



# HOPE & OPTIMISM\*



## Touchstone Annual Review 2019—20

\*In spite of the present difficulties





# HOPE & OPTIMISM

THE VIRUS  
THE VIBE

**“Hope and optimism in spite of the present difficulties”**

is the title of a 1984 woodcut picture by the late Namibian artist John Muafangejo. His black and white narratives tell stories of his insights regarding the world around him. Zulu and Ovambo history, play an important role in his works, commenting on racism and social and political oppression – and resistance to discrimination and inhumanity.

A copy of the original image is available as a postcard from [leedspostcards.co.uk](http://leedspostcards.co.uk)







## Information Report 2019—20

In 2019—20 a total of **9657** service users were supported by Touchstone services with a total of **8374** services users referred into services. On any given day Touchstone has about **4,000** active service users

### Gender identity

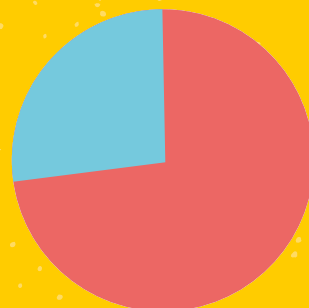
Slightly more men were supported than women during 2019/20. In terms of referrals 54% were men compared to 45% women.

2% of service users supported indicated their current gender identity is different to the one given to them at birth. The proportion for referrals is low (around 0.5%)



### Age

Majority (60%) of service users who were supported and referred into services during 2019/20 were between the age ranges of 25 to 54. Service users over 65 years old constituted about 12% for both the proportion supported and referred





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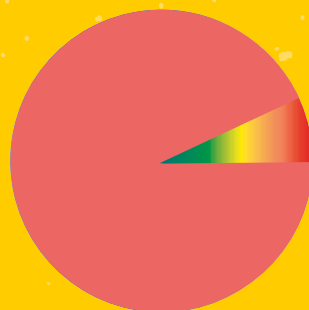
## Information Report 2019—20



Can't fault them, so far they have been very patient and supportive giving me good solid advice and referring me in the right direction. My support worker is 100% always encouraging me to get involved in this or that, things that would help me better myself"

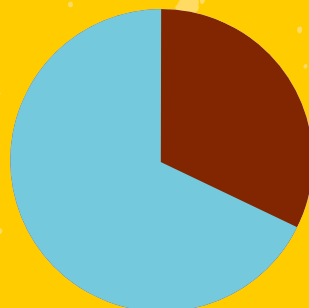
### Sexual Orientation

Around 7% of all supported service users in 2019/20 indicated they were LGB. The proportion of referred service users is at around 4.5% LGB



### Ethnicity

About a third (32%) of all service users supported in 2019/20 came from a BME background. The figure reduces to 27% for 'mainstream' services when BME service specific data is stripped out. The BME service user profile is slightly higher in referrals at around 34%



### Disability

43% of service users who were supported indicated they have at least one disability. 52% of referred service users indicated they have at least one disability. The majority of service users who indicated they have a disability stated mental health (54% supported and 61% referred)







# Touchstone Annual Review 2019—20



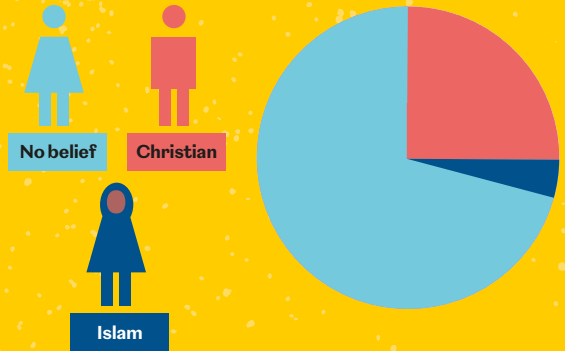


# HOPE & OPTIMISM

## Information Report 2019—20

### Religion/Belief

Many service users indicated they have no religion/ belief (44% supported and 43% referred). The top 2 religious beliefs held by service users who were supported are; Christianity (25%) and Islam (15%). For referrals the top 2 are also Christianity (22%) and Islam (21%)



**43%** of service users who were supported indicated they have at least one disability

**52%** of referred service users indicated they have at least one disability

The majority of service users who indicated they have a disability stated mental health:

**54%** supported and **61%** referred

**80%** of all service outcomes recorded in 2019/20 are 'planned'

**48%** of all planned outcomes relate to 'successful completion of support packages'

Women (**84%** compared to **74%** men),

BME (**87%** compared to **74%** White British) and

Heterosexual (**80%** compared to **75%** LGB) service users are more likely to have 'planned' service outcomes





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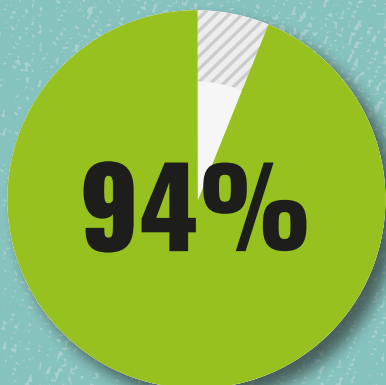
# HOPE & OPTIMISM

## Service user survey results 2020



### BEACON HOUSING SERVICE

I think Touchstone / Beacon is a very good service/organisation. Very helpful in a time of vulnerability and need. My support worker always tries his best to advise and help me with problems I may be having with appointments or worries and I'm very appreciative of this. I think Touchstone Beacon is a great service and a great team of people"

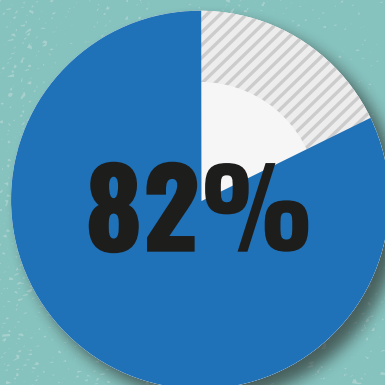


of service user respondents indicated that Touchstone is an excellent to good organisation



### WELL-BEAN CAFES

Excellent support and helps meet my needs when in crisis. Feels a safe environment to be able to talk to others"

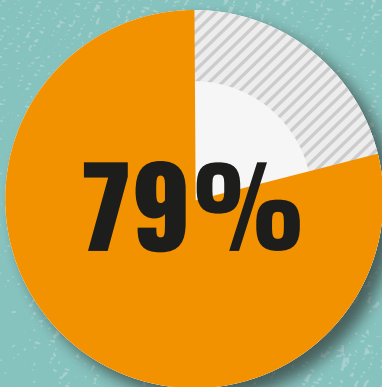


indicated we are excellent to good at getting service users involved in Touchstone



### LIAISON & DIVERSION SERVICE

Excellent service, I would recommend to anyone in my situation"



indicated that we are excellent to good in terms of easily getting hold of a named member of staff



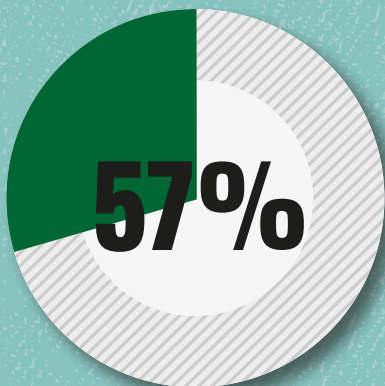
### SIKH ELDERS SERVICE

It's really good. I've been involved for many years. Enjoy the activities and the trips out"





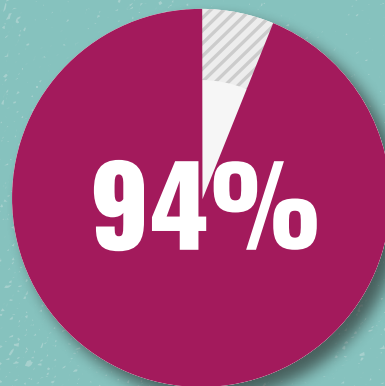
## Service user survey results 2020



indicated that they experience more than one mental or physical health condition



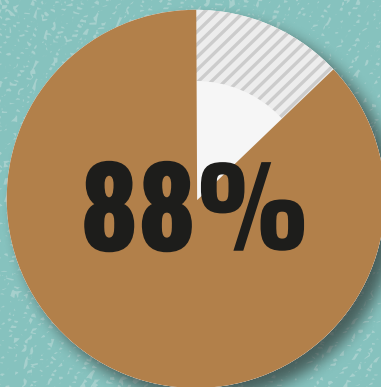
**LIVE WELL LEEDS**  
Feel safe knowing I have support”



indicated that we are excellent to good at treating them as individuals and tailoring support to meet their needs



**LEEDS MENTAL WELLBEING SERVICE**  
The service I received was excellent. I’m not 100% cured but I have been given the tools, help, advice and knowledge to push me on and improve my state of mind and the way my mind works. I now have coping mechanisms and I’m retraining my brain and improving each day”



indicated that we are excellent to good when it comes to getting things right first time



**ASK FOR ADVOCACY**  
I admire your professionalism, the way you have spoken to me and communicated with me, because I’m a weirdo, certainly not run of the mill. I have lived and worked all over the world and I love cultures and you bring such a lot of culture”

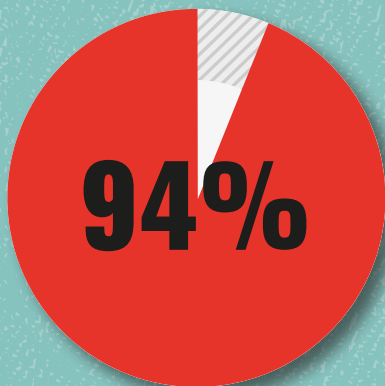


indicated that our reception workers are excellent to good when dealing with queries



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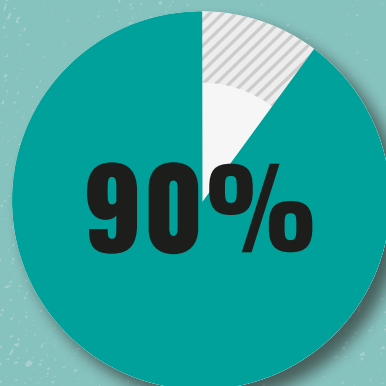
## Service user survey results 2020



indicated they received an excellent to good service in relation to their support and service delivery



**WEST YORKSHIRE FINDING INDEPENDENCE**  
I think Touchstone is an amazing organization and I'm glad to be part of it. **The whole message behind Touchstone and it's many services working together to empower people is great"**

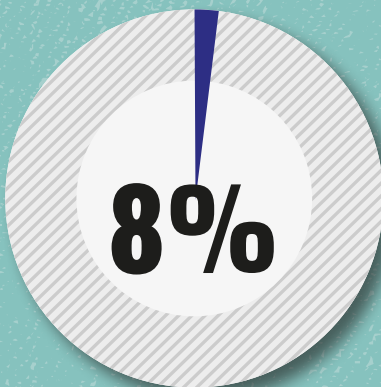


indicated that we are excellent to good when dealing with family members, carers and friends of service users



### **SELF DIRECT SUPPORT**

What I think of Touchstone is I like going there I like talking to other people and I like going out to things like cinema, bowling things like that"



indicated that they are current volunteers



### **STRONGER FAMILIES**

I think Touchstone is a brilliant service which has helped me when I have had low self esteem. My worker always showed me how to deal with different situations and how to get a better outcome"



### **MENTALLY HEALTHY LEEDS & BETTER TOGETHER**

The service I receive is excellent. My guitar teacher is a very patient person who has helped me more than anything else in this direction.





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## Service user survey results 2020



### BEST START

It is very nice and thoughtful to bring such programs to mothers like me who recently moved into the UK. The Best Start programme helped me immensely. It gave me somewhere to go, two hours of adult company and I learnt some new things as well as shared experiences with other mothers”

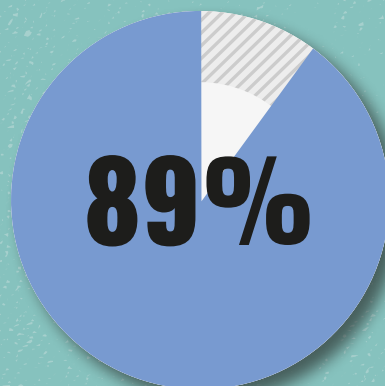


indicated that they would recommend Touchstone to their friends and family



### YOUR SPACE

Amazing and helpful to everyone. Makes sure they ensure everyone's needs also very enjoyable”

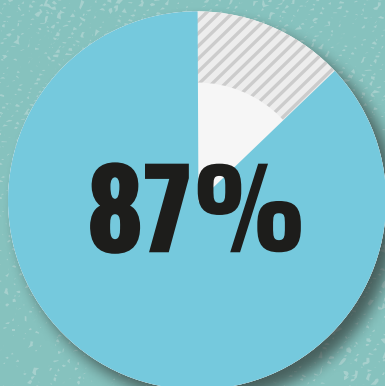


indicated that we are excellent to good when it comes to promoting diversity and making the service accessible



### MIGRANT ACCESS PROJECT (WAKEFIELD)

It was very interesting and informative to get new knowledge in different areas. Now I use this knowledge to help other people”



indicated the quality of our communication about the service they receive and about things happening in Touchstone is excellent to good



### COMMUNITY SUPPORT TEAM (CST)

I've been in mental health services since I was 12 and Touchstone have been the first people that have listened and actually helped me”





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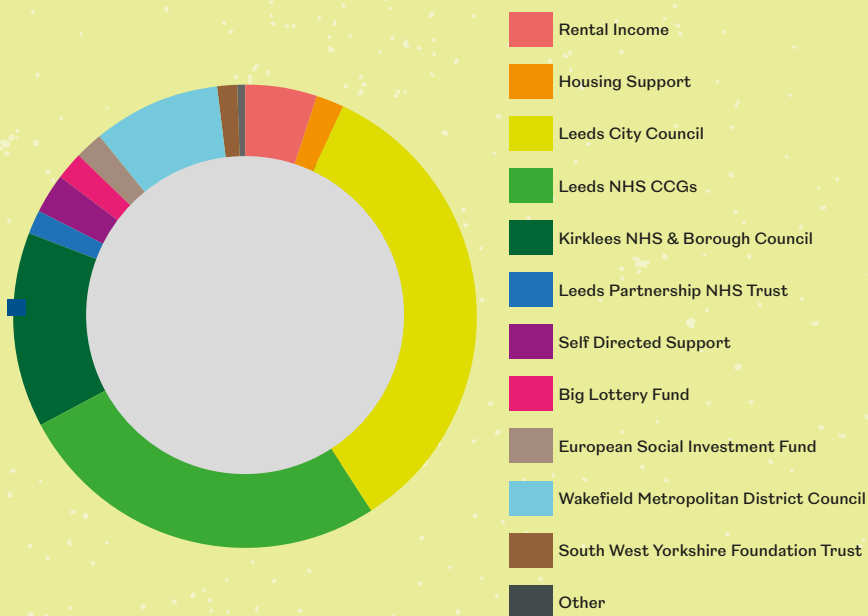




## Summary Financial Information 2019–20

### Incoming resources (by source)

	2020 £000	2019 £000
Rental Income	401	400
Housing Support	151	157
Leeds City Council	2,633	1,813
Leeds NHS CCG's	2,048	824
Kirklees NHS & Borough Council	1,041	576
Leeds Parntership NHS Trust	141	113
Self Directed Support	217	185
Big Lottery Fund	134	141
European Social Investment Fund	160	162
Wakefield Metropolitan District Council	695	562
West Yorkshire CRC	-	124
South West Yorkshire Foundation Trust	107	-
Other	28	447
	<b>7,756</b>	<b>5,504</b>



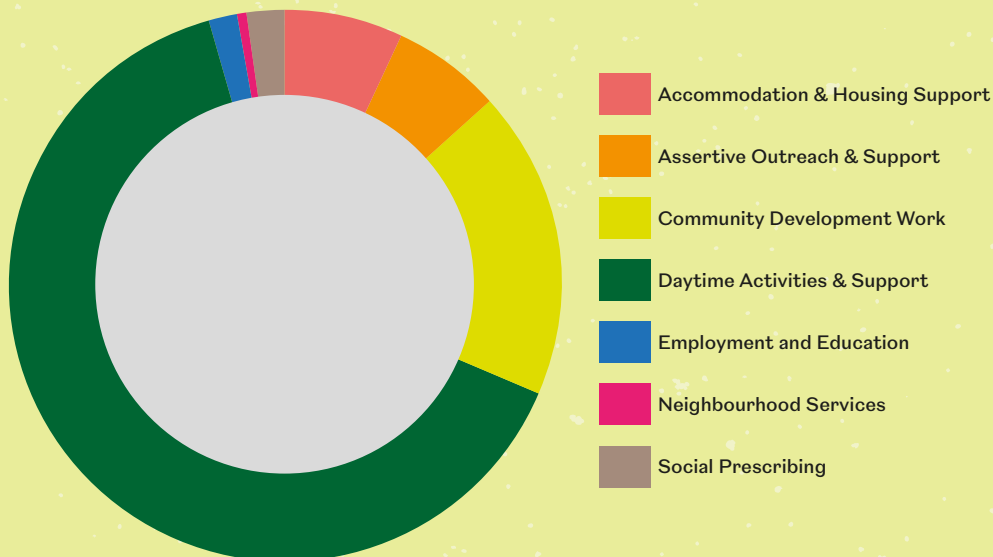




## Summary Financial Information 2019–20

### Resources expended (by activity)

	2020 £000	2019 £000
Accommodation & Housing Support	533	665
Assertive Outreach & Support	491	469
Community Development Work	1,402	584
Daytime Activities & Support	4,908	3,321
Employment and Education	117	166
Neighbourhood Services	56	67
Social Prescribing	155	212
	<b>7,662</b>	<b>5,484</b>





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