

Key's Social Accounts 2011-12

Introduction

I am pleased to produce our social accounts along with our financial accounts for 2011-12.

This is the first time that **Key** has ventured into the world of Social Accounting. We hope that this process will become a fundamental part of how we measure the value of our work at **Key**. It has helped us to involve our service users, volunteers and stakeholders in reviewing our performance and effectiveness.

This set of accounts focuses on the Drop In services and the Family Mediation services provided by **Key**. It was decided that it was best to pilot these areas as a way of becoming familiar with the process. It is intended that we will build on this next year and roll out Social Accounting across **Key's** other services.

We have decided to include case studies alongside our analysis to provide a better picture of what we do.

I hope that the accounts are inspiring and give you real flavour of the work we do at **Key**.



Youth Charity
Unlocking Young People's futures

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Key Mission and Values

Mission

Key works with young people to provide the best support we can for young people who are homeless or at risk of becoming so.

Objective

Key works with young people to:

- **Objective 1: Prevent homelessness**
- **Objective 2: Find and keep a home**
- **Objective 3: Develop self-confidence and wellbeing**
- **Objective 4: Learn new skills**

Values

- **Value 1: Putting young people first**
- **Value 2: Working in partnership**
- **Value 3: Delivering quality services**
- **Value 4: Good place to work**
- **Value 5: Looking to the future**

The Mission and Values of **Key** have been revisited this year, involving discussion with staff and trustees. It has been a useful exercise and has really helped us to crystalise and focus on the essence of **Key**.

Headline Statistics

- **Key** has provided access to support and advice for over 387 young people during the year with this report demonstrating the impact this has on young lives
- 76% of the young people with whom we work achieve a positive housing outcome. This means either getting supported housing or a tenancy or been helped to return home.
- 96% of the young people receiving support completed a programme of support and as such should now be able to live independently.
- 87% of mediation cases ended with a positive outcome- young people able to stay at home or return home and living in an environment with less conflict.
- 28 young people moved into work or training as a result of support from **Key's** Employment Coach
- Our financial performance shows resilience at this difficult economic time, with our total income being nearly £200,000.
- **Key** attracted over £128,000 in grant funding from non statutory sources.
- We have extended our Floating Support Service to employ another full time member of staff
- The monetary value of mediation volunteers has been calculated to be over £7000.00. (This is a conservative estimate).

Young People's Drop In Survey

- 75% of young people said they had had a positive housing outcome
- 96% felt that staff were friendly and helpful
- 80% reported feeling happier and more confident following support
- 82% said they feel more able to cope when things go wrong
- 86% felt more in control

Families Mediation Survey

- **Key** mediated with 70 families in 2011/12. 17 involved neighbourhood disputes and 53 families in conflict.

- 46 young people have stayed at home or returned home as result of mediation.
- 100% said that **Key** mediators are friendly, helpful and didn't judge them
- 100% said the mediation service was good or excellent
- 91% said they felt happier and more confident following mediation
- 91% felt that they would cope better with new problems

Staff Survey

- 100% of staff agreed that they care about **Key**
- The survey revealed that management was a strong point at **Key**

Volunteers Survey

- 100% find volunteering interesting and rewarding
- 91% agreed that they would still like to be volunteering for **Key** in 12 months' time

Stakeholders Survey

- 100% agreed that their working relationship with **Key** is good or excellent
- 100% felt that **Key** puts young people first

Services currently provided by **Key**:

(For more information go to www.keyyouthcharity.org.uk)

- Drop in services in South Ribble and Chorley
- Accredited lifeskills training in South Ribble and Chorley
- Floating Support (Tenancy support) in partnership with DISC in Preston South Ribble and Chorley.
- Family Mediation in South Ribble and Chorley.
- Neighbourhood Mediation to New Progress tenants.
- Counselling predominantly in South Ribble.
- Employment Coaching / Mentoring in South Ribble
- Anger management sessions in South Ribble.

History of Key

In April 1993, South Ribble Borough Council held a seminar about youth homelessness. Various agencies and individuals including local churches were becoming increasingly aware that they were seeing more young people without anywhere to live. Teenagers who were vulnerable and usually ill equipped for a life on the street or without family support.

Very little existed in terms of services in the borough at the time to deal with the issue, and one of the reasons for holding the seminar was to look at what could be done in partnership to try and put appropriate services in place. We were inspired at the seminar by a talk from the Reverend Chris Cheesman, who at the time ran an organisation called Housing for Young people in Burnley. Chris helped us to believe that by working together, we could begin to make a difference.

Out of this seminar came the birth of **Key**. It wasn't called that at the time. But the vision was of a project that was arm's length from any statutory agency, with its own distinct and young person friendly identity. The project was to try and establish the causes of homelessness in South Ribble and secondly to develop a longer term strategy to address some of the issues. Thirdly and most importantly, the service would provide a bespoke source of advice and support for young homeless people and try to find solutions for individuals.

Key saw its first young people in March 1994 and from the start Jeff Marsh **Key's** first member of staff was inundated with young people needing support.

More than 18 years later **Key** has grown in size with a wider range of support delivered by 8 staff and 17 volunteers. **Key** also works over a larger geographic area, with some of our services available in Chorley and Preston as well as South Ribble. Having said this, the ethos remains the same. **Key** is still focused on putting the needs of young people first. We believe that what we are providing is as vital a lifeline to all the young people we work with today as was the case when we were founded. These accounts seek to illustrate that.

Chair's Statement

The years roll by pretty quickly but **Key** remains a constant, and our mission remains the same – to provide the best support that we can for young people who are homeless or at risk of becoming homeless.

It has been another busy year, and as someone once said, we measure time passing in terms of events that happen, not in terms of dates. There have been several events over the course of the year that I would like to record here.

From January 2012, we started to deliver, an additional, drop-in advocacy and information service to young people living in Chorley. This is a new departure for us and we are very pleased to be working in partnership with Chorley Borough Council and Lancashire County Council's Child and Parenting Support Service to deliver this service. It is still early days, but so far so good!

We were also pleased during the year to be awarded some extra hours for floating support which allowed us to increase service provision for young people. However, this was offset by a reduction in the hourly rate we receive for floating support. To ensure **Key's** continued financial viability we have had to pass this reduction on to staff.

This has been a hard decision for trustees to make, and despite putting various measures in place to try to soften the blow, we are painfully aware of the very real impact this has on those staff who are affected. We know that across the supported housing sector and beyond, many people are experiencing redundancy and pay cuts but no matter how many people it may happen to, the effects on the individual are no less difficult and painful.

One piece of very good news during the year was the continuation of the funding we receive from Children in Need to continue with our Employment Coaching work. This is making a real difference to young people, enabling them to think longer term about their future and their aspirations, helping them to learn that they can achieve and change their lives for the better. We are also grateful for an additional year of funding from the Big Lottery – this now continues until October 2013.

During 2011 the trustees at **Key** started to work with consultant Grainne Heselwood to help us develop our long-term strategic plan and think through the options for the future. **Key** has always been fortunate in the quality of both our trustees and our staff, and this has enabled us to build a strong organisation which is well-placed to withstand some of the challenges which are likely to face us in the future. Nonetheless, we do not take this for granted, and it is important, and it is important as trustees that we continue to take a long view about where the organisation is going and how we are best able to ensure that the services to young people which are much needed and valued, continue to be delivered. This work is continuing into 2012/13, and you will hear more about this as the year progresses.

The year has been one of continued growth and strong performance. In these Social Accounts you will find measures of success from our service holders and stakeholders. We have also incorporated our accounts to present a comprehensive review of our year. You will see that they also present a picture of a much valued and thriving charity.

The constant driver for the work we all do, is the young people to whom we provide a service at a critical time in their lives. We will continue to be there for them when no-one else is. What could be more motivating than that?

I hope you find these accounts informative and inspirational.

Gwen Crawford
Chair of Trustees

How do we compile our Social Accounts?

Unlike financial accounts there are fewer definitive figures to which we can refer. Social Accounting is a more subjective process where the views of our stakeholders are the prime source of information. This is collected via questionnaires which aim to gather information relating to **Key's** services. The information collected this year has focused on **Key's** Drop in and Mediation Services but the aim is to broaden this process out so that over the coming years we have a complete picture.

The basis of the Social Accounts is focused on the underlying principles of **Key** shown below in our Mission/Objectives and our Values. These have been reviewed as part of the Social Accounting process involving both staff and the Board to ensure that they capture the essence of **Key**. The view that emerged was that we wanted something clear and meaningful. As such the Mission and Objectives were combined.

Opposite is a table to show a breakdown of stakeholders surveyed and the relative response rates. **Key** stakeholders are detailed in *Appendix 1 – Key Stakeholder Map*. *Graphs presented throughout the report will contain a colour coded square to indicate which particular set of stakeholders this information relates to e.g partner agencies will have a green coloured square and people who have accessed the service a pink coloured square.*

Stakeholders	Total Number	Questionnaires completed	Sample size as a % of total number
Drop In Clients	231*	51	22%*
Mediation Clients	40	11	28%
Trustees Survey	8	5	63%
Volunteer Survey	17	11	65%
Staff Survey	7	7	100%
Partner Agency Survey	29	12	41%

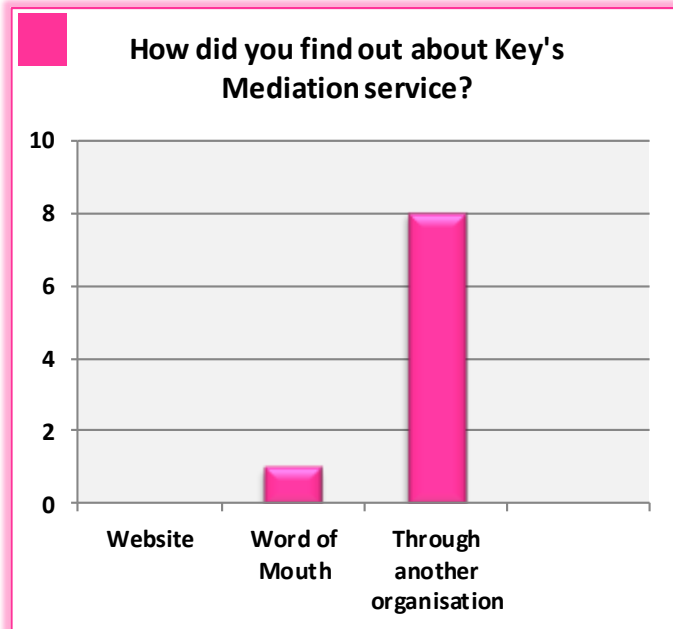
* In this area a random sample was taken with the intention of getting 50 responses, in the other surveys contact was attempted with 100% of the stakeholder group.

In the following pages you will see how we use the information gathered from the questionnaires to measure our progress against our values and objectives.

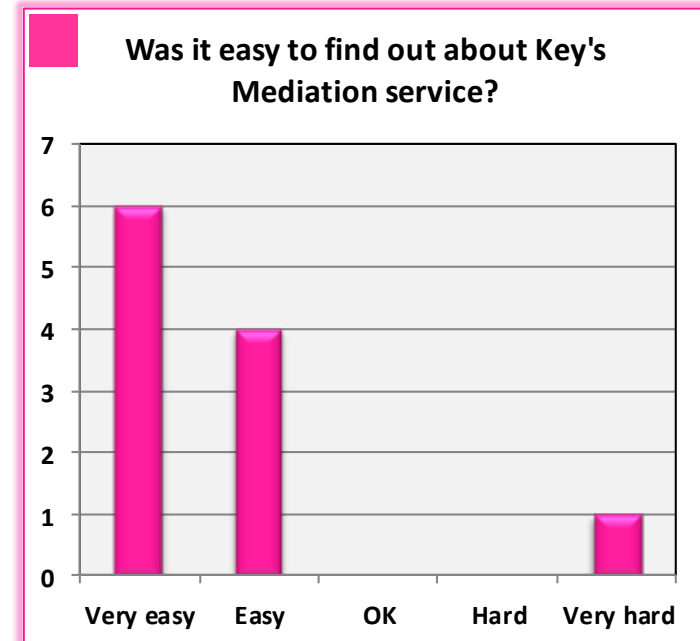
Objective 1: Prevent Homelessness

The Mediation Service aims to reduce conflict at home to stop young people having to leave in a crisis situation. Families can also benefit from this service when young people cannot remain at home. They can still be helped to rebuild their relationships so that support can be offered with the young person living independently.

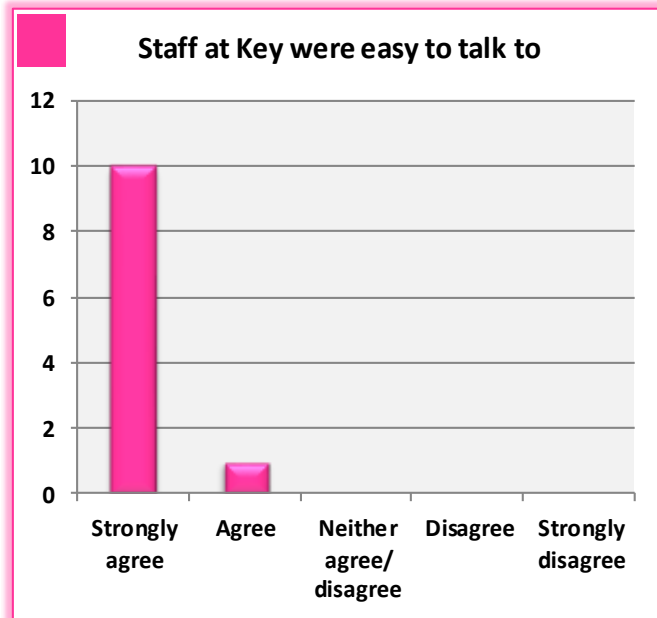
When asked about how easy it was to find out about the service, most of the people surveyed had found out about the Mediation Service through another organisation.



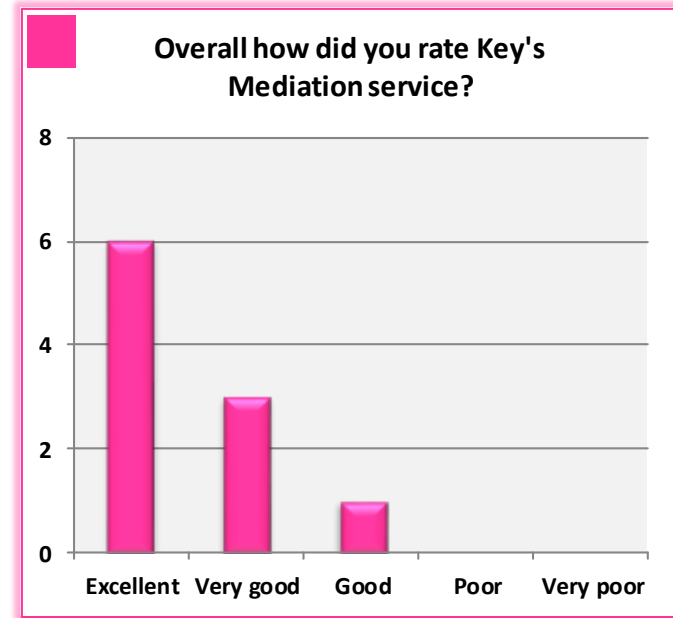
With the exception of one respondent people had found it easy to find out about the Mediation Service. Having said this, they are all families who have received mediation and it is felt that there is still work to do in raising the general awareness of the service.



Without exception all the results showed that the personal attributes of the mediators were regarded very positively. 100% of respondents agreed that **Key's** mediators are easy to talk to, friendly, helpful, didn't judge and treated them as an individual.



One hundred percent of those surveyed felt that the Mediation Service was good or excellent. Most respondents when asked what they would change didn't want anything to change.



Comments from stakeholders who used Key's Mediation Service

Parent:

*"I was a little unsure of how this was going to help me with my daughter, but **Key** were amazing. They listened, never judged and were always very open and honest. They are very good at what they do and if I ever needed to talk through problems with my children again I would ask for them in a heartbeat. Thank you so much for the help they gave to all my family."*

One young person said:

"Good people that listen and help but do sit on the fence. Wish they could say how it is. Just give their own opinion on a subject and tell us if we are in the wrong."

There are times when it may be very tempting to express a view about one of the parties or to make decisions for the families. No matter how tempting this may be, both families and **Key** mediators need to recognise that this is not the role of mediation and it is imperative that we remain impartial and non-judgmental. We recognise that this can cause significant frustration at times.

Mediation does not work for everyone, some families want more guidance. It is important in these cases that alternative support is sought.

Parent:

"Good to talk to and easy to understand. I feel I have benefited. I understand how they work and help with young people."

"I don't think it would be good to have a leaflet sometimes they can make it sound a lot different to what it is."

One hundred percent of respondents agreed that mediation was explained so that they could understand and that they had all the information they needed. This is done verbally.

Partner agency:

"I know we don't want families to split up, but from speaking to some young people who access the service, I feel that there is pressure on them to access the mediation and return home rather than access such services as supported housing. It is then a case of repeating the process."

Key understands that there may be times when a young person may be reluctant to try mediation but we know from experience even in these circumstances, there can be positive outcomes despite initial reservations.

Partner agency:

"Sometimes communication is poor between the mediation team and referrer, mistakes have been made and appointments have been missed. However, generally the service is quite good and I make lots of referrals."

After further exploration, this related to an isolated incident.

Young person:

"I always got my say and they always gave me a chance to express how I felt."

Parent:

"Sometimes I feel it could have gone on a little longer."

Mediation Outcomes

During 2011/12 **Key** mediated with 70 families. This includes 53 cases of family mediation and 17 cases of neighbourhood mediation. (For this research the family mediation project was the focus - next year we will also include the neighbourhood mediation).

In relation to family mediation, 46 young people have either returned home or were helped to stay at home where otherwise they may have had to move out. This is a success rate of 87% (We were still working with 13 of these families at the end of the year). 93% of families who were followed up one month after the mediation had ended continued to report a significant improvement in communication and reduction in conflict.

For neighbourhood mediation 47% of people reported a reduction in conflict.

Families may feel that they are asked to give mediation a go before other alternatives are explored. A comment from one mother saying she didn't know what mediation would achieve but she has been amazed goes to show that for some it is worth giving it a try.

The approach of prevention and not rushing to a housing solution is one that is endorsed by the Joseph Rowntree Foundation in the 'Developing positive accommodation and support pathways to adulthood: Minimising the risks of youth homelessness and supporting transitions for young people' This paper build on the government paper on homelessness 'making every contact count.' It states

"An underpinning approach or ethos which works well is to slow things down at the point when the young person presents as homeless. This does not mean that the young person's needs are ignored, or the young person feels "fobbed off" but that there is not an immediate assumption that the young person is homeless and has no other solution than emergency accommodation. Individual situations and needs have to be assessed and prevention tools used where appropriate, based on professional judgment.'

It is recognised that in many cases there is an initial reluctance to be involved in mediation it is only natural for a young person to want to move out, rather than to try to rebuild relationships where things have been difficult at home. However, previous experience shows that where reconciliation is possible there is a good chance of success.

Of the 231 new referrals to the Drop In service last year only 9 people were referred for mediation. For many and varied reasons this is not always an option from the outset.

As part of this survey we wanted to dig a bit deeper and see if as well as staying at home and reporting a reduction in conflict, were there wider, 'soft' outcomes such as participants feeling happier, more confident, more in control and better able to cope when things go wrong. The responses suggest that there are additional benefits and we look forward to building on this evidence in the coming year. These wider outcomes are explored more under Objective 3 - Develop self-confidence and wellbeing.

Case studies

Mediation is not just about young people staying at home. Mediation can be valuable in maintaining links with family members even where it is not possible for them to stay at home

Mary and Zac's Story

Mum Mary had become HIV positive as a result of drug misuse, which had a very negative impact on her own health and well-being and also that of her son, Zac. Mary continued her use of cannabis because she felt it helped her to manage her condition. However, Zac felt this was selfish of his mum as he felt she didn't support him. He also felt that this was making their home life unbearable, as it was exacerbating her mental health issues.

The situation at home for both Zac and Mary was unbearable and they became estranged as their relationship deteriorated further. Things became impossible at home for Zac, as each day presented many challenges with his mum's changing behaviour which could be very volatile. Zac felt his only choice was to leave.

Zac was sofa surfing and advised by a friend to come to **Key**. Zac was found emergency accommodation as an interim measure, and was also helped to apply for more permanent accommodation on housing registers.

Zac was also referred to **Key's** Mediation Service. Initially mum didn't want to engage but after discussing the benefits she agreed to meet. Over a period of time, with the support of mediation, both Zac and Mary told their story, saying how it was for them. This process gave each person time to be heard and also to listen to the other's view point. This helped each person to become more aware of how the situation was affecting them both. They each wanted to build their relationship and agreed to meet on a regular basis and also text each other weekly.

Increased positive contact has been maintained. Zac now has his own tenancy but still sees his mum weekly and feels that their relationship is now more relaxed and on an equal footing.

(Names have been changed to protect the family's anonymity).

Karen and Archie's Story

Karen was at her wits' end and didn't quite know what to do to get her son to comply with rules. Karen felt that her son Archie, never listened to her and failed to do even the simplest of tasks whilst she was at work. Karen said if things didn't change, Archie would have to leave as he was making things at home unbearable.

Karen had heard about mediation and contacted **Key**, as a means to help improve the situation at home.

Karen

"I found the mediation process challenging at times. I thought that I didn't need to change and that it was Archie who needed to make all the changes. Mediation has helped me to realise that I can't have it all my own way. I found that through discussion I also needed to make some changes and compromise. It helped me to appreciate that each person has to discuss and agree what would work for us and that this must be realistic if it is to be achieved".

Archie

"I feel that talking with the mediators and my mum had helped me to see that my actions and my past behaviour has upset my parents. I understand that talking things through and listening to other peoples points of view has made things much more positive at home for everyone".

(names have been changed to protect the family's anonymity).

Conclusions and Actions

The findings show that families using **Key's** Mediation Service view it very positively with 100% viewing it as good or excellent.

Key recognises that whilst mediation does not work for everyone, this report demonstrates the significant successes of this process. However, as noted earlier it is not offered to everyone and it is recognised that for a number of young people an alternative is required.

Actions

- Implement new questionnaire at case closure to build a broader picture of **Key's** success
- Make stakeholders aware the range of positive outcomes from mediation and the reasons for strongly encouraging that it is tried where possible.

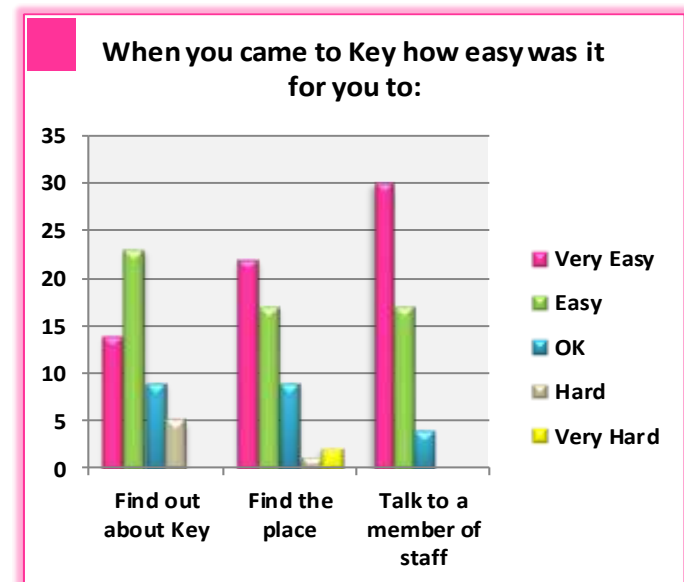
Objective 2: Find and keep a home - Drop In services

Key's Drop In services cross many of **Key's** objectives but has been placed under objective 2 as young people view the primary purpose of drop in as to help them find and keep a home.

This year 51 young people completed a questionnaire about their experience of **Key's** Drop In services.

This is the largest survey so far carried out amongst users of **Key's** Drop In services and has been used to inform this section. The key outcomes of the survey will be highlighted here.

We were interested in knowing how easy it was to find out about **Key**, find where we are and get to talk to a member of staff. Although the majority of people found it easy to find out about **Key** and to find us, there was a significant minority who found it difficult. It would seem that those who struggled to find out about us were the ones who had more difficulty finding us.



Reasons for attending Drop In

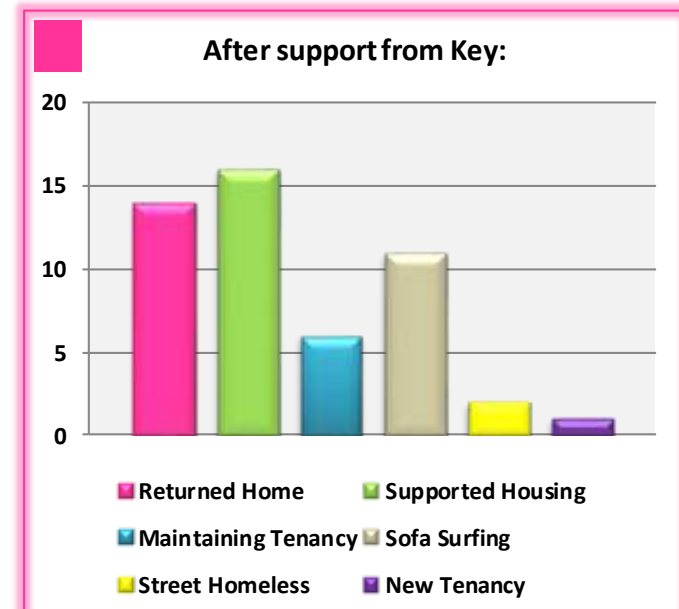
When young people came to **Key's** Drop Ins the majority (62%) were already homeless, with a further 28% still at home but feeling that they are likely to become homeless at any time. A further 8% were in a tenancy but were struggling to cope. This shows that the vast majority of young people accessing the services are in a crisis situation. Only 4% of young people felt that they had come to **Key** because they were planning for the future.



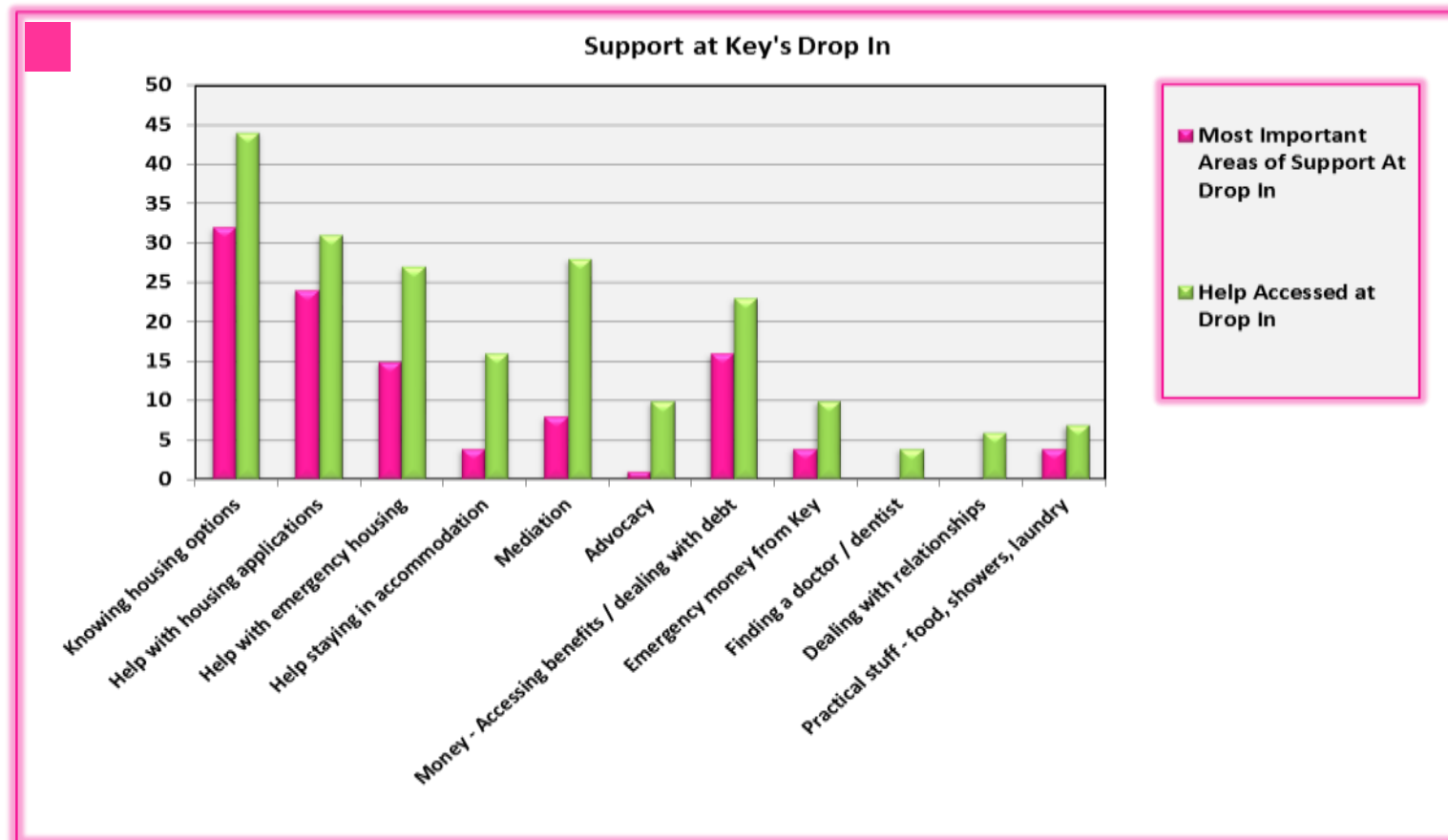
These results show that after support from **Key**, 75% of young people in the survey considered themselves to have a positive housing outcome.

This closely reflects the 76% positive housing outcome from young people who have used **Key's** Drop In service throughout 2011/12.

- A positive housing outcome can mean a young person has been helped to return home or has moved into a tenancy or a supported housing scheme.



From the results above we can see that the Drop In has an excellent success rate at preventing youth homelessness and helping young people to find and keep a home.

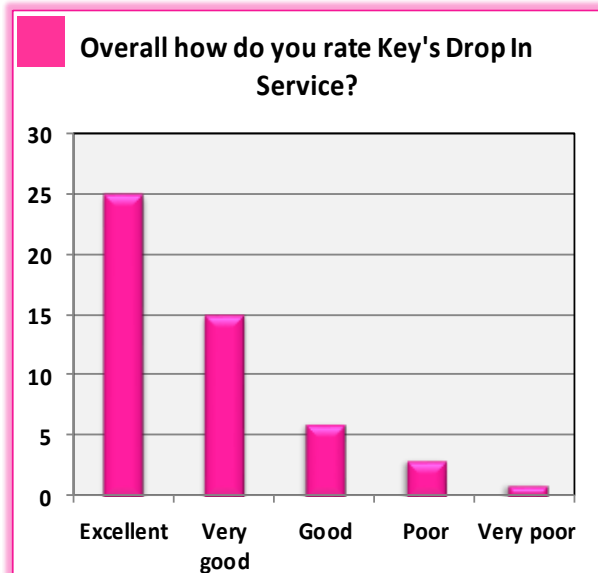


The young people were asked what the most important help they received at Drop in was. They were asked to rank the top three areas of help they received. The highest ranking areas of support are shown in order below:

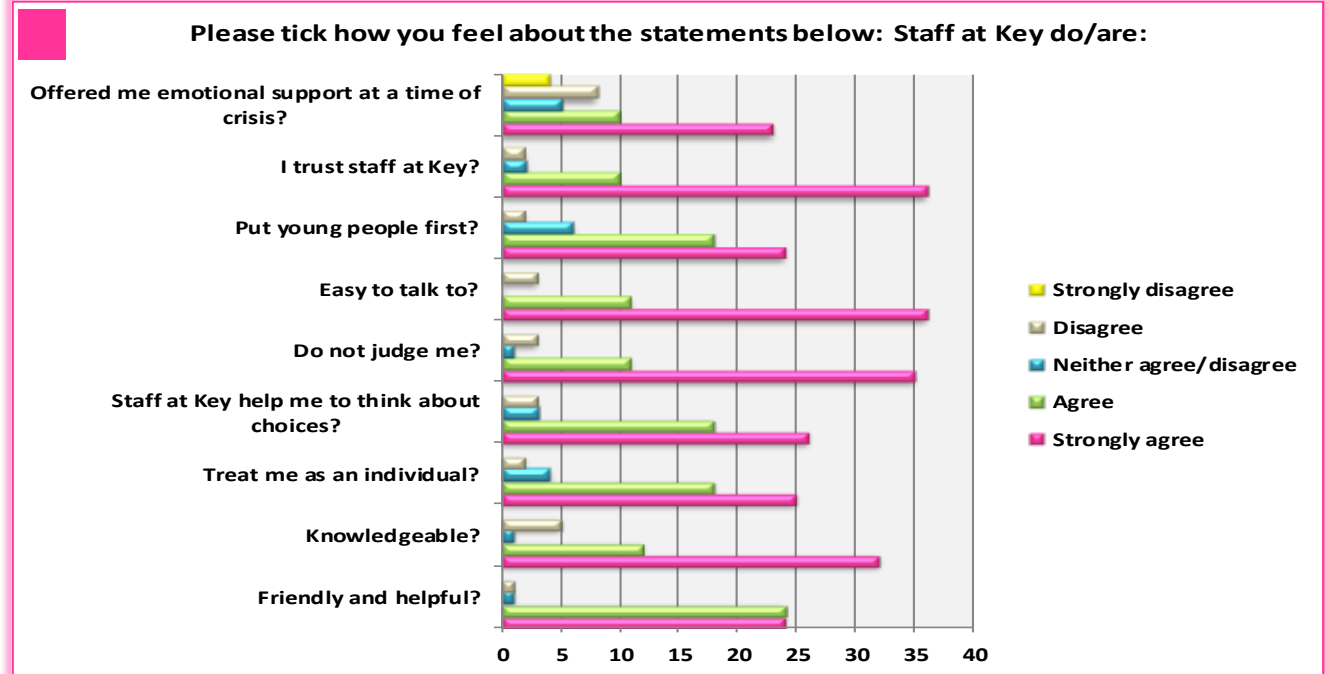
1. Knowing their housing options
2. Help with applying for housing including supported and Selectmove
3. Money accessing benefits dealing with debt
4. Help to get emergency housing
5. Mediation

The fifth highest area ranked is for help with mediation. It is not a surprise to **Key** that this was not higher. When young people come to **Key's** Drop In, for many the family relationship has been strained and it is not top of their priorities to return home. However, 49 of the young people accessed mediation through Drop In, the majority of these being in an informal sense.

When young people were asked about the support they received 92% of the young people reported that overall the support was good to excellent.



How did young people feel about the staff at **Key**? The graph below shows that the vast majority of clients were very happy with the staff at **Key** with 96% of the young people feeling that the staff at **Key** were friendly and helpful.



Most of the dissatisfaction with staff at **Key** relates to where young people were disappointed about the limited choice of housing options available to them. However, there were people who were happy with our service in general but didn't feel that they were provided with emotional support. 24% of respondents did not feel they received emotional support.

It is not clear in all cases whether they would have liked emotional support. This is definitely an area for greater exploration to ensure that all young people are getting the emotional support that they require as the comments below suggest more emotional support would have been liked in some instances.

At **Key** some young people come to Drop In once whereas others return many times. We were interested to understand the reasons for this. It may be that young people got what they needed after one session although on the other hand it is possible that something has put them off coming back. We asked young people who had only attended one session (16 of the sample) about this. 88% reported that the reason they had not come back was because they felt they had received the support they needed. Of the remaining 2 respondents one said they found the building unwelcoming and another had felt coerced into coming and hadn't wanted our help.

Comments from young people about Drop In

I came to **Key** because:

"I had been kicked out and wanted to find somewhere of my own"

"I left home after an argument didn't have anywhere to go"

"Left home, nowhere to go staying with ex-boyfriend"

"Sofa surfing having lost a tenancy"

"Mounting debts- struggling to sort out benefits and this has influenced rent"

"Left tenancy that ex-girlfriend still has"

Support at **Key**:

"Fantastic"

"Really helpful I gained a lot of independence and confidence"

*"Very good I would have probably lost tenancy if it was not for **Key**."*

"Helped me to sort things out with mum and dad."

"Mediation offered but mum and mum's boyfriend didn't want it."

"Very helpful - presented me with clear options."

"I didn't expect the support I got."

"I just wanted to get out of home but staff were able to talk everything through with me."

There were four young people who rated the support as poor or very poor. When looking at the reasons behind this it is clear that on the whole their dissatisfaction related to a lack of housing options. That is, they had felt that there would be more choices available to them and they felt surprised and unhappy with what could be offered.

"I didn't like how the only option was SLEAP. I felt the information received was confusing."

"I felt forced to take option that I didn't like. I was put in a mother and baby unit but I didn't want to be there."

"I didn't want to go to Cotswold, this was the only thing offered I wanted more choice."

"They did everything they could - just nothing was available."

What young people said about staff at **Key's** Drop In:

"Like friends, they helped me to realise what I was doing wrong and how to start putting things right."

*"Staff at **Key** were nice and helpful and understand the situation"*

"Good easy to understand what is being discussed."

"Very good relationships towards staff."

"Helped with mediation, feel can go back if more support is needed."

"Very helpful – I was pointed in the right direction"

"Easy to talk to but found there wasn't many options where to go that were quick."

"See Claire like a second mum. She has been there since day 1. I always get help and am never turned away."

"Were helpful but discussing housing options and benefits can be overwhelming"

"Felt that you could trust them but should offer more emotional support."

*"**Key** haven't done anything - they could have found something somewhere for me. Not helpful felt only option was a park bench and even though I had a full time job and could pay for somewhere. Felt like if I had severe problems I would have gotten more help - felt like not good enough because I didn't have any other problems."*

One young person felt **Key** had let him down as his expectation had been that we would find him a place to go especially as he had the money to pay. Although our notes showed he had received advice on how to go about finding somewhere none of the options fitted with his expectations. Although he was working he would have only been able to afford a room in a shared house. These are in very short supply in the area and this was not what he wanted. He clearly felt that we did not want to help.

In some ways it is surprising that more young people who have not achieved the result they would have liked have not commented negatively on the service. This is perhaps testimony to the hard work of the staff in helping to ensure that young people on the whole understand their options. Having said this, an important learning point for us at **Key** relates to the delivery of bad news. We must make sure in all cases that young people feel that we appreciate the difficult situation they are in. Just because we know there are very limited options, this is often a shock to the young person.

Tom's Story

Tom who is an insulin dependent diabetic was supported through a homeless assessment and was successful in getting his own one bedroomed flat in the summer of 2011. The initial move went well and Tom was supported by **Key** to ensure that he had all his benefits in place and helped to furnish his flat through a number of furniture projects and a successful application for a Community Care Grant. Following initial resettlement **Key** arranged for Tom to have a floating support worker.

Tom continued to be a regular visitor to Drop In and attended over 30 times to receive support.

Tom's mental health began to deteriorate in the autumn of 2011 and he began to self-harm by hitting walls and riding his bike into objects quite often causing significant damage to his hands and once putting his head through a computer screen. He was experiencing suicidal thoughts. **Key** supported him to attend his GP's surgery as he found it difficult to deal with professionals and was at risk of being removed from the doctors list due to his aggressive behaviour. Tom needed encouragement at Drop In to take his antidepressant medication. During this period he was very down and required significant emotional support from **Key**. Although he was offered counseling he felt that he would rather deal with his feelings himself.

Tom began to focus on designing a tattoo and as his income was reasonable due to his Employment Support Allowance and Disability Living Allowance he began to go for tattoo sessions as he found that the pain helped with his feelings of self-harm.

Tom's determination to conquer his depression paid off and he successfully started bar work. **Key** supported Tom at this point with his budgeting skills as well as making sure that the necessary agencies were informed that he was working. Sadly Tom's contract ended after 12 weeks, and he is currently on the hunt for other suitable opportunities. Tom has learnt that working is one of the things that will help keep him well.

Conclusion and Actions

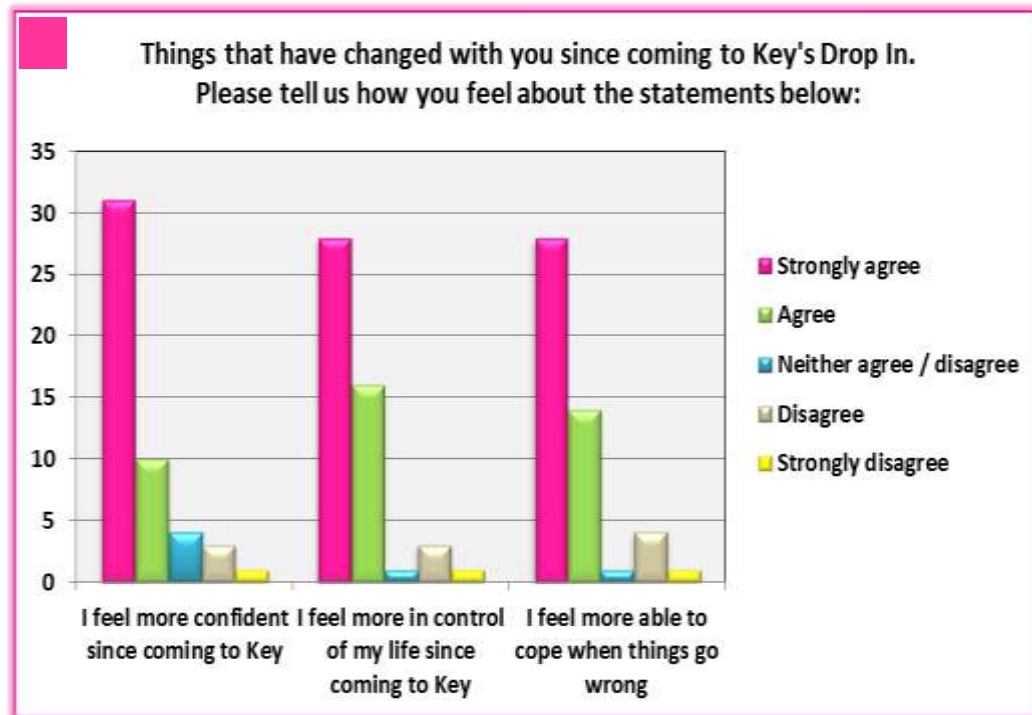
The findings demonstrate that young people value the service that **Key** offers; with 92% stating that the service was good or excellent. When rated in importance young people most value knowing what their housing options are and the support they are given to access a variety of forms of housing including supported and emergency accommodation. 75% of those surveyed report a positive housing outcome as a result of accessing **Key's** Drop In.

Actions

- Develop a communications strategy to further increase the awareness of **Key's** services
- Ensure that the delivery of bad news is appropriate in all instances and that young people feel emotionally supported
- Explore the use of visual tools to help make options clearer
- Ensure that evaluations are carried out throughout the year so that less time elapses between receiving the service and offering feedback. This should help further improve the response rate and the quality of the data.

Objective 3: Developing Self Confidence and Wellbeing

Young people who had used **Key's** Drop In were asked what has changed since coming to **Key**.

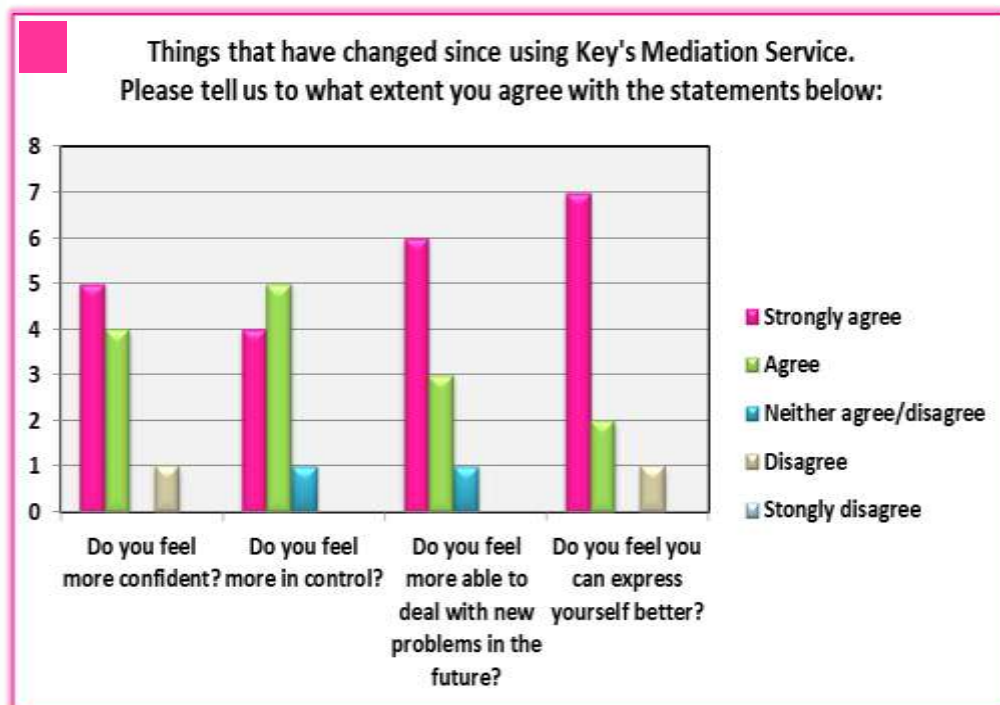


It is great to see that in addition to helping many young people to resolve their housing issues 80% also report feeling happier and more confident since coming to **Key's** Drop In. 86% feel more in control and 82% report that they are better able to cope when things go wrong.

Those who reported a lack of positive changes again correlate to the young people who felt there was a lack of options for them and were generally unhappy with the service or felt that there wasn't suitable help available for them.

Family Mediation

As part of the Family Mediation survey we tried to look at softer outcomes in addition to the number who were enabled to stay at home or return home. One hundred percent of the respondents felt that they were getting along better at home.



All but one said that they felt happier and more confident. This is something that we haven't explicitly asked before and we are pleased with the results. One young person disagreed. Although things were better at home she still felt that one of her parents was unwilling to compromise. A lot has gone on in this family and the young person is now waiting to have counselling.

The fact that most respondents (all except 1) feel more in control and feel that they will be more able to deal with new problems when they arise shows that the mediation has taught the families new skills. It has had a lasting effect on them. It has not just helped them sort out the current conflict, but helped them develop resilience to cope better with issues that may arise in the future. This shows that families are confident of lasting changes. It will be good to build further on this picture next year.

How people had changed as a result of mediation

When respondents were asked if they had learned anything from the mediation process 82% of respondents agreed that they had. Some of the things they had learned and how people changed are listed below.

“To have a sense of belief in myself. Take control and ownership of my own life.”

“How to be nice to people”

“I feel that I can open up more to people and I have learned how to calm myself down”

“Need to listen before you speak”.

“Has been nice seeing the change mediation can make in the children.”

“How to handle situations more appropriately”

“We have overall better communication now”

“The children are a lot happier”

“I definitely feel more confident in myself.”

“I have always tried to be a confident person but what I have learnt through mediation is to control the how and when side of my confidence. I feel more confident in how I approach problems with my daughter now.”

Things are getting better with the relationship, I can also apply things learnt through mediation to my other children so relationships with them are improving also.”

“I feel we have a better understanding of each other’s issues”

“Interesting - things could be said without offence been taken”

“Nothing has changed in the relationship. The mediation did not work. My son refused to take part.”

“We can talk more openly.”

Conclusions

The information presented in the charts points strongly to the fact that both Mediation and Drop In Services have a lasting impact. Both groups stated that they not only feel happier and more confident, but also feel more in control and better able to cope with new problems. We had always believed this to be the case but it is great to receive such a positive response and we look forward to building on this in the year ahead.

Actions

- Continue to monitor soft outcomes.

Objective 4: Learn new skills

This section has been touched on in what people have learnt through mediation. It is not intended to explore this outcome further this year as other areas of **Key's** work including, Employment Coaching and Life skills work has a much stronger focus on new skills and will be explored further next year.

How well have we lived up to our values?

Information has been drawn together to look at how **Key** meets its values. Information is from a number of sources (more information can be found in appendix 2).

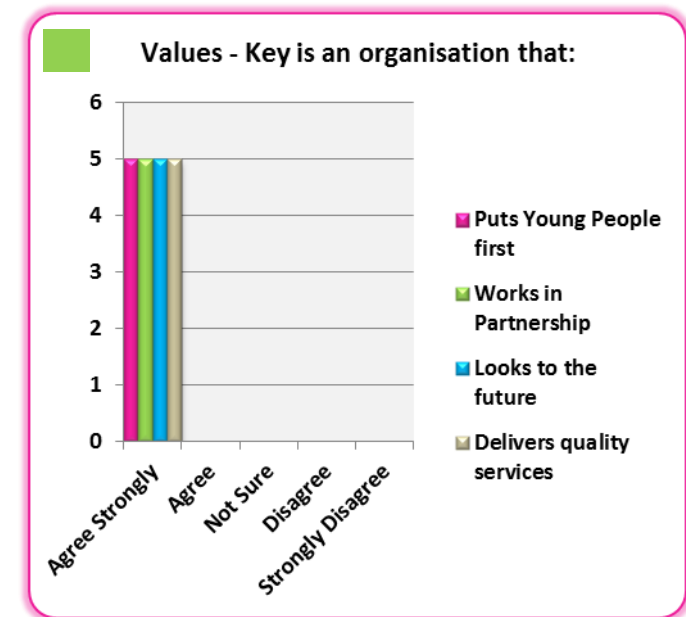
The results are positive but **Key** will not rest on its laurels and will strive to improve this further.

Values:

- **Value 1: Putting young people first**
- **Value 2: Working in partnership**
- **Value 3: Delivering quality services**
- **Value 4: Good place to work**
- **Value 5: Looking to the future**

Value 1: Putting young people first

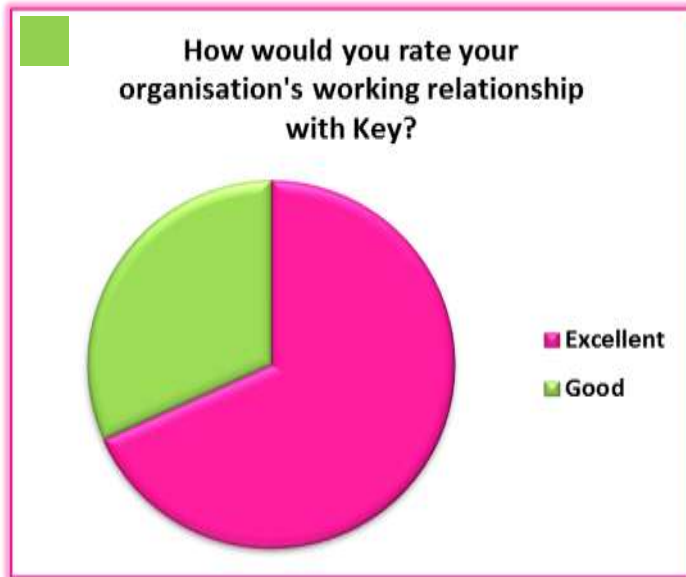
- 100% of partner agencies agreed that we put young people first.
- 82% of young people using the drop in agreed that **Key** staff put young people first with 12% neither agreeing nor disagreeing. There is some room for improvement in this area and actions will be put in place to further improve on this.



*"I think **Key** is completely and rightly focused on young people and their issues - these come first. We have a range of services to meet their varied needs and we are able to respond to new issues as they arise. In addition, the trustees, staff and volunteers at **Key** are excellent, and all fulfill their roles well."*

Value 2: Working in partnership

- 100% of partner agencies regarded working relationships with **Key** as good or excellent.



"Key are such a valuable resource within South Ribble for homeless young people and I believe we have excellent relationships between our services which only benefit the young people we work with."

Partner agencies were asked about what **Key** should change, these include:

"More staff"

*"Establish regular meetings between Key and SLEAP staff."
(SLEAP is a charity that provides support and accommodation in family homes for young people).*

Regular meetings have now been established.

Key's partner agencies were asked if they felt that **Key's** services were strategically relevant, that is, did they feel that **Key's** services contribute to help resolve problems that are commonly held to be of significance in the area.

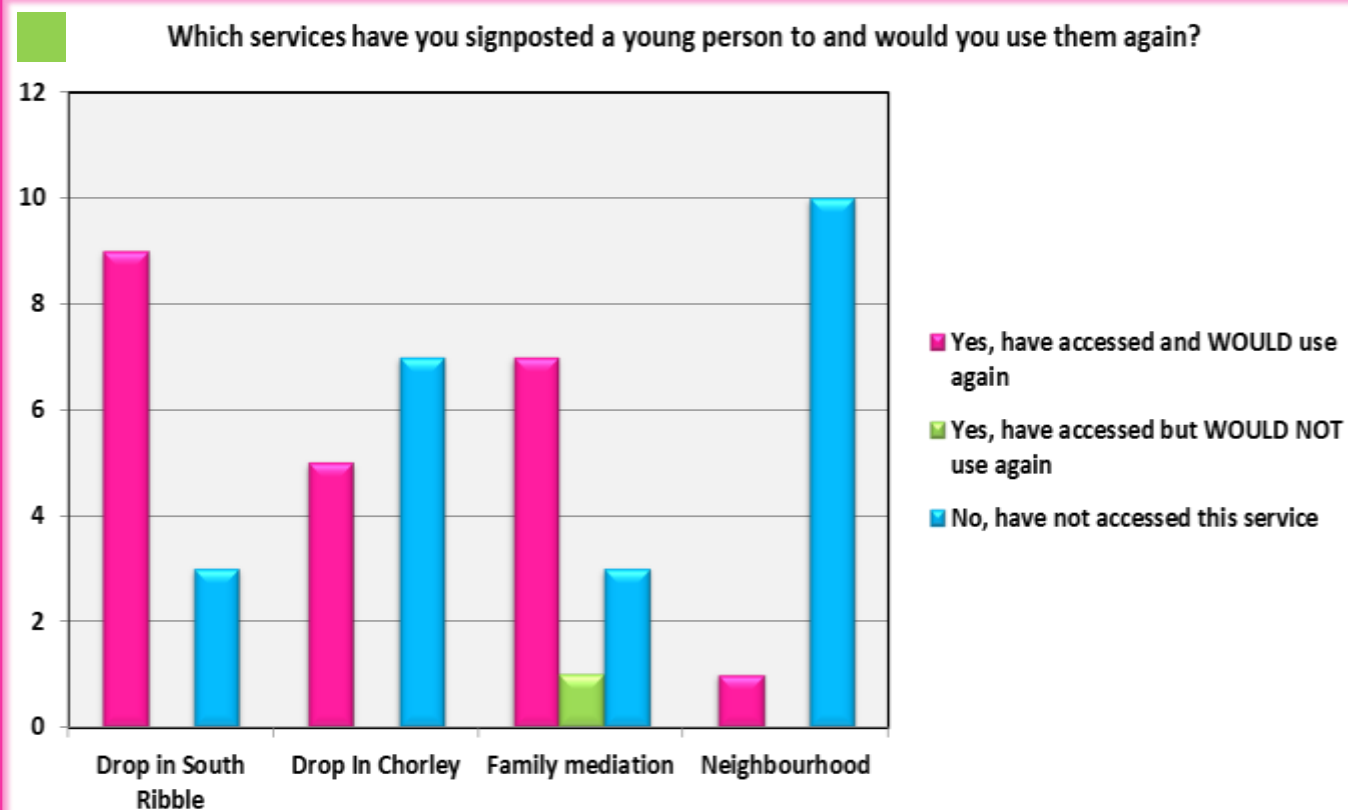
Three quarters of the respondents of the survey felt that **Key** is strategically relevant the other 25% said that they didn't know. Of those who felt **Key** were strategically relevant the feeling was that **Key** had good knowledge and contacts and were available to young people. The response rate from trustees was slightly higher with 80% saying they felt **Key's** services were strategically relevant, one trustee felt they didn't know.

"Key works in partnership with local councils to deliver their strategy. Key services are developed to meet the needs identified in the local authority strategy."

"Housing support is central to achieving positive outcomes for many vulnerable young people."

Value 3: Delivering quality services

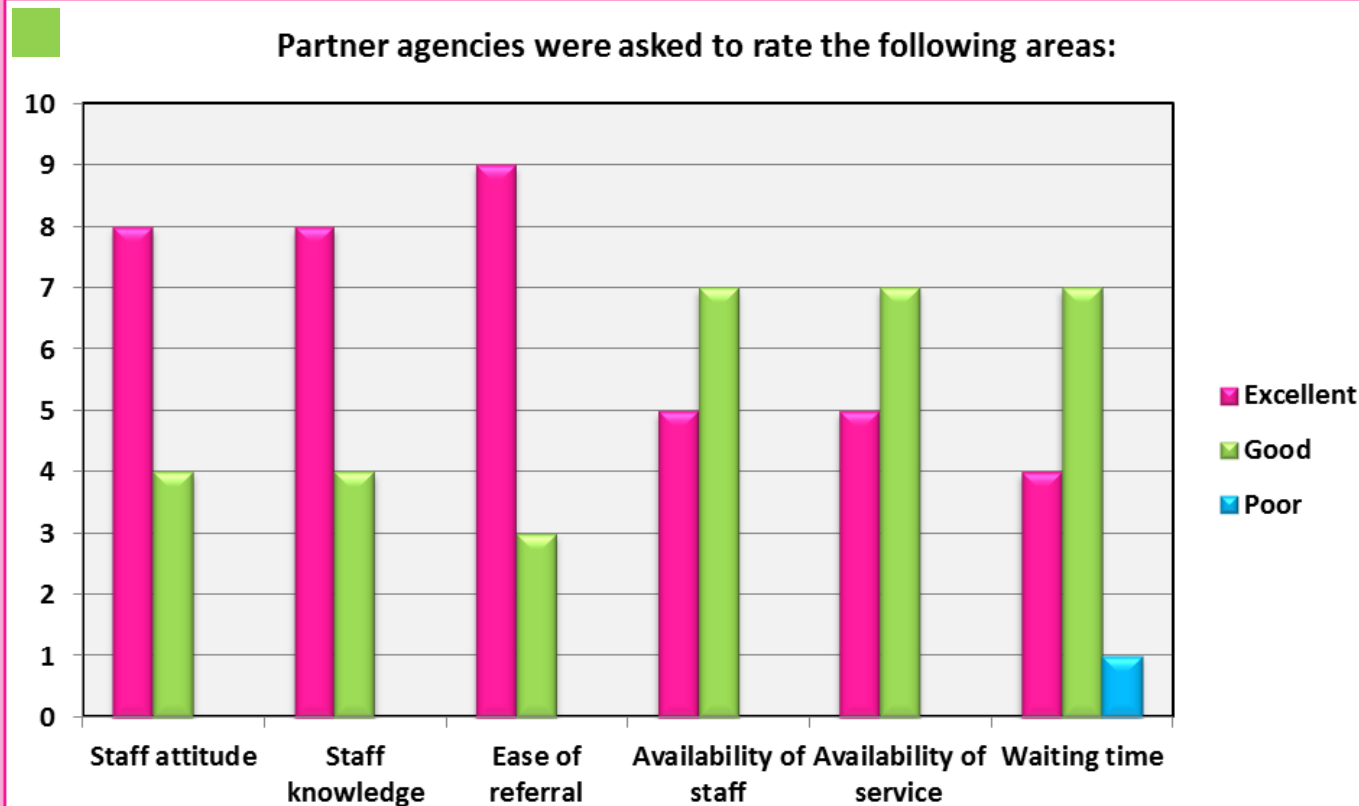
- The partner agency survey showed that 100% of respondents would recommend **Key** to other agencies and young people as a provider of quality services.
- 75% said that they received positive feedback from young people about the service.



Partner agency responses were generally positive, with most saying that **Key** is a valued service and they all said that they would use parts of the service again.

One organisation however said that they would not use the mediation service again. This appears to be a specific comment with reference only to that service. This has been explored further under

Objective 1 - Prevent homelessness.



Most organisations rated staff attitudes, staff knowledge and ease of referral, availability of staff, availability of service and waiting times as either good or excellent.

*We have a very positive working relationship with **Key**; they are responsive and always professional. The feedback from young people is always positive; the best success indicator is their word of mouth to their peers."*

"Big enough to matter, small enough to care"

*"**Key** has a willingness to adapt service to meet future needs and young people being at the heart of every decision"*

One organisation said:

"Some staff are excellent others not so."

Key is working hard to ensure that all staff offer a consistently good quality service. This will continue with additional support and training being given where required.

Partner agencies had been asked about how well **Key** advertises its services

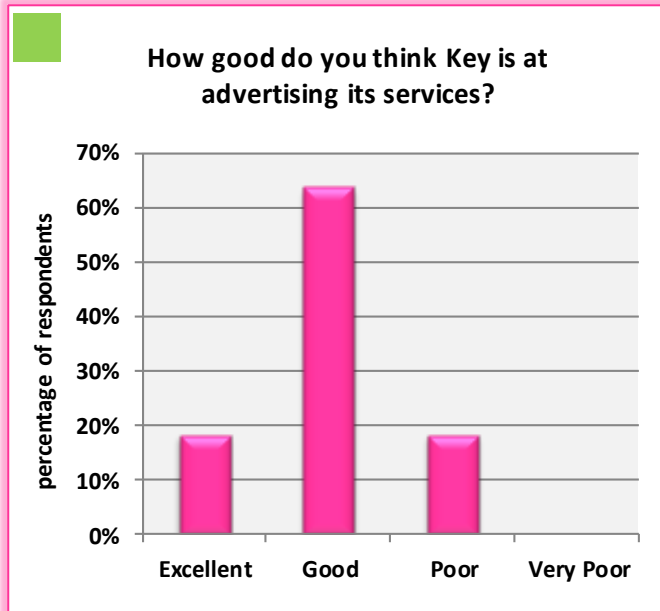
On face value the chart looks quite positive with 81% of respondents feeling that advertising is good or excellent. However this positivity is not reflected in some of the comments.

“Not seen much evidence of external advertising”

“Unsure- other than the website I am not aware of where services are advertised”

“Poor, maybe they should attend school open evenings or parents’ evenings to make themselves known to families”

*“For me **Key** is only a service that is known to those professionals working in this field of work”.*



These comments, together with the fact that a significant minority (10%) of young people struggled to find us, shows that this is an area that needs attention.

*“I would signpost **Key** as the agency to work with young people in South Ribble and Chorley”*

There was an observation expressed that:

*“**Key** was not being fully recognised, appreciated and supported by other services (in particular Children’s Social Care)”*

*“**Key** has passion and a commitment to preventing homelessness and working toward providing homes and employment opportunities for young people.”*

Summary

Overall feedback from service users and partner agencies demonstrates that **Key** delivers a high quality service. **Key** will need to focus on ensuring that all staff are supported to offer a consistently high quality service and that **Key** starts to focus more attention on promoting what it provides.

Value 4: Good place to work

- 100% of staff and volunteers care about **Key**.
- **Key's** management scored the highest on Scancapture's benchmarking analysis, where the organisation who conducted our staff survey compared **Key's** results to those of other organisations of a similar size.

Staff

A survey was undertaken with staff to capture their thoughts about working for **Key**. There was a 100% response rate.

- The report shows that management is an obvious strong point at **Key** the report shows that when **Key's** results were compared to other similar sized organisations they came out with the highest score for management.

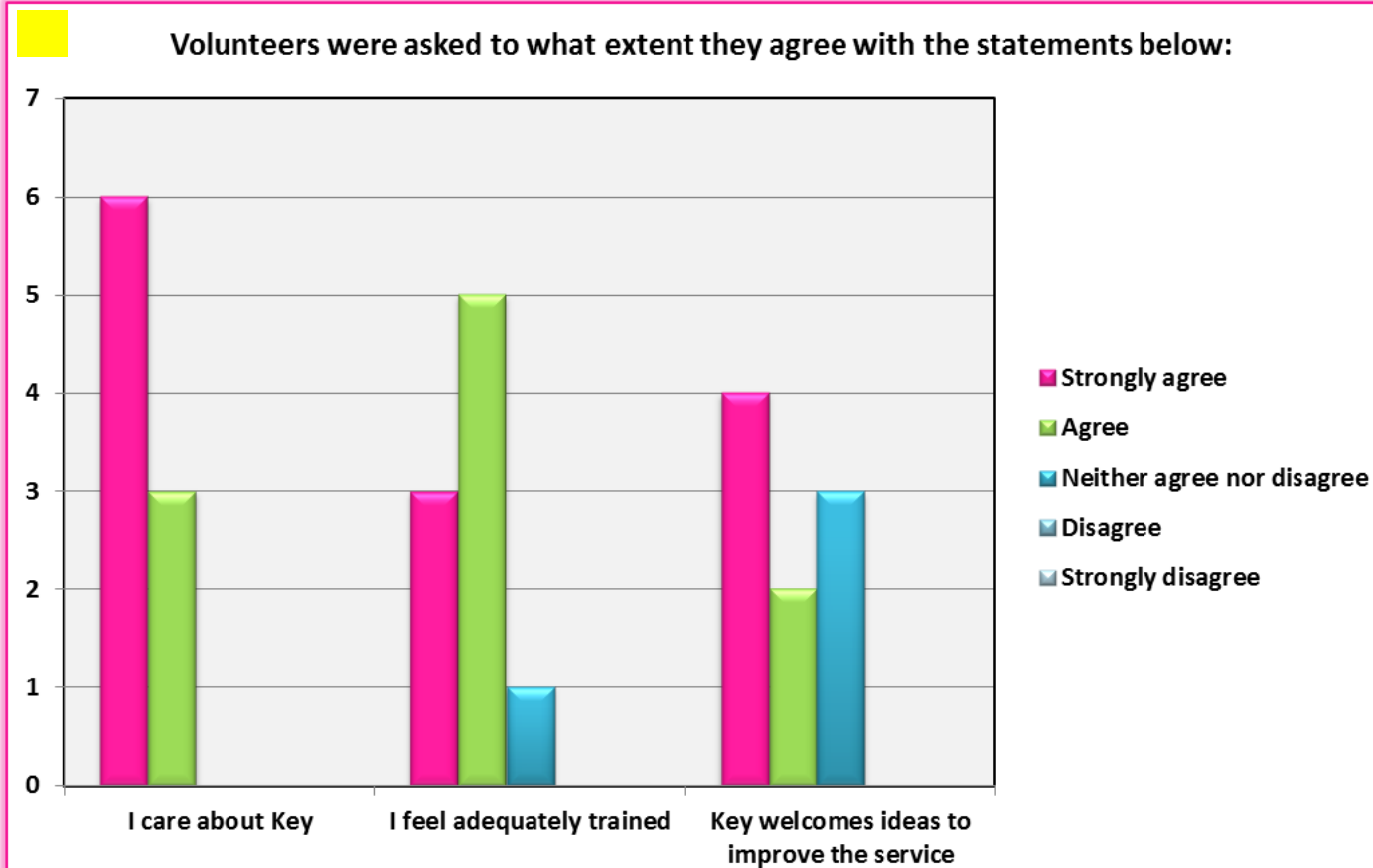
Physical working conditions are of the greatest concern for staff. They remark that it is cramped. Since the survey was conducted we have moved into a larger office.

- Computer systems are also recognised as an issue with low internet speed. Since this survey was conducted all staff have had new and improved computers.

The statement which elicited the highest level of agreement from staff was 'I care about **Key**'. This shows a strong feeling for the work done and the commitment to the success of the organisation.

Volunteers

Key uses a number of volunteers to deliver its services. Without their time and commitment it would not be possible to deliver the range of services that we do. As such they were surveyed to see how they feel about volunteering for **Key**.



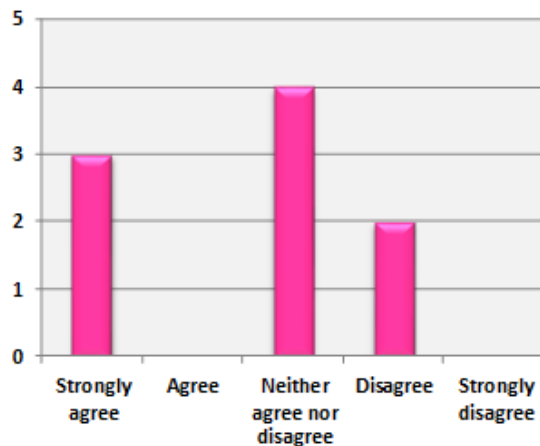
One hundred percent of those surveyed agreed/strongly agreed that they care about **Key**, are proud to be a volunteer, and find volunteering interesting and rewarding.

All but one respondent said they felt adequately trained. **Key's** mediation service always pairs more experienced volunteers with newly trained volunteers so as to give new volunteers a chance to gradually build their skills in a safe environment. Only when they feel confident are they allowed to lead on a mediation. So it could be that the person who isn't sure whether they are adequately trained may not yet have built up any experience. **Key** will be undertaking a training analysis of all volunteers to ensure that additional training is provided where required.

All but one of the volunteers felt that **Key** values their contribution one was unsure. Thought should be given to new ways in which we can ensure our volunteers feel valued.

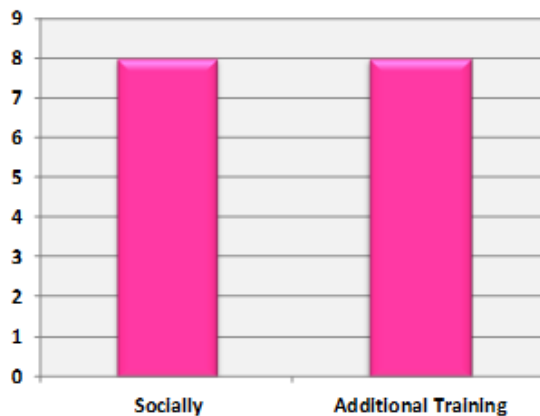
Although most people feel that **Key** welcomes ideas to improve the service a significant minority are unsure. This in conjunction with a number of volunteers feeling that they aren't kept informed with how **Key** is doing shows that some changes are required.

I am kept informed of how Key is doing



We anticipated that this may be the response as sometimes it does feel that the volunteers are not as integrated into the organisation as we would like, even though all but one respondent said that they felt part of the team and would hope to still be volunteering for us in 12 months' time.

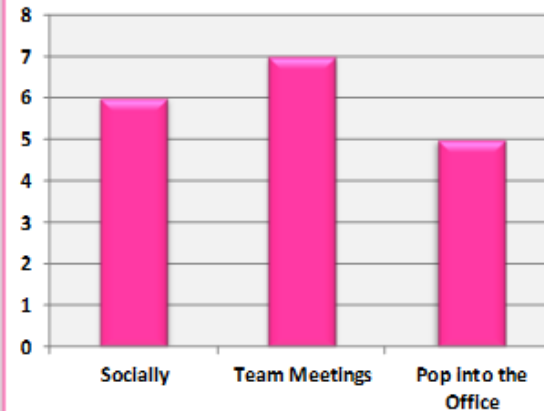
I would like to meet more regularly with other volunteers



As we had anticipated that some volunteers would appreciate greater involvement we had asked the volunteers questions about how they would like to be involved.

Nearly half of the respondents said they would like to meet with other volunteers to receive additional training and also to meet socially.

I would like to meet more regularly with Key staff team



Socialising with the staff and coming to team meetings was also popular as was the idea of being able to pop into the office more easily. This is currently difficult due to very constrained office space.

*"I'd like to know a bit more about how **Key** is doing. I don't know anything about the non mediation work. Could there be an e:mail newsletter or similar."*

Summary

The consensus from staff and volunteers is that they care about **Key** and feel that it is well managed but there is room for improvement, especially in terms of physical working conditions and ensuring that volunteers have better awareness of what **Key** is doing not only in the area in which they work, but across the organisation.

Value 5: Looking to the Future

The partner agency survey clearly shows that **Key** is viewed as an organisation that looks to the future with 83% of respondents in agreement.

When asked what services they would like to see **Key** develop over the next two years respondents said

“Extension of services to cover peak times.”

It is interesting that the young people have not commented on the need for wider opening times. **Key's** Mediation service is very flexible in terms of appointments and although drop in times are limited, it is often possible to arrange an appointment outside these times where needs be.

“Mediation and drop in for Chorley.”

These services are now available in Chorley. This again shows the need to increase publicity and awareness of the services on offer.

Trustees were asked what they felt were the gaps in service provision for vulnerable young people in the area:

“Suitable housing/accommodation”

*“Many - for **Key**, suitable affordable housing”*

“Finding meaningful employment for them, with prospects”

*“Actual properties/room etc. to go to and now with cuts being able to have the financial resources to enable them to do so. The NO money (i.e. benefits, etc.) will require **Key** to change how and what service it provides”*

“Suitable supported accommodation”

These comments are very much in line with what young people have said in a different way; that there is a need for a greater supply of suitable accommodation for this client group. **Key** trustees are keen to be able to work in partnership to look at ways of increasing the supply and variety of supported accommodation. This is further reinforced by the comments from trustees shown below that are in response to the question overleaf:

What is the one thing that **Key** can do better?

“Better drop in facilities - in Leyland and Chorley”

“Have more satellite offices in other parts of the local area”

“Provide accommodation and accommodation based support.”

Summary

Key is viewed as an organisation that looks to the future; **Key** trustees are keen to continue to develop new services in particular working in partnership to look at new models of supported housing.

Values, Conclusion and Actions:

Key now has a positive base line showing how well we are living by our values. We are pleased with how we have been scored and had anticipated the areas which need further work. We hope that with focused effort in these areas we will improve yet further in the year ahead.

Actions:

- Establish regular meetings with SLEAP
- Develop a communications strategy to publicise the services that **Key** offers
- Provide additional training and support to ensure that the quality of the service is consistent across the team
- Offer opportunities for volunteers to learn more about **Key**
- Make volunteers aware of the performance in their area of work
- Invite volunteers to team meetings and social events
- Explore whether using a closed group on Facebook may provide a safe discussion forum for volunteers
- Complete volunteer training needs analysis
- Ensure staff have an improved physical working environment
- Ensure staff have updated IT systems
- Consider new ways of ensuring that **Key's** volunteers feel valued
- Consider how **Key** may be able to develop new models of supported accommodation in partnership with others.

Economic Impact

Key recognises that across the range of its activities it has a number of economic impacts across the areas in which it works. These include:

- **Key's** role as an employer in the local community, and the consequent spending power generated by that employment
- **Key's** track record in attracting new funding and resources for young people in this part of Lancashire
- The work **Key** does with young people to help them stabilise their lives and move into training and employment, thereby reducing their future impact on public resources
- The mediation and other work **Key** does with young people and families to avoid crises, thereby saving on potential costs of supported accommodation, Housing Benefit costs, and in some cases, avoiding custodial sentences
- The savings which **Key's** interventions are able to generate for other services through reduced housing management costs, improved health outcomes, particularly mental health, reduced offending rates, better homelessness outcomes and the reduction in the need for intervention by Children's Social Care
- The economic value provided by **Key's** volunteers, and in turn the economic value obtained by volunteers as a result of volunteering for **Key**, in terms of enhanced skills, populated CVs etc., making them more marketable candidates for future employment.

These are not simple impacts to measure, and their evaluation in monetary terms is outside of the scope of these social accounts. The evaluation of **Key's** overall economic impact is a separate piece of work which **Key's** Board of Trustees will need to consider whether it wishes to undertake.

Notwithstanding this, we have in these accounts, recognising the limited scope of the services being scrutinised, attempted to evaluate at least a small part of the impact of our mediation volunteering programme in financial terms.

We have placed a monetary value on the mediation volunteers' time provided to **Key**. We have done this by estimating the time per case based on information recorded (numbers of visits). This is an estimate. The number of volunteer hours has then been multiplied by 8 assuming an hourly rate of £8 per hour. This has been based on the bottom end of a support worker salary. This gives a total of $900 \times 8 = £7200$.

We have found this process very revealing. Although **Key** knew that families report a real benefit from this service, we had never previously placed any value on the economic benefit that we were providing - over £7000 using our simple but limited calculation. We recognise that we are having a multitude of other impacts; this area of work could benefit from further exploration

Actions:

- To secure funding to enable a more detailed study of the economic impact of **Key** that may include LM3 or SROI.

Environmental Impact

Key has for the first time this year completed the green office checklist. There are certainly areas for improvement even though **Key's** eco footprint is fairly light. The checklist showed us that there are many things we do such as turning off lights and computers, recycling paper and printing double sided, but many of these things are applied inconsistently. The main issue is that we rely on cars to get about in order to have an efficient use of staff time. Most other variables are not within **Key's** control as we have a small office base within a Borough Council building.

Actions:

- We will appoint an Environmental office champion to ensure that green office principles are consistently applied
- Conduct a review into whether there is any way of reducing mileage.
- Introduce and adopt an Environmental Policy.

Conclusions and Summary of Actions

It has been a learning process for **Key** pulling together its first set of Social Accounts. The process has been invaluable in helping us to demonstrate more clearly the value of our services as well as highlighting areas for improvement. We very much look forward to further embedding the process next year by evaluating **Key's** other services.

The accounts clearly show that **Key** has performed strongly in 2011/12. The outcomes we have measured and shown in these accounts represent a powerful demonstration of **Key's** work with vulnerable young people and their families. We can say with confidence that we are positively changing the quality of hundreds of people's lives. This is motivating for us as an organisation and for all those who work, volunteer or support **Key**. I hope it serves to help encourage others to come and join us and it helps us explain to existing and potential funders and supporters, that their contributions have a positive impact on the service users at **Key**.

Actions

Objective 1: Prevent Homelessness: Mediation Service

- Implement new questionnaire at case closure to build a broader picture of mediation outcomes. ✓
- Make stakeholders aware the range of positive outcomes from mediation and the reasons for strongly encouraging that it is tried where possible.

Objective 2: Find and keep a home: Drop In

- Ensure that the delivery of bad news is appropriate in all instances and that young people feel emotionally supported.
- Explore the use of visual tools to help make options clearer.
- Ensure that evaluations are carried out throughout the year so that less time elapses.
- Establish regular meetings with SLEAP. ✓
- Provide additional training and support to ensure that the quality of the service is consistent across the team.

Objective 3: Developing self confidence and wellbeing

- Continue to monitor soft outcomes.

Actions

Values

Volunteers

- Offer opportunities for volunteers to learn more about **Key**. ✓
- Make volunteers aware of the performance in their area of work. ✓
- Invite volunteers to team meetings and social events. ✓
- Explore whether using a closed group on Facebook may provide a safe discussion forum for volunteers.
- Complete volunteer training needs analysis. ✓
- Consider new ways of ensuring that **Key's** volunteers feel valued.

Staff

- Ensure staff have an improved physical working environment. ✓
- Ensure staff have updated IT systems. ✓

Other

- Develop a communications strategy to further increase the awareness of **Key's** services.
- Appoint an Environmental office champion to ensure that **Key** is following the best practice as outlined in the green office guide.
- Conduct a review into whether there is any way of reducing mileage.
- Record volunteering time across the organisation. ✓
- To secure funding to enable a more detailed study of the economic impact of **Key** that may include LM3 or SROI.

- Consider how **Key** may be able to develop new models of supported accommodation in partnership with others.
- Formalise our flexible working practices by producing a staff handbook.
- Consider whether it may be prudent to become an incorporated charity.
- Develop an environmental policy.

Plans for Dialogue with stakeholders

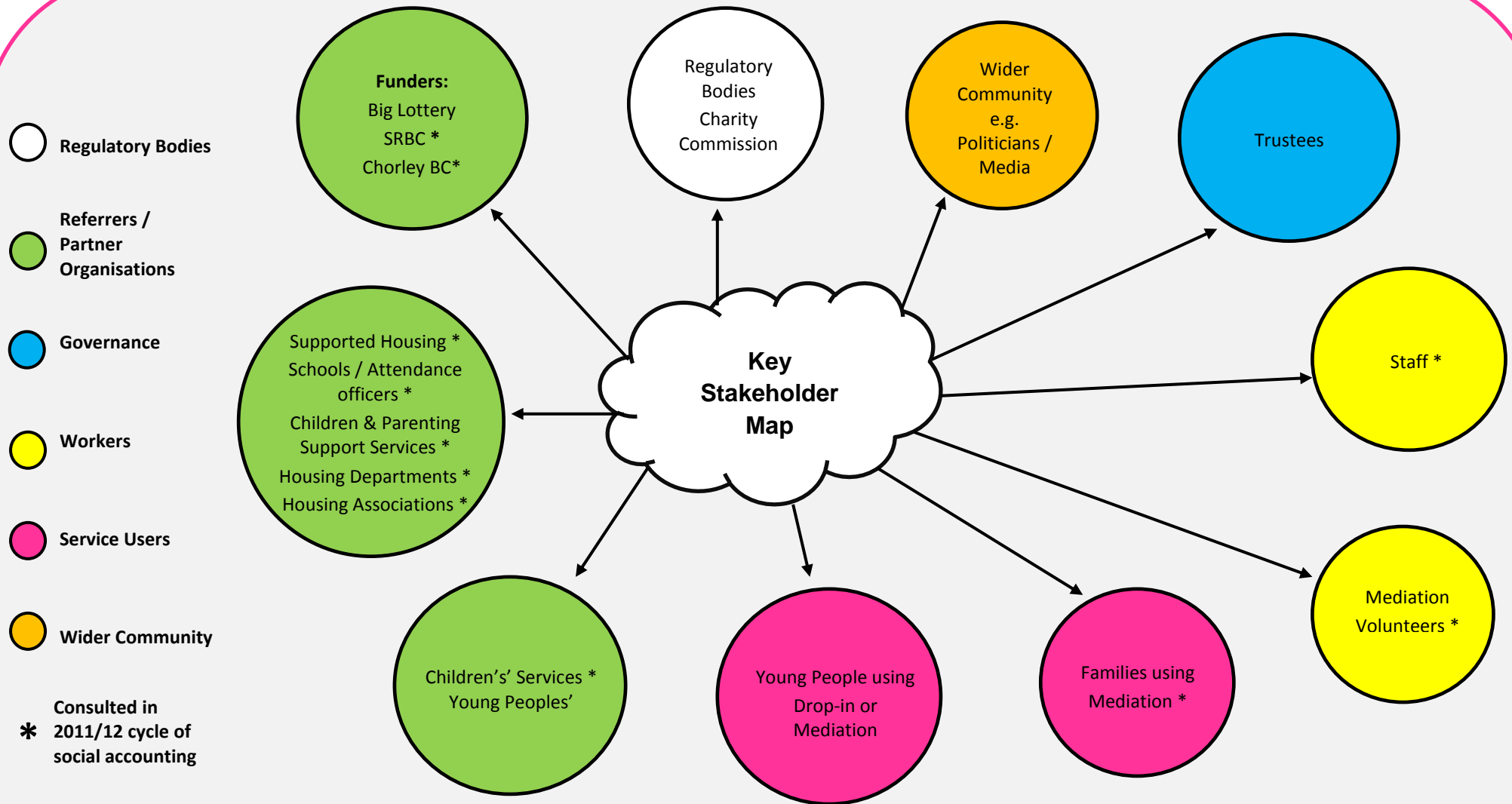
Stakeholders surveyed as part of this process will be sent a copy of the report as well as a summary document. Summary information will also be displayed on the news section of **Key's** website as well as on **Key's** notice board in the Youth Zone. This will be done in a young person friendly format.

Further dialogue will be arranged with relevant stakeholders in order to address any action points in the accounts.

Plans for next Social Accounting Cycle

Key plans to increase the breadth of the areas evaluated next year by including the Employment Coaching and Life-skills training areas of work. We will also repeat the areas considered this year to see if actions taken have had a positive impact.

Appendix 1: Key Stakeholder Map



This map was designed by Ursula Patten (Director) in consultation with staff and trustees in spring 2012. The stakeholders chosen to survey should have an insight into the day to day workings of the charity from a variety of angles and were selected for this reason.

Appendix 2: Research Methodology

Objective 1: Prevent Homelessness: Mediation

The mediation survey focused on following up families after case closure. This exercise was again undertaken by a research student. Contact was made by telephone and in some cases a considerable period had elapsed before the survey took place. This means that the response rate is likely to be lower. We have managed to get 11 responses from the 40 cases that were referred and had been completed at the end of 2011/12 (An additional 13 cases started during the year but these were not surveyed as the cases were still ongoing at the end of the financial year and as such were not yet ready to be asked about the outcomes that they have achieved as a result of the mediation.)

Previously we had tried to evaluate the service using a postal questionnaire following case closure but, the response rate had been very low. After speaking to families we have decided, in future, to ask them (parents and young people separately) to complete a questionnaire at the final mediation session. Families will be given the space to complete the forms in privacy and are given a private and confidential envelope to put them in. They will be offered the opportunity to post them if they prefer. A number of families have suggested that this may be the best way for us to get information. This way we hope to gather a more complete set of information next year.

Objective 2: Find and Keep a Home

This year 51 young people completed a questionnaire about their experience of **Key's** Drop In Services. This research was carried out by a student on placement with **Key**, in order to try and give some degree of separation from the staff involved in delivering the service. We were delighted that at the end of the year we managed to survey 22% of the young people who had used the service over the last year. The sample was completed at random with a target for 50 surveys to be completed. Given the unsettled nature of some of the client group this is a real achievement. The reason for the high success rate can be attributed to not only the tenacity of the student on placement but also to the fact that the questionnaire was completed by telephone.

Values

Centrepont conducted a stakeholder review of the Drop in and Mediation services. 12 responses were received from a list of 29 stakeholders. (A full version of the report can be seen on request). This was an anonymous survey completed using survey monkey.

Staff. The survey was conducted by Scancapture who are award winners in this field. There was a 100% response rate - this is very high and may have been as a result of the anonymous nature of the survey.

Trustees – conducted using survey monkey

Volunteers – anonymous postal survey.

Appendix 3: Key Aspects Checklist (as required by Social Audit Network)

(This checklist is part of the Social Audit Network recommended report format)

The main points that emerged from the completion of this checklist are:

- The need to formalise our flexible working practices by producing a staff handbook.
- Consideration of whether it may be prudent to become an incorporated charity.
- To develop an environmental policy.

In each of the sections below there is space to write in additional information – or, where appropriate, additional material should be attached. *Where a particular item is not relevant to your organisation please tick the **NA** (not applicable) column.*

The **Date/Details/Comments** column should be used to elaborate where necessary on the **Y/N/NA** response. [For example against Annual General Meeting might be written “held on 30 October 2008; 21 attended” or against Equal Opportunities might be written “adopted August 2003, copy attached - due to be reviewed”.]

1 Human Resources

		Number			Date/Details/Comment
1.1	Number of employees: Full-time Part-time Occasional Volunteer	5 3 17			This does not include trustees
1.2	Number of members	n/a			We are not a membership organisation
1.3	Policies and Procedures in place:	Y	N	NA	
	a. employee contracts	x			
	b. employee job descriptions	x			
	c. staff appraisals	x			
	d. grievance procedures	x			
	e. disciplinary procedures	x			
	f. equality and diversity policies	x			
	g. equal opportunities			x	Incorporated in the above
	h. pay differentials between highest paid and lowest paid				
	i. other, such as family friendly policy:		x		Key is a flexible employer but has not yet completed an employee's handbook.
1.4	Investors in People		x		
1.5	Consultations:				
	a. with paid employees	x			
	b. with volunteers	x			
	c. other			x	

Additional information

2 Good Governance and Accountability

		Y	N	NA	Date/Details/Comment	
2.1	Legal form of organisation: Constitution (tick appropriate): Sole trader <input type="checkbox"/> Association <input type="checkbox"/> Partnership <input type="checkbox"/> Company limited by shares <input type="checkbox"/> Company limited by guarantee <input type="checkbox"/> Industrial and Provident Society <input type="checkbox"/> Credit Union <input type="checkbox"/> Community Interest Company <input type="checkbox"/> Workers Co-operative <input type="checkbox"/> Charitable status <input type="checkbox"/> Housing Association <input type="checkbox"/> Other <input type="checkbox"/> What?.....		x x x x x x x x x x x			
2.2	Appropriate annual return filed	x			Charity Commission 25 July 2012	
2.3	Annual General Meeting held			x	We have a trust Deed and no AGM is required	
2.4	Regular Board/Management Committee meetings	x			Monthly meetings are scheduled.	
2.5	Annual Report published	x				
2.6	Membership increased/decreased			x		
2.7	Social Accounts prepared	x				
2.8	Social Accounts verified by Social Audit Panel		x		Not yet	
2.9	Social Accounts reported to Stakeholders				[explain how]	
2.10	Consultations:	x			[please attach blank questionnaires used + summaries of consultations undertaken]	
	a. with members of the organisation			x		
	b. with members of the Board or Management Committee	x				
	c. with Advisory Body members (if appropriate)			x		
2.11	Other quality systems used:				QAF (For supported housing) PQASSO not externally verified.	

Additional information

3 Asset Lock and Use of Surplus

		Y	N	NA	Date/Details/Comment
3.1	Asset Lock in constitution			x	<i>[please give paragraph reference]</i>
3.2	Use of surplus:				<i>[please tick all relevant in current year]</i>
	a. no surplus made		x		
	b. to reserves or re-investment	x			
	c. to charitable purposes	x			
	d. to employee bonuses		x		
	e. to directors' emoluments		x		
	f. to other		x		<i>[please explain]</i>

Additional information

4 Financial Sustainability

		Y	N	NA	Date/Details/Comment
4.1	Annual Accounts prepared and filed	x			<i>Charity Commission</i>
4.2	Balance sheet strengthened/weakened			x	Marginal difference- increase is due to some payments being made in advance that will be spent during 2012/13
4.3	Profit/loss for year			x	<i>We are a charity.</i>

Additional information *[please attach a summary of latest audited accounts]*

5 Environmental Sustainability

		Y	N	NA	Date/Details/Comment
5.1	Environmental policy in place		x		[please attach]
5.2	Reports on environmental practices available:				[please attach reports if available]
	a. energy use: heat and light		x		We are in a Council building and they provide these services.
	b. energy use: transport		x		We are going to review ways of reducing car usage in the next cycle.
	c. consumption of materials		x		We have a fairly light eco footprint. This will be introduced further with the help of an Eco Champion who will ensure we work to implementing the green office checklist where possible.
	d. re-use of materials			x	
	e. recycling of materials	x			Paper and ink cartridges are recycled.
	f. waste disposal			x	We do not have any control over this these services are provided for us.
5.3	Carbon footprint calculated		x		[please attach]
5.4	Other				[please list and attach as appropriate]

Additional information

(Organisations may elect to prepare a brief separate report outlining their Environmental Policies and Practices, or may refer to specific, recognised environmental standards they have adopted. Alternatively they may submit a completed Green Office checklist)

6 Economic Impacts

		Y	N	NA	Date/Details/Comment
6.1	Purchasing policies defined		x		[please attach]
6.2	Report on effect of purchasing policies available		x		[please attach]
6.3	Local multiplier effect of organisation calculated		x		[please attach]
6.4	Savings to public purse calculated		x		[please attach as appropriate]
6.5	Value of volunteer contribution	x			This calculation only takes account of volunteer time it is not a full SORI calculation.
6.6	Total inward investment attracted	x	x		£128,000 in grant funding
6.7	Cash and in-kind contributions to the community		x		[please attach as appropriate]
6.8	Other financial and economic impact calculations:		x		

Additional information

Appendix 4: Compliances

We have the following formal policies and procedures:

Complaints
 Code of Conduct
 Safeguarding and Protection from Abuse
 Whistleblowing
 Confidentiality statement
 Health and Safety Policy
 Needs assessment and Support planning policy and procedure
 ICT policy/ Computer security policy/ access to e:mail and internet policy
 Data protection and Information storage policy
 Employee complaints and grievance procedure
 Disciplinary procedure
 Capability
 Equality and diversity
 Volunteer policy
 Private work policy
 Media relations policy

We have insurance policies that include:

- Employers liability
- Public liability
- Professional Indemnity

Professional Qualifications and Accreditation

Director is a Corporate Member of the Chartered Institute of Housing.

All staff are qualified to NVQ Level 3 or above (All but one are degree qualified).

All Counselling Staff are BACP registered.

All staff and volunteers are police checked every 3 years.

Company and Charity Law

We adhere to the regulations of the Charity Commission including publishing an Annual report and Accounts.

Appendix 5: Key Accounts

(REGISTERED CHARITY NO. 1142891) (CHANGED FROM 1058029 1.8.11)

This report under the provisions of the Charities Act 2011 is in respect of an Examination of the Accounts for the Financial Year ended 31 March 2012. It was carried out/checked the Directions of section 145 and 145 (5) (b) of the Act.

Mr. David Banks Date 26th April 2012

KEY (REGISTERED CHARITY NO. 1142891) (CHANGED FROM 1058029 1.8.11)

RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED 31 MARCH 2012

INCOME	£ - p	£ - p
Unrestricted		
NPHA Mediation	5200.00	
New Progress	2500.00	
Donations	75.00	
Other	2548.98	
Bank Interest	8.42	
	<hr/>	<hr/>
	10332.40	10332.40
Restricted		
LCC Sp	54440.59	
SRBC Hmls	10000.00	
Garfield Weston Foundation	5000.00	
Children in Need	21140.00	
Lloyds TSB	20500.00	
Com Outcome	1480.00	
SRBC Mediation	5000.00	
Big Lotteries	43709.00	
Frank Buttle Trust	2462.50	
Big Lottery Managing Change	10000.00	
Money Puddle	825.00	
Tudor Trust	15000.00	
	<hr/>	<hr/>
	189557.09	189557.09
	Total Income	<hr/>
		199889.49

EXPENDITURE	£ - p	£ - p
Big Lottery	3274.47	
Counselling Big Lottery	747.00	
Salary & Tax & National Insurance	155067.46	
Training and Courses	912.00	
Telephone	1618.92	
Staff Expenses	4147.14	
Insurance	665.29	
Postage / Stationery/	1172.44	
Printing/Photocopying		
Trustee Expenses	11.70	
YB – NE train	(168.40)	
Mediation	1029.77	
Individual Grants to	2539.22	
Young People		
Bookkeeping Fees	360.00	
Accountancy Fees	550.00	
Rent	3500.00	
Tall Ships	1843.10	
Small Sparks	527.40	
Petty Cash	1200.00	
Consultants	5386.80	
Money Puddle	273.39	
Sundries/Miscellaneous	-	
Inc. Data Protection		
	184657.70	
Total Expenditure		184657.70
Surplus Income over Expenditure		15231.79
		=====

KEY

(REGISTERED CHARITY NO. 1142891) (CHANGED FROM 1058029 1.8.11)

Bank Account Balances as at 1.4.11	£
Community Account No. 1 A/C No. 30341509	76980.78
Community Account No. 2 A/C No. 50854530	420.62
Business saver Account A/C No. 90410624	28.94
Business Base Rate Tracker Account A/C No. 80310115	54702.66
Total Balances as at 1.4.11	132133.00

Bank Account Balances as at 31.3.12	
Community Account No. 1 A/C No. 30341509	47292.75
Community Account No. 2 A/C No. 50854530	332.02
Business saver Account A/C No. 90410624	28.94
Business Base Rate Tracker Account A/C No. 80310115	9711.08
Skipton Building Society Fixed Rate Bond 868978108	45000.00
Cumberland Building Society 30 day notice 53533903	30000.00
Cumberland Building Society Fixed Rate Bond 53534015	15000.00

Total Balances as at 31.3.12	147364.79
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Balances as at 1.4.11	132133.00
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Add Total Income for year	+199889.49
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	332022.49
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Deduct Total Expenditure for year	-184657.70
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Total of Balances carried forward 31.3.12	147364.79
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MEMORANDUM TO KEY
(REGISTERED CHARITY NO. 1142891)
RECEIPTS AND PAYMENTS ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2012

The following amounts of income were received either during 2011/12, or in earlier Financial Years but are only for spending in 2012/13 :-

	£
Big Lottery Managing change	10000.00
DIY	1000.00
Frank Buttle Individual Young People grants	1572.00
Money Puddle	551.61
Children in Need	3523.00
Total	<hr/> 16646.61 =====

Appendix 6: Social Audit Statement



Social Audit Network
c/o The Women's Organisation
54 St James Street
Liverpool
L1 0AB
Email: info@socialauditnetwork.org.uk
www.socialauditnetwork.org.uk
Social Audit Network Ltd,
registered limited company no. 5801343

SOCIAL AUDIT STATEMENT

The Social Audit Panel has examined the draft Social Accounts submitted to us and discussed them in detail with Ursula Patten and Gwen Crawford of KEY Youth Charity at the Social Audit Panel meeting held on 16 January 2013. I have examined the revised Social Accounts which were prepared following the Social Audit Panel meeting and which have taken into account various points identified in the notes* of the Social Audit Panel Meeting. We also examined a sample of the data and the sources of information on which the Social Accounts have been based.

We believe that the process outlined above has given us sufficient information on which to base our opinion.

We are satisfied that, given the scope of the social accounting explained in the revised draft and given the limitations of time available to us, the Social Accounts are free from material misstatement and present a fair and balanced view of the performance and impact of the KEY Youth Charity as measured against its stated values and objectives and the views of the stakeholders who were consulted.

In the notes of the Social Audit Panel meeting we identified a number of important issues to be taken into consideration during the next social audit cycle. In particular we would refer to the following:

- i) Those objectives and activities not considered in this social report should be included in the social accounting cycle.
- ii) That consideration is given to consulting external stakeholders in relation to Key's strategic environment.
- iii) Comparative information be included and presented in future reports.
- iv) That Further consideration be given to Key's economic impact.

The members of the Social Audit Panel were:

- a) Martin Ainscough
- b) Lynne Cubbin
- c) Rachel Howley
- d) Lisa McMullan (Chair)

Signed:

Lisa McMullan

Chair of the Social Audit Panel

Dated: 13 February 2013

* the notes of the Social Audit Panel meeting form part of the social accounting and auditing process and may, by arrangement, be inspected along with the full social accounts at the offices of Key at South Ribble Borough Council, Civic Centre, West Paddock, Leyland, Lancashire PR25 1DH. Members of the Social Audit Panel have acted in an individual capacity.

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