



ANNUAL REVIEW 2022-2023

“LIVING MY LIFE”

Chairs Welcome

Bav Padhiar

As I reflect on my first year as Chair of Trustees for CAYSH, I am inspired by the resilience and determination of the young people we serve. The theme for this year's annual report, *"Living My Life,"* encapsulates our drive to empower young people to make their own decisions.

Throughout the year, we've witnessed remarkable stories of triumph over adversity. Despite the challenges our young people face, they have shown remarkable courage and strength in navigating life's uncertainties. Our commitment to providing a safe haven for these individuals has never been more crucial, and I am pleased to report that CAYSH continues to be a beacon of hope in their lives.

This year has been one of significant achievements and impactful initiatives. I am proud that CAYSH has been awarded the Gold Investors in People (IIP) accreditation, a testament to our commitment to excellence in supporting our dedicated team. This recognition affirms our dedication to fostering a positive working environment, and ensuring that our staff are equipped to provide quality support to the young people who rely on us.



The challenges of the past year have only strengthened our resolve to make a lasting impact. Despite external pressures, CAYSH has continued to provide a safe harbour for those in need. Our commitment to the wellbeing of the young homeless has not wavered, and we remain steadfast in our mission to break the cycle of homelessness.

I would like to express my deepest gratitude to our staff, trustees, supporters, and young people who have played an instrumental role in making this year a success. Your dedication has been the driving force behind our achievements, and we look forward to continuing our collaborative efforts in the future.

CEO Introduction

Ann Tighe

'Living My Life'

If you ask any young person what they are most looking forward to they will most likely say living independently and enjoying being in charge of their own destiny. The young people in CAYSH services are no different in wanting this but their journey to achieve it is more challenging than most. The lack of a stable and supportive environment in their past can impact on emotional resilience and confidence in being able to look after themselves. That is why CAYSH offers a safe space in which to grow and learn the necessary skills to live independently. Our staff offer support that is enabling and builds on young people's strengths and our accommodation offers a stable living experience.

The rate of homelessness continues to climb each year with 136,000 young people being recorded and presenting as homeless in England and Wales in 2022-2023, an increase of 37% since 2018 when the rate was 86,000. This year has seen a cost-of-living crisis that has impacted on every part of society driven by world conflict and recession. The rate of pay for workers, and the rate of benefits have failed to keep pace with the increasing cost of food and fuel. This has impacted heavily on young people's ability to live independently and taken a toll on their mental health. Staff have worked closely with them to assist in budgeting and providing tips on saving on bills.



The charity has also taken measures to reduce expenditure through renegotiating energy contracts, moving office and focusing on debt chasing.

In addition, the sector has seen staff turnover rise, resulting from employees leaving because they are no longer prepared to cope with the stress of the job, especially after delivering throughout the pandemic, and wages not keeping up with inflation. We therefore undertook a pay review and subsequent pay increase for the front line staff to ensure stability for our young people.

Many Local Authorities have struggled to meet increased demand for services within their budgets and as a result have declared bankruptcy which in turn has impacted on contract prices, we have negotiated reducing contract volumes to meet available funding.

Despite the tumult of the last year where many charities have folded, CAYSH has continued to deliver important services to 16-25 year old young people who are homeless. Thank you to all who have supported us through the year – without your support many young people would not have a safe home or prospect of a better future.

CEO Introduction

We were extremely lucky to find a volunteer to complete a half marathon for us and that Andrews Charitable Trust sponsored the entry. Completing the run in under 2 hours Will raised over a £1000 for the charity. We were also lucky to receive over £7,000 from Mitheridge Capital Management LLP who walked 21 miles on our behalf – a fantastic effort. Finally, we were one of Rokeby schools' chosen charities. The boys have spent the year eating many cakes and the parents running many events and raised over £10,000 for us – thank you Rokeby. Many other individuals and companies have supported us through donations or time, and we greatly appreciate this especially at a time when the cost of living is increasing.

This year we have supported and accommodated 220 young people in need. Our accommodation includes a 24/7 high needs unit, a range of 3-4 bedroomed properties some with offices; our Supported Lodgings service where Hosts let out a spare room and offer support, and our move on accommodation.

Our move on accommodation is provided in partnership with Andrews Charitable Trust who supply properties to us at affordable, below Local Housing Allowance rents. This provides our young people with time to improve their finances and seek permanent employment. We also have staff who specialise in mental health and employment mentoring, two areas identified by young people as barriers to progress. We are looking to continue this

provision by securing grant funding in the coming year.

Our staff never cease to amaze me! Their dedication, skills, and emotional resilience in delivering safe homes and better futures for young people, and making a difference to young people's lives, is to be commended. A personal thanks to all of you.

We are proud to announce that this year we achieved Gold Investors in People, which is only awarded to 17% of organisations in our sector. This is evidence of the quality of our staff welfare and the commitment of all our staff in offering safe homes and better futures for young people. Our Trustees are also to be thanked for the expertise they bring but more importantly the interest and commitment to CAYSH's mission.

The year ahead will no doubt continue to be challenging but CAYSH are well positioned to meet those challenges and to continue helping young people achieve independence - *'Living My Life'*.

Young People's Ambassador

We are very lucky to have Ramiah as our Young People's Ambassador. She is energetic, hardworking, and full of great ideas. Some years ago, we recognised that to enhance feedback from service users, and to better shape our delivery to meet young people's needs, we would benefit from employing a service user to make the feedback more regular and meaningful.

Ramiah is our third Young People's Ambassador and has been involved in many aspects of our service delivery. She is very independent and looking to move into private rented accommodation to reach the goal of *'Living My Life'*. Her confidence and passion to make a difference shone through at her interview and we were very pleased when she accepted the role. Her confidence and work ethos continues to impress, and she wowed Trustees at a Board meeting where she presented some of her findings. Below is a summary by Ramiah of her work so far as the Young People's Ambassador.

'I am getting on and have settled well within the organisation. To get feedback for the leadership team I have been attending house meetings during the days and also evenings so that I can support those who are working or at college. I have also undertaken regular online surveys and the feedback and reviews are on-going. As part of my role, I provide quarterly reports to the leadership team so that they can decide what changes need to be made to improve the service. I also write monthly case studies on my discussions with other service users, and how my involvement has sorted out an issue.

I run surveys in all services to gather young people's feedback, topics have included:

- Access to, and helpfulness of the CAYSH mental health counsellor
- Accommodation issues and Housing Management responses
- Your Voice: Your Choice - what services young people would like to see; how safe they feel and how helpful their support worker is
- Exit reviews when a young person leaves

The information is being captured to improve service delivery and bring new ideas. I have also been involved with the workshop our Employment Engagement Officer has arranged on money management, and I am looking forward to planning more workshops and other activities.

I have received excellent feedback from the board following attending one of their quarterly meetings. The feedback has encouraged me to continue the work I am carrying out with young people and staff across CAYSH. Overall, I'm enjoying the role. The staff have all been supportive in all aspects of the role. I'm looking forward to getting involved in more activities and projects that arise.'

Supported Lodgings

If you can't live at home, then our Supported Lodgings is the best alternative as it offers young people a homely environment and a supportive Host. Young people have their own room in the Host's home, the Host offers practical support and advice. For many young people, living in shared accommodation is too scary and a smaller more supportive environment will help them thrive. Hosts are trained and vetted similar to foster parents and take a genuine interest in the welfare of the young people placed with them. Below is an example of how our Supported Lodgings Service helped a young woman with very complex needs.

Mary was just 18 when she came to CAYSH as a lodger on an emergency placement. Her relationship with her mother (a single parent) had broken down as a result of Mary's behaviour, and in addition, there were concerns over her mother's treatment of her with the possibility of physical abuse and financial misappropriation. Mary has a diagnosis of autism spectrum disorder (ASD) and epilepsy and was therefore placed as an emergency with an experienced Host called Lyn.

Her behaviour was challenging from the start, her support worker and Lyn noted that she was visibly moody and miserable. Clearly the trauma she had experienced to date left her with little trust, and her hostility was likely driven by her need to protect herself. Mary spoke negatively and never said a nice word towards staff or Lyn. She had few friends and those Mary did have were not a positive influence. This need to manage past trauma manifested itself in continued negativity and apathy towards the support at hand. As with many young

people who experience trauma, time needs to be spent in building trust with the individual and allowing them the space to feel safe and to begin to unpack their emotions and identify their needs. Mary's support and risk plan focused on keeping her safe, as the immediate presenting needs centred on her fragile mental health. She was also struggling with her sexuality.

Mary was not taking her epilepsy medication, and this impacted on both her physical and mental health. The focus of support for Mary had to be setting boundaries and routines to encourage positive behaviour and creating a place of safety through offering consistent emotional support.

Lyn, her host, worked closely with Mary's support worker to stabilise her mental and physical health. Bringing structure to her days was important and maintaining her college place was a priority. Encouragement from Lyn and her support worker to look forward and identify the things she needed to put in place to be able to live independently, combined with constant reassurance and praise maintained the situation.

For over a year Lyn supported Mary emotionally and showed extreme patience and understanding, explaining carefully to Mary the consequences of her actions, even though Mary would blame her and make frequent complaints about Lyn, her support worker and other managers and staff. We often talk about holding someone in a safe space until they are able to accept responsibility for their actions and this is what Lyn and Mary's support worker did.

However, Mary's mental health continued to decline, she was self-harming and attempting to end her own life (once she tried to get run over by a car).

Mary was admitted to hospital on a number of occasions and eventually sectioned under the Mental Health Act, but then discharged back to Lyn. As a result of these episodes, she lost her place at college. Lyn would always accompany Mary to or visit her in hospital to check on her welfare and provide that constant reassurance that someone did care about her. Lyn provided a warm and caring environment for Mary for over a year but following a number of self-harm episodes and attempts to end her own life, a professional safeguarding meeting agreed that as Mary's risk had increased, She should move to our 24/7 unit that could offer greater monitoring. In addition, Mary was not taking responsibility for her behaviour and was blaming staff and Lyn for referring her to the safeguarding team and health professionals.

During her time at the 24/7 unit her mental health improved and her engagement with workers increased. She was sufficiently engaged and stable after a few months at our 24/7 unit to move to our shared Supported Housing that has on site staff but not 24 hours. She was referred to our employment mentoring project and as a result she returned to college and now has a job at an airport. Now aged 20 she has progressed to the point that she is ready to move out and into independent living. Had it not been for Lyn's patience and encouragement during Mary's first year with us this young woman may not have reached her goal of *'Living my life'*.

Floating Support

Not all our work is focused on providing support with accommodation, we also offer support to those in private rented accommodation who need additional help in transitioning from leaving either home, supported accommodation or who have been in fostering. The idea is to prevent placement break down and young people having to be housed back in supported accommodation.

The case that follows demonstrates that without transition support there is a risk of homelessness and a return to supported accommodation.

Kaleb was first referred when he arrived in the UK as a refugee with no family having fled Ethiopia. He was placed by the Local Authority in private rented accommodation and CAYSH were asked to provide support for him. He was not coping well in his flat and complained he was not feeling well and in his words, he felt "disabled". Imagine being alone and not able to communicate effectively with those around you. On top of this he had significant health issues having had a stroke in Ethiopia and contracting TB. It was whilst Kaleb was recovering from TB that we became involved.

His support worker made sure he was claiming the correct benefits and helped with his application for Personal Independent Payments. She also enrolled him in college to learn English and ensured he was receiving medical care. She used translators to communicate and Kaleb's English was improving from attending college. After supporting Kaleb for 2 years his case was closed.

Recently another referral was made for Kaleb as his wellbeing had deteriorated, he contacted Social Services to say he had not received any benefits for two weeks so had no money and no food. The same CAYSH support worker was able to pick up the case, Kaleb was really pleased and said he had wanted the support to continue longer the first time he received support from us. Often young people do not recognise the progress they have made and find the withdrawal of support difficult. The reality was that Kaleb had managed for over a year without support.

When our support worker visited, he couldn't quite describe how he felt as he still struggled with English, but she noted a marked deterioration in both his demeanour and that his flat was untidy and dirty. She was concerned about his physical health and referred him to his GP and suggested he speak with our in-house counsellor, but he declined this. When a friend came to stay with him, he seemed to improve, which suggested that loneliness was likely to be a factor in his recent decline. Clearly structure was important, so his support worker assisted in chasing an application for college where he had been on the waiting list since the previous year.

Kaleb's health took a turn for the worse whilst his friend was staying with him, and he was admitted to hospital on three occasions following what appeared to be seizures. His support worker attended several appointments with him for scans, treatment for his HIV and further tests, the outcome of which was that his TB had returned to his brain and additionally he was diagnosed with epilepsy.

Kaleb was immediately put on a range of medications that had to be taken daily. Fortunately, his friend continued staying with him and was able to translate as her English was fluent, as well as making sure he ate regularly.

The focus of our work with Kaleb had been to manage his complex health needs and gradually build structure to his days, including, encouraging him to exercise by going to a gym and swimming as his health improves. His support worker helped him with budgeting, having sorted out his benefits that had been stopped unexpectedly and put in a claim for an increased allowance given the new diagnosis of epilepsy. He also applied for a disabled pass for transport to make it easier and cheaper to get around. The next focus was education and making sure his application to college was being processed.

Working closely with his social worker and the health service, Kaleb's mental health gradually improved as he began to feel physically much better, and friends continued to pop in to make sure he is eating and keeping his flat tidy.

Imagine how you would feel coming to a strange county having to cope with the trauma of separation and multiple health issues. We often forget that asylum seeking young people not only have the challenges all adolescents face but do not have a ready-made support network to provide advice and support. Isolation and loneliness can set in and the importance of multiagency working to deliver a holistic support plan can be seen in the work with Kaleb.

Concierge Service

With the increase in youth violence, the work of our Concierge Service in keeping our young people and vulnerable adults safe is even more important. This year our Concierge Officers kept 410 young and vulnerable people safe each night.

The CAYSH Concierge Service provides specialist safeguarding security by highly experienced and trained Concierge Officers. The service came into existence as a response to public and social needs. In the past, security or out of hours' work was carried out by either support workers working over-time or private security firms.

Support workers we found were sometimes increasing client dependency as well as cost. The untrained security workers tended to be uncompromising and lacked the empathy and understanding needed when working with vulnerable people. This in turn sometimes generated more problems than they were solving. CAYSH Concierge Service used its 40 years of experience in working with vulnerable people in the supported accommodation sector, to design a fit for purpose service balancing the need to protect people, property and community (and the public purse).

Our officers not only understand how to effectively manage a building, but also put people at the core of what they do by implementing a person centred approach and supporting residents to uphold their tenancies and become more independent.

We also work closely to prevent incidents and maintain a safe and comfortable household environment. This is what makes us so effective at delivering return on investment and improving outcomes for tenants in properties where we work.

Our concierge officers are compassionate, approachable, and understanding to resident needs. Officers are recruited based on their experience and interest in safeguarding, but also their empathy and understanding of vulnerable people. Before duty, all our officers are vetted including EDBS clearance, references and right to work. They are also required to complete our extensive induction training and shadowing. Their induction training includes:

- Adult and Children Safeguarding
- Mental Health First Aid
- Equality and Diversity
- Managing Challenging Behaviour
- Health and Safety

There are two types of service:

- Static – where an officer remains in the building for the whole shift and patrols the premises
- Roving – where our officers drive round premises at least three times during the night and enter buildings to check security and residents' welfare

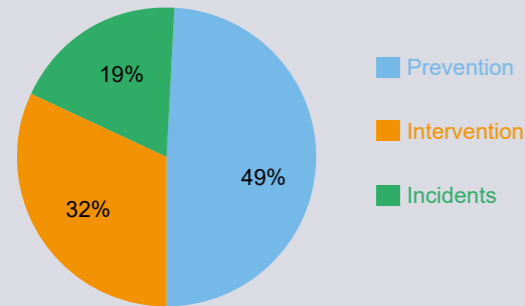
The work undertaken by our Concierge Officers fall into two categories - Preventative and Interventions

Preventative Actions include:

- Securing fire exits
- Securing unlocked doors and open windows
- Fire alarm checks
- Reporting untidy premises and cleaning spillages/breakages
- Monitoring suspicious activity - protecting residents/properties
- Assisting residents locked out
- Reinforcing house rules, using back up calls when needed
- Welfare checks – high empathy delivered

Interventions include:

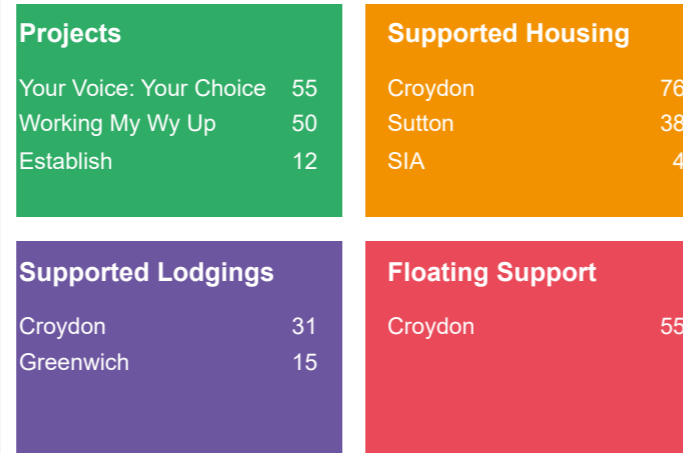
- Dealing safely with anti-social behaviour in communal areas, resident's rooms and outside properties
- Dealing safely with direct threats from residents
- Dealing safely with alcohol/drug misuse.
- Responding/reducing resident noise level



% of incidents and preventative actions taken from all contracted shifts

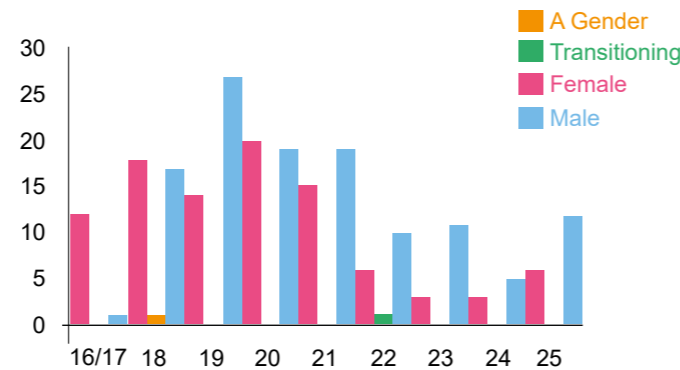
Stats and Facts 2022-2023

Type of Service Received by Young People 2022-23



Gender and Age of CAYSH Young People 2022-2023

GENDER OF YOUNG PEOPLE



Concierge Customers 2022-2023

CAYSH Enterprise CIC	
CONTRACTS	UNITS
CAYSH	96
CCHA Lockout Service	150
CCHA Keyring	5
CCHA Mental Health	77
Certitude	12
Eldon Housing (& Hestia)	14
Optivo (now Southern Housing)	4
Richmond Fellowship (Islington & Southend)	52
Total	410

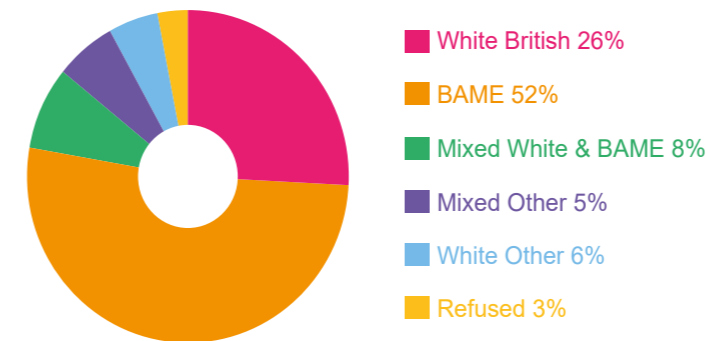
Financial Summary

The CAYSH Group has returned a surplus despite operating in an unstable economic environment resulting from ongoing world conflict, rising inflation (and the associated cost of living crisis), and recovery from the impact of the pandemic on both the economy and social infrastructure.

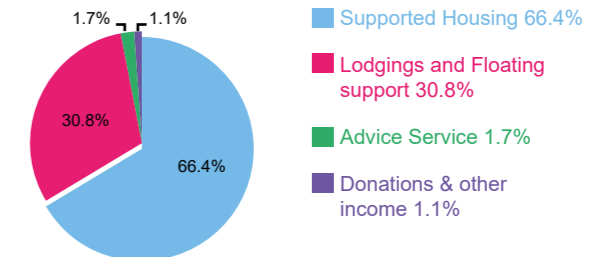
This year has seen some Local Authorities being placed under Section 114 for bankruptcy with the tightening of council expenditure being passed through to providers of local services. Many charities have not survived this financial pressure and have ceased to exist.

CAYSH income for the year was £3,320,392 and because of preventative action (reducing office cost through hybrid working, debt chasing, controlling expenditure and re-procuring services at more favourable rates) the Group has returned a surplus of £23,110.

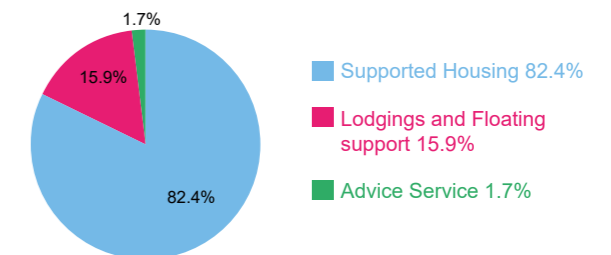
Ethnicity of CAYSH Young People 2022-2023



2022-2023 Income Analysis by percentage



2022-2023 Expenditure Analysis by percentage



Thank You 2022 – 2023

Our Supported Lodgings

Thank you to all the Hosts for supporting CAYSH young people.

Donors



And thank you for all the anonymous donations received via



Service Delivery Partners



Local Authority Partners



Registered Address/Head Office: Weatherill House, New South Quarter, 23 Whitestone Way, Croydon CR0 4WF

Email: info@caysh.org

Contact: 020 8683 0227

Web: caysh.org

Registered company no:2802109 Registered charity no:1026822