsibilities so they are informed and empowered. We have currently covered topics such as voter ID, XL bully dogs and use of e-vehicles.
- Exit surveys for young people are also now on the website to improve access and completion rates.
- There has been a change to the connect events. These were originally quarterly events bringing young people together, to listen to their feedback on our services. Based on young people's feedback on these events, we are now consulting with them locally to facilitate better accessibility.
- Woodleaze and St. George's House hosted an Occupational Therapy student placement with a focus on involvement and recognition. They explored how young people wanted to be engaged and involved, at Woodleaze and St Georges House as well as how the Steps to Success scheme could be best used to promote and recognise positive choices
- A review and relaunch of the alumni group has occurred this year. The alumni have made a positive contribution through getting involved in helping at 1625 colleague conference, applying for 1625 jobs, taking part in Heritage fund planning and celebration, volunteering, and working at our Sleep Out event, and more.
- We have also launched various awareness campaigns, including one designed to encourage young people to register to vote. This initiative provided comprehensive tools and information, such as details about voter ID requirements, to ensure they are fully prepared to participate in the voting process.

WHAT'S IN THE FUTURE?



- We are continuing to develop and deliver a wide range of Kingsley Hall Heritage Project activities for young people. We have submitted an extensive 5-year activity plan as part of the Delivery stage funding which we will receive feedback on by the end of 2024.
- We are streamlining all our participation opportunities across our services to engage young people no matter how they are working with us.
- Young people's voice continues to be a priority. The Communications and Fundraising team has been working with direct-facing colleagues to provide training and opportunities for young people in external communications and funding bids.





RELATIONSHIP BUILDING



Positive, healthy relationships and friendships with other people are important. They enable us to feel safe and are good for our wellbeing.

The 1625 Psychologically Informed Environments (PIE) framework commits to using trusting relationships as the primary tool for change, providing a 'secure base' from which young people can develop stability, trust, skills, and social networks. This enables young people to progress towards independence. Our approach is young people-centred and underpinned by our ethos of keeping young people at the heart of everything we do.

We aim to help young people build supportive and consistent relationships, become less reliant on services, and better equipped to navigate the path to adulthood and independence.



75%

of young people have built, developed, or improved one or more positive relationships or relationships building skills.



I'm able to go out independently a lot more and have friendships that I hang out with outside the sessions.

2023-2024 HIGHLIGHTS



- We launched a Young Person's Domestic Violence and Abuse and Sexual Violence and Abuse coach in South Gloucestershire. This role will...
- The Dispersed Housing team introduced Household Agreements, developed with young people. These agreements provide a proactive tool where young people sharing a house are supported to discuss and agree some courtesies, responsibilities, and agreements amongst themselves to improve relationships.
- We have established a wide range of groups for young people, to support socialisation, encourage participation and gain support. These groups have included a Youth Parent Group, Project Grapevine, Kingsley Hall Heritage Project groups, a Queer Peer group, an Empowered Women group, and many more.
- The Transitions and Resilience Team have delivered Safe Link Sexual Violence sessions to various services in 1625, (including?) Charles England House. This training has focused on...

WHAT'S IN THE FUTURE?



- Training will be offered in late 2024 to all colleagues on 'Technology Facilitated Abuse', which will include guidance and information on staying safe on-line.
- 1625 host Occupational Therapy student placements regularly. In 2024, the plan is to host the placement at Charles England House. Their focus is on the young parents living there, to build positive relationships with their children and to promote bonding between parents and children.



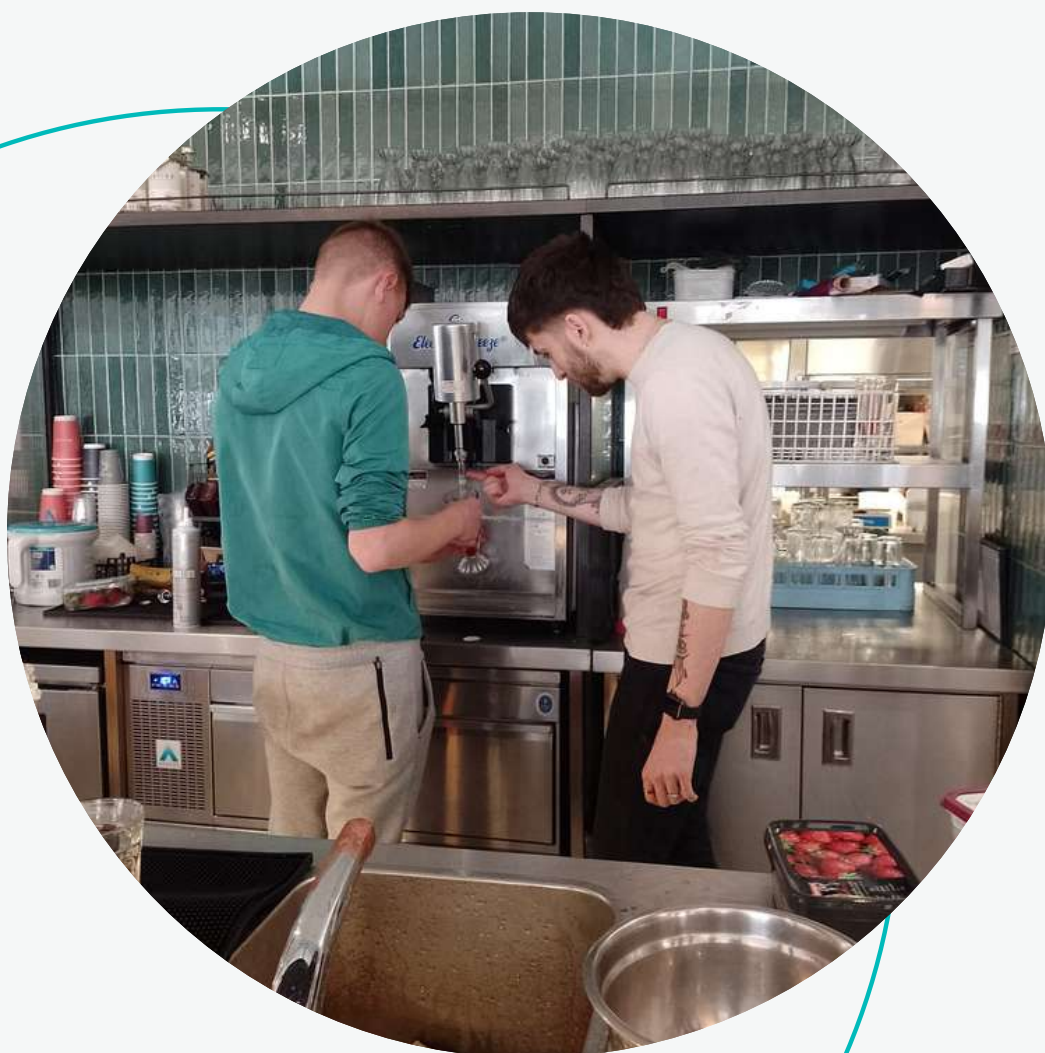


EDUCATION EMPLOYMENT AND TRAINING

We help young people overcome the barriers they face in accessing and sustaining education, employment, and training (EET).

We support young people to develop goals and a clear plan. Through our support, young people can develop core employability skills including confidence, well-being, timekeeping, teamwork, communication, self-belief, and motivation.

We know that meaningful occupation is key to supporting young people's well-being and allowing them to move on from homelessness.



53%

of young people have entered Employment, Education, and Training (across the organisation).

70%

of young people have moved towards their EET goals.

73%

of young people have sustained EET.

2023-2024 HIGHLIGHTS



- The Youth Education Service achieved funding from Bristol City Council to double the number of places available. All places in math classes were regularly full throughout the year.
- Reboot West 3 is now fully implemented and delivering. This project aims to support care experience young people into employment, education, and training. In the six weeks from October 2023, there were 25 young people working with Reboot West 3 colleagues, who started in education.
- We improved our offer of access to meaningful education, employment and training opportunities that link to our young people's EET goals and readiness levels. This includes increasing the range of employers and education providers who engage in our EET breakfast meetings and creating on-going EET partnerships when relevant.

WHAT'S IN THE FUTURE?



- Reboot West 2 will be fully completed by March 2025. We are working with 40 young people currently.
- The on-boarding phase of Reboot West 3 will be complete in August 2024. By this point, we will work with 265 care leavers from 4 local authorities. Currently the EET outcomes for Reboot West 3 are looking positive against the target profile. The main priorities for this project in the next 12 months are:
 - To increase the number of young people starting EET opportunities
 - To ensure that all Reboot operational deliveries adhere to the evaluation measures and that 1625 is fully engaging in the trial's evaluation activities.
- 1625 has recently achieved 2-year funding from John Lewis to support for young people to achieve sustained employment. It will also provide employability skills training, including managing transition to employment (particularly around managing the finances) and working with employers to help them support young people into their organisations
- This year we have introduced a commitment in our Equality Diversity and Inclusion (EDI) plan to analyse our success in supporting young people with protected characteristics to secure and sustain EET opportunities.
- There will be ongoing development of the Youth Education Service (YES), including implementing Impact Monitoring to enable their outcomes and impact.
- 1625 has also received funding from HOPE Virtual School and Bristol City Council for more classes. This includes funding for care experienced young people to access functional skills. We have also received funding from Aviva for a Transitions and Progression Coach who will support students to access and sustain YES courses, until 2027.



HEALTH AND WELLBEING

Our mission is to support young people to be the best that they can be. This means we want to support young people to stay safe and look after their physical and mental health and emotional wellbeing by themselves.

Our aim is that a young person looks after their physical and mental health and emotional well-being by themselves. They access relevant health and well-being services when they need to and understand how to eat healthily, exercise and get adequate sleep. They stay safe, without support, and they can safely manage alcohol and substance use.



71%

of young people have improved their health and wellbeing, through accessing 1625's services

2023-2024 HIGHLIGHTS



- The Transitions and Resilience team launched their Self-Compassion packs initiative. These packs contain resources, items, and information that enable young people to understand what self-compassion looks like and the value of self-compassion.
- We launched Transgender Inclusivity training, developed by an external trainer and a small team of colleagues. This training is intended to raise awareness, understanding, inclusion, and promote allyship.
- We have also made changes to the way we are capturing communications and marketing consent for young people. This will improve the way we are communicating with young people.
- Our first three-year Equity, Diversity, and Inclusion strategy was launched. It was co-developed with young people, colleagues, and Board members to involve 6 pledges. We self-assessed against the Bristol Equalities Charter framework and achieved a clear yes to 85% of the expectations, with others in development. We also self-assessed using the newly developed Homeless Link EDI assessment tool, and achieved established, meaning that a lot of our EDI work is embedded, there is clear leadership, demonstrable commitment, and a plan to continue to improve.
- The sensory room at Woodleaze was completed in May 2023 – colleagues and young people painted the walls together and it's really been a collaborative project. The room is well used and respected, and young people feedback that they find it a valuable resource.
- The national Children's Commissioner, visited 1625 to see how we work with young people seeking asylum and how we positively impact their health and well-being. They were clearly very interested in the work, and the Asylum and Refugee Team were highlighted in the final report.

WHAT'S IN THE FUTURE?



- We are continuing to focus on the implementation of the Transgender Awareness training across all colleagues.
- The Transitions and Resilience Domestic and Sexual Violence Advice team will develop and deliver Technology Facilitated Training to all colleagues in late 2024.





COLLEAGUE DEVELOPMENT

Over the last 12 months, we have built on the successes of the previous year in relation to our Learning and Development (L&D) provision, our focus on colleagues' health and wellbeing and our approach to equity, diversity, and inclusion.

We have reviewed and revised our Core Training provision and have widened our training offer, ensuring that it is relevant, accessible, and valuable. We have improved our policy and processes in relation to learning and development, to ensure clarity for colleagues and consistency in how we deliver our L&D provision.

We have now fully embedded our Competency Development Framework, informed by organisational values, into every stage of the colleague employment journey. We have supported the Framework's application through our coaching culture and by designing bespoke training to provide feedback. This underpins our Agile Appraisal process, which was brought in to complement the Framework.

Our 2023 Colleague Well-being Survey results were hugely positive again. Our culture was highlighted as one the best aspects about working at our organisation, with 1625 being praised as having a heart, being responsive, supportive, dynamic, and person-centered. In the past year, we continued our focus on disability by becoming a Disability Confident employer. To ensure accessibility and inclusivity, we have signed up to the Mental Health At Work Commitment, ensuring we are continuing to challenge ourselves in this area of colleague support.

During the last 12 months, we have progressed our first-ever Equity, Diversity, and Inclusion Strategy, successfully delivering our year 1 aims. We have invested in reviewing every stage of our colleague experience, along with our policies and procedures, through an Equity, Diversity, and Inclusion (EDI) lens. We regularly use equity impact assessments to guide this process.

"I have had such great opportunities at 1625 and have been able to achieve so much because of the supportive management culture."

– Hannah Green, Building Futures Team Leader.



FINANCIAL UPDATE 2023-24

1625 had another busy year in 2023-24, relying on additional fundraising to support vital but unfunded services for young people. The cost-of-living crisis has made fundraising more challenging, with reduced disposable income among funders and increased competition for grants.

Our Strategic Leadership Team, supported by the Trustees, has focused this year on income stability and cost management. Flexibility and quick responsiveness remain crucial for ongoing effective operations.

1625 remains committed to investing in effective solutions for youth homelessness while maintaining strict budgetary control to stay agile amidst economic challenges.

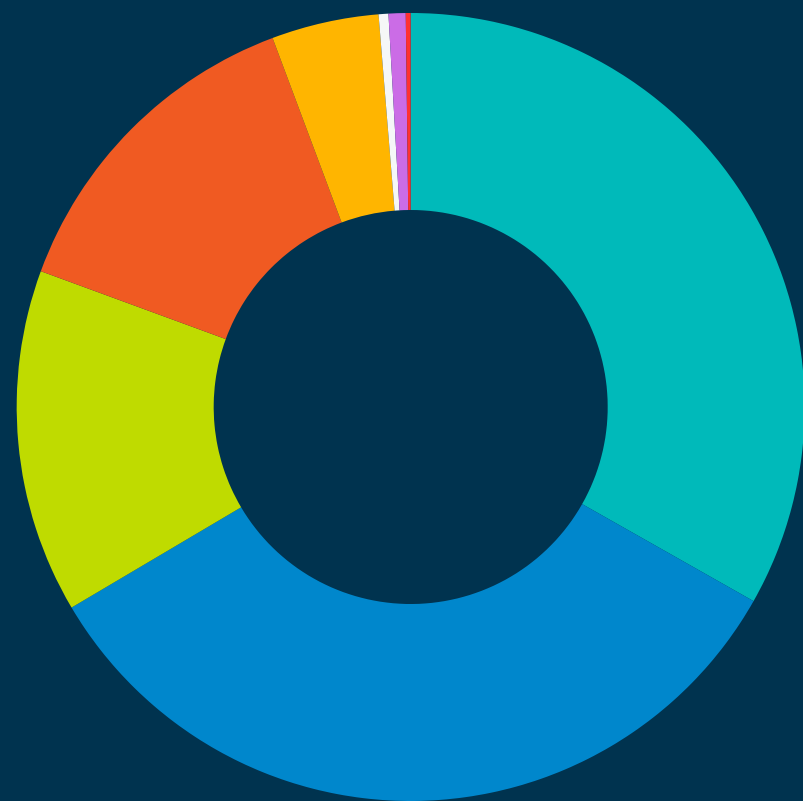
A major focus has been our Kingsley Hall Heritage Project, now in the second year of the Development Stage. With support from the National Heritage Lottery Fund and a dedicated project team we are shaping future plans for Kingsley Hall. It will become a central hub for young people, with a purpose-driven design that also serves as our charity base.

Investigative building works at Kingsley Hall are complete, and RIBA (Royal Institute of British Architects) design consultations and plans are nearing finalisation. The final submission to the National Heritage Lottery is scheduled for August 2024, with a decision expected by December 2024.

The National Lottery Heritage Fund will cover 68% of the costs, and our efforts to secure the remaining funds through match funding and pro bono support have exceeded expectations. The Board has allocated reserves for any fundraising shortfalls, but the project is already attracting strong interest from supporters and funders, indicating promising long-term funding opportunities.

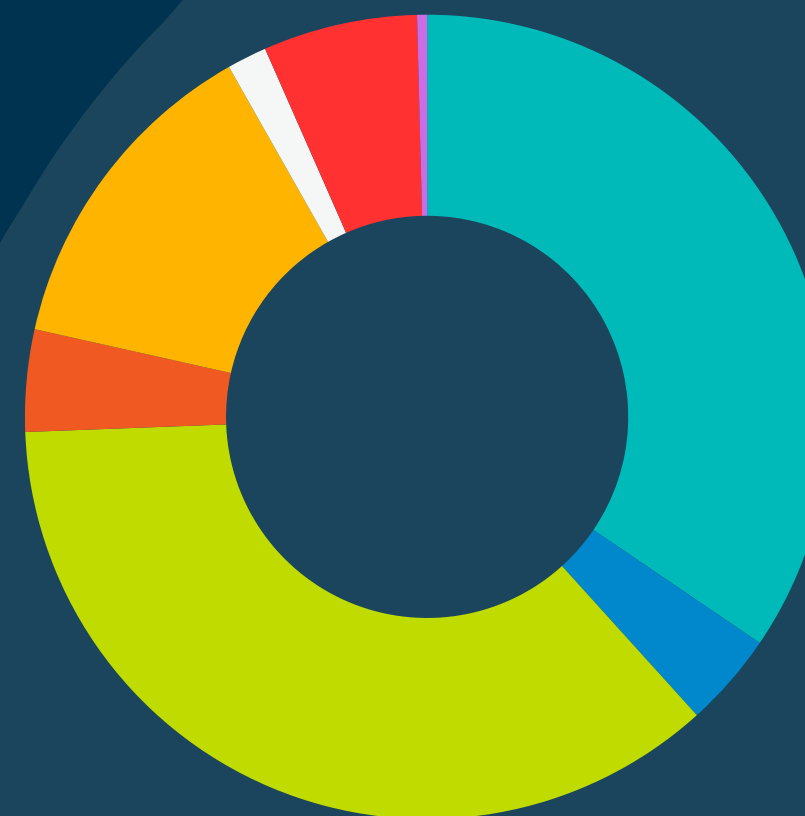


INCOME TOTAL: £7,501,877



- Social housing lettings - £2,493,758 (33.2%)
- Housing support and prevention - £2,499,222 (33.3%)
- Grants, foundations, trusts, businesses, events & individuals - £1,054,017 (14.1%)
- Reboot West - £1,027,128 (13.7%)
- Heritage Project - £326,693 (4.4%)
- Youth Education Service Tuition income - £32,740 (0.4%)
- Training & DNAV Toolkit income - £16,191.60 (0.2%)
- Other - £52,128 (0.7%)

EXPENDITURE TOTAL: £7,546,141

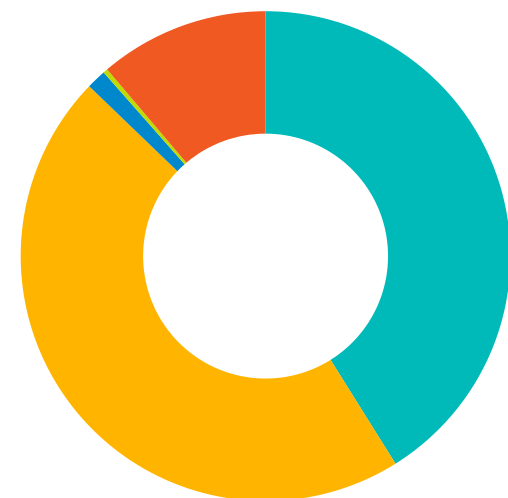


- Providing supported accommodation for YP - £2,602,707 (34.5%)
- Specialist support (health & wellbeing, domestic & sexual violence, reducing re-offending) £285,927 (3.8%)
- Social housing lettings - £2,722,646 (36.1%)
- education, employment & training, peer support, mentoring, volunteering, and service user involvement - £312,130 (4.1%)
- Reboot West - £1,000,675 (13.3%)
- community engagement & fundraising costs - £124,433 (1.6%)
- Heritage Project - £465,559 (6.2%)
- Other - £32,065 (0.4%)



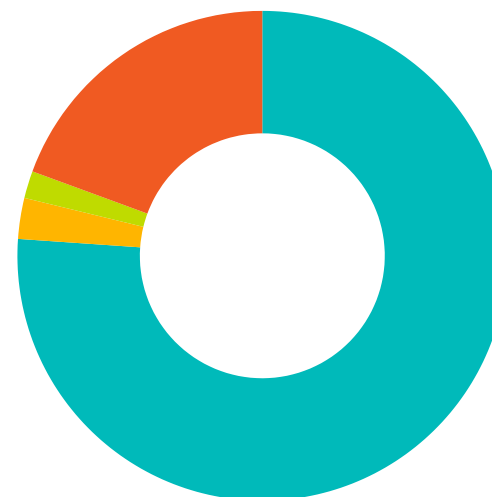
EQUALITY AND DIVERSITY

GENDER



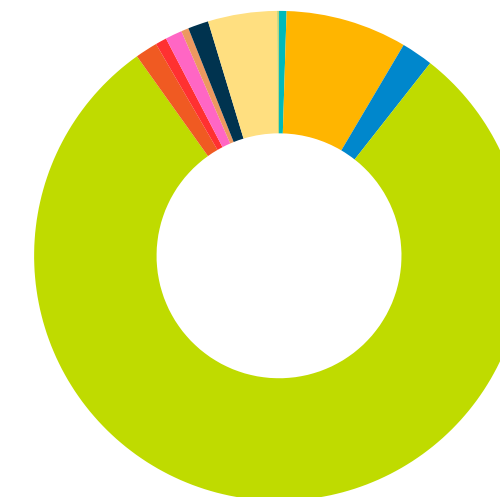
41% Female
46.1% Male
1.3% Nonbinary
0.3% Prefer not to say
11.2% Not Stated

GENDER IDENTITY



76.1% Cisgender
2.7% Transgender
1.3% Nonbinary
1.8% Prefer not to say
19.4% Not Stated

SEXUALITY



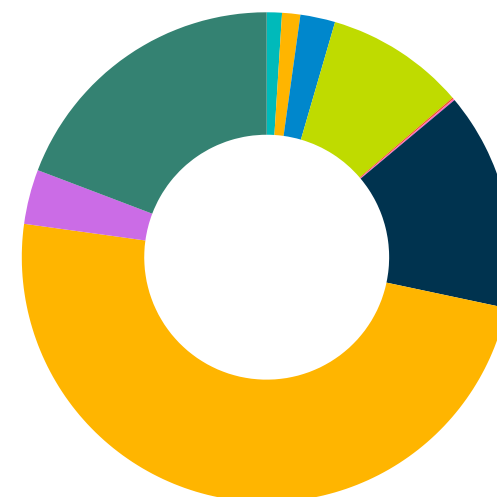
0.4% Asexual
6.5% Bisexual
1.7% Gay
64.6% Heterosexual
1.2% Lesbian
0.6% Other
0.9% Pansexual
0.4% Queer
1.1% Unsure
4% Prefer not say
0.1% Not stated

CARE LEAVER



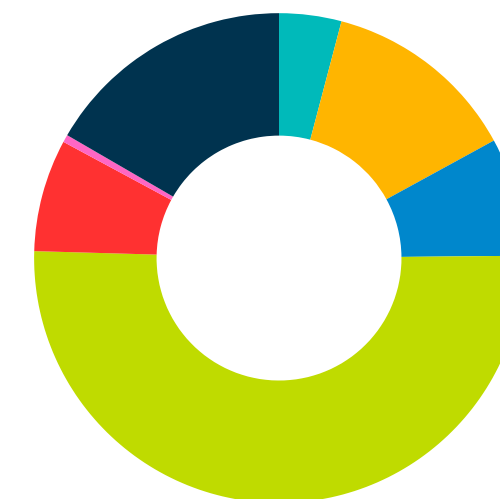
30.6% Yes
55.5% No
12.7% Prefer not to say
0.1% Not Stated

RELIGION



0.1% Agnostic
1.2% Any other religion
2.3% Atheist
9.2% Christian
0.1% Hindu
0.1% Jewish
14.4% Muslim
48.8% No religion
3.6% Prefer not say
19.2% Not stated

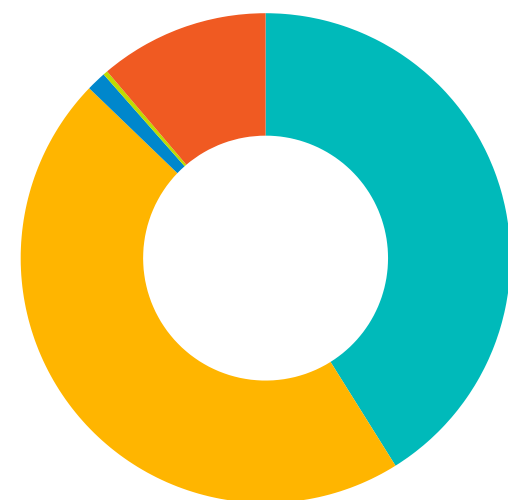
ETHNICITY



4.1% Asian
12.9% Black
7.8% Mixed
50.5% White
7.4% Other
0.5% Prefer not to say
16.6% Not stated



DISABILITY



Disability

43.6% Yes

26.0% No

0.1% Prefer not to say

30.4% Not Stated