

Touchstone Annual Review 2020—21



**STRONGER.
TOGETHER.**





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Welcome to the Touchstone Annual Review 2020-21

It has been another tough 12 months where we have continued to deliver much needed mental health and wellbeing services to our diverse local communities in Yorkshire. Despite all the challenges related to the Covid-19 Pandemic I am proud to say Touchstone remains a beacon for positive change where the voice and needs of our service users and communities is at the heart of everything we do.

As the new Chief Executive of Touchstone, I have been inspired by how our staff, volunteers, service users, Board of Trustees and partners work collaboratively together with each other. This togetherness has been critical during a time of global crisis where all our stakeholders have successfully come together to make a positive change. Touchstone's strength comes from all the people involved in what we do. When we all come together, we can 'inspire communities and transform lives'. Thank you.

Arfan Hanif

Touchstone Chief Executive

Information Report 2020–21



Touchstone Annual Review 2020–21



In 2020/21 a total of **11,121** service users were supported or received a service from Touchstone, with a total of

7,479 services users referred into services.

On 31 March 2021 there were

3,579 active/live service users.

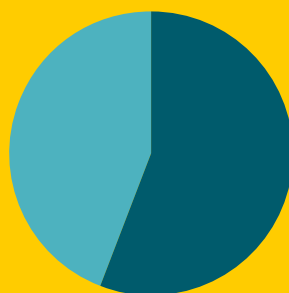


I suffer with depression, anxiety and PTSD and get fantastic support from all my mental health professionals at Touchstone . I would highly recommend Touchstone to anyone who needs help and support for mental health issues."

Gender identity

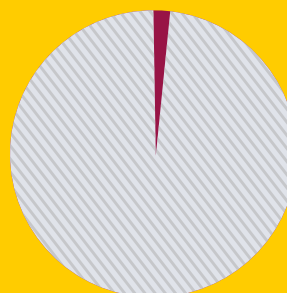
More Women (56%) were supported or received a service compared to Men (44%).

1% of service users who were supported or received a service indicated their current gender identity is different to the one given to them at birth.



Men

Women



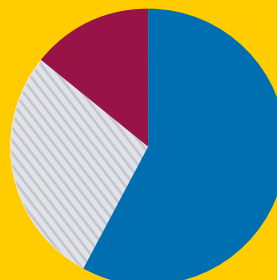
Trans/Non-Binary

Age

The majority (58%) of service users who were supported or received a service during 2020/21 were between the age ranges of 25 to 54. Service users over 65 years old constituted about 14%.

25–54

Over 65





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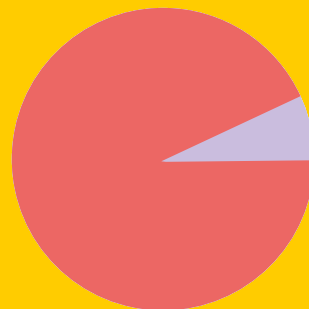


Touchstone are an amazing group to work alongside to help you focus on getting your mental health back to where you feel it should be.”

Sexual Orientation

Around 7% of all service users who were supported or received a service in 2020/21 indicated they were LGB, with Bi-sexual constituting 4% of overall total.

LGB



Ethnicity

Just over a third (34%) of all service users supported or receiving a service in 2020/21 came from a BME background. The figure reduces to about a quarter for 'mainstream' services when BME service specific data is stripped out. The largest BME group supported or receiving a service is Pakistani at 26%.

Non-BME

BME



Disability

50% of service users who were supported or received a service indicated they have at least one disability. Many service users (49%) who indicated they have a disability stated mental health.

Indicated a disability





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Religion/Belief

Many service users who were supported or received a service (48%) indicated they have no religion/ belief. The top 2 religious beliefs held by service users who were supported or received a service are; Christianity (26%) and Islam (9%).



A total of **3649** individual service user assessments were carried out in 2020/21.

87% of service users were offered a service after assessment.

78% of all service outcomes recorded in 2020/21 were 'planned'.

47% of all planned outcomes relate to 'successful completion of support packages'.



I think I had discovered it through social media to ask about walking groups. I've recently been doing the 'Be Creative' groups on a Monday which I've really enjoyed. It's not been long, but it's been very good. A warm welcome and it's been fun. A good way to try socialising and learn a new skill as in video calls and get chatting to others while doing art. Great communications as well and they can refer you to other activities. I'm very grateful."



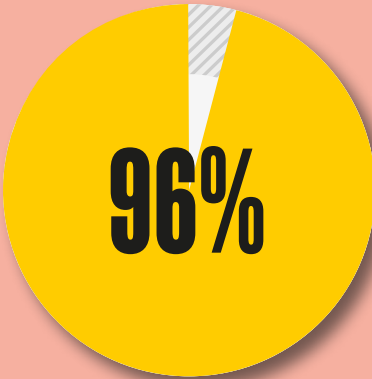
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Service user survey results 2021

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indicated that Touchstone is an excellent to good organisation.



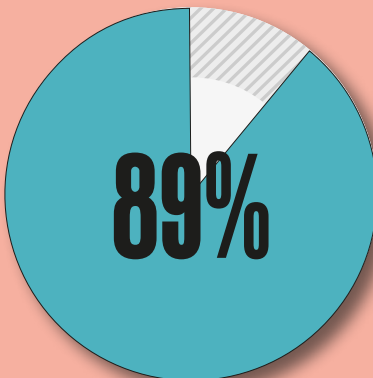
BEACON

Touchstone gave me an opportunity when no one else would. They housed me in temporary housing and provided me with a support worker. She got me in touch with my doctors and got me on my medication I'm on now. I've never been in a better place in my life and that's down to Touchstone and my support worker."

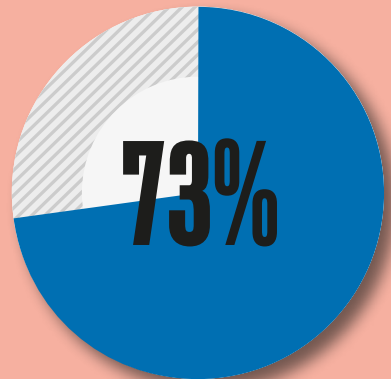


WELL-BEAN CAFÉ LEEDS

The support I have received through the Well-Bean Café has been outstanding. In times of mental health crisis, the café is always the service I would turn to above all others."



of respondents where this question was relevant to them indicated that our reception workers are excellent to good when dealing with queries.



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



ABCD

A place where you can meet and make friends because the people who are there are friendly."



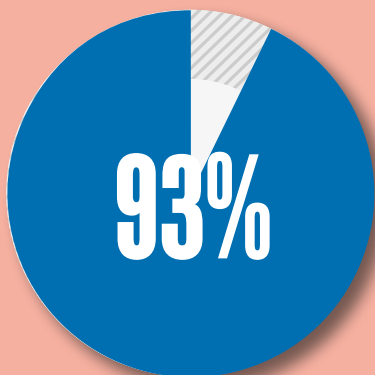
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Service user survey results 2021

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indicated they received an excellent to good service during the Covid-19 pandemic and lockdowns.



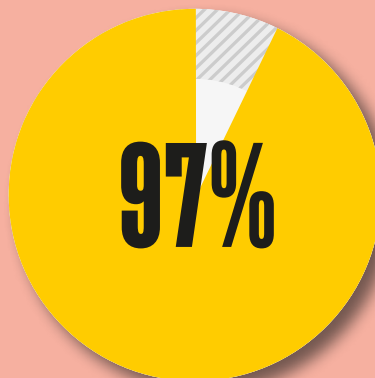
ADVOCACY SERVICE KIRKLEES

Advocate was brilliant – could not have been more supportive and was a credit to the service. Such professionals are very rare. I have used services and mostly got poor service. She went beyond to help me and should be recognised for her work.”



LEEDS MENTAL WELLBEING SERVICE

They are always providing high quality support to clients and communicate well – thank you!”



indicated they received excellent to good support and service delivery.



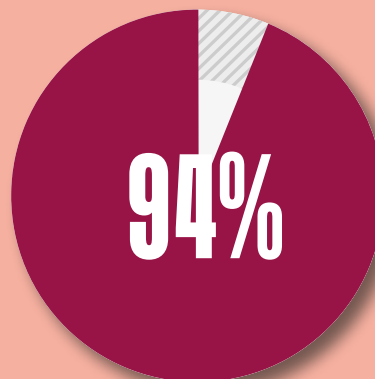
LIVE WELL LEEDS

I really appreciate the work they are doing during this difficult time.”



SIKH ELDERS SERVICE

Staff are supportive. They have been there through difficult times. Thankful for sharing good memories with my family.”



indicated that we are excellent to good at treating them as an individual human being and tailoring support to meet their needs.



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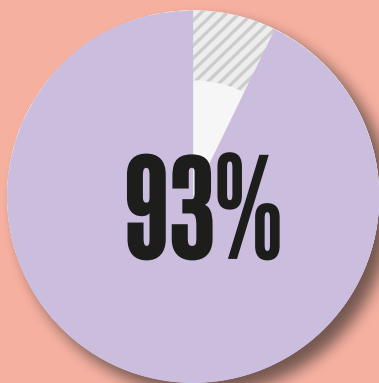
Service user survey results 2021

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WAKEFIELD SAFE SPACE

Everybody needs an award in the service and we should have more staff and members visiting the space. After lockdown I would like to volunteer in my spare time. Best service in Wakefield."



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



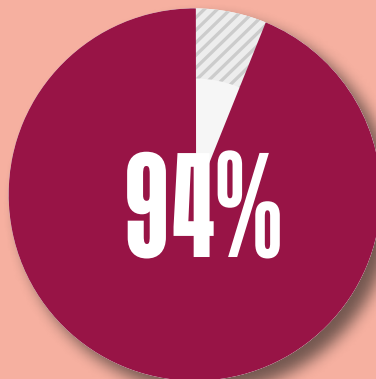
SELF DIRECT SUPPORT

My support worker has been a life saver. Best support worker I ever had, always punctual, very helpful, never complains."

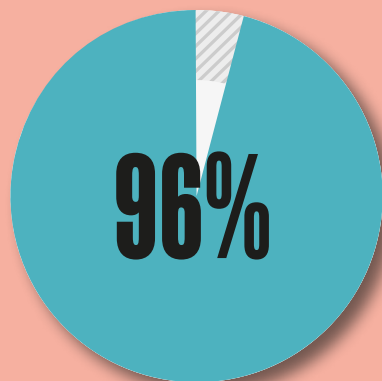


STRONGER FAMILIES

I got a family's first worker at the beginning of lock down. The amount of help and support I have received is endless. I am now beginning training to become a peer mentor myself. That is how much of a positive impact it has had on me."



94% of respondents to this question indicated the quality of our communication about the service they receive and about things happening in Touchstone is excellent to good.



indicated that we are excellent to good in terms of easily getting hold of a named member of staff responsible for their support.



MENTALLY HEALTHY LEADS

Touchstone's big skill is keeping people involved and showing compassion."



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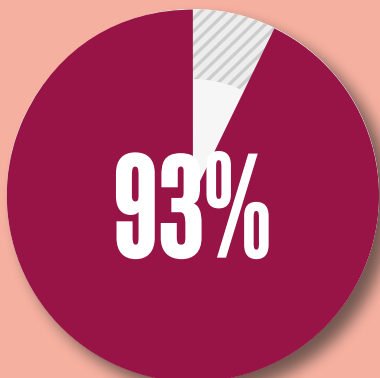
Service user survey results 2021

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CONNECTING OPPORTUNITIES

I appreciate everything Touchstone has done for me."



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



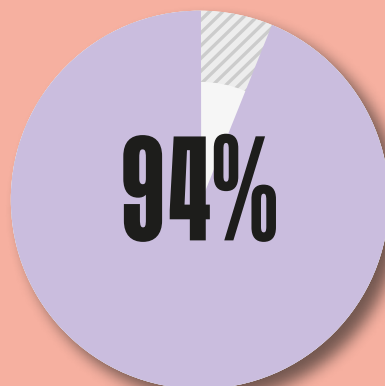
YOUR SPACE

I felt lost not knowing where to turn to or what to do with my life as I often feel isolated and lonely as I'm a carer for my mum. I care for her every day, do not work and suffer from my own mental health. I don't have much support and have always been left to it and have barely any friends I can contact when I'm struggling so to have these groups, meet new people, speak about life has been such an incredible experience."



COMMUNITY SUPPORT TEAM (CST)

Touchstone is a pleasant organisation. Leota, my support worker, is very supportive and is always looking for what next to do in order to improve my mental health. Touchstone is good."



indicated that they would recommend Touchstone to their friends and family.



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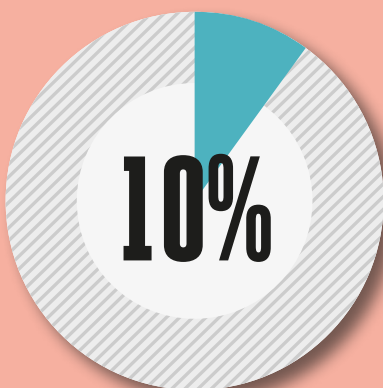
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Service user survey results 2021

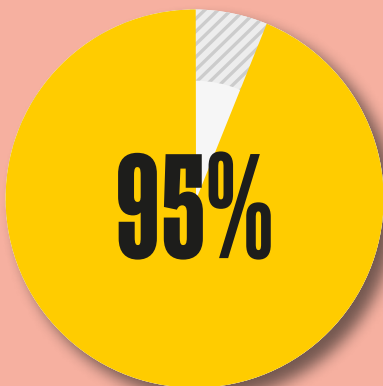


BME DEMENTIA SERVICE

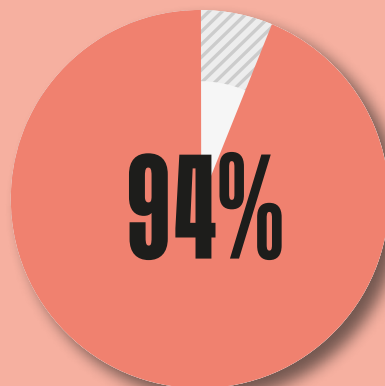
Music has really helped me to open up as I was a very shy person. I have a good laugh and giggles with others so really enjoy & look forward to joining the groups."



indicated that they are current volunteers.



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



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



WELL-BEAN CAFÉ KIRKLEES

Touchstone were such an amazing service for me during a horrible time in my life. They were so supportive and listened to everything with care. They made me feel very comfortable talking about my struggles. After attending the Well-Bean Café once I already felt better after talking to someone."



TOUCHSTONE LOVES FOOD

Touchstone has made me feel like I had my problems listened to instead of being fobbed off."



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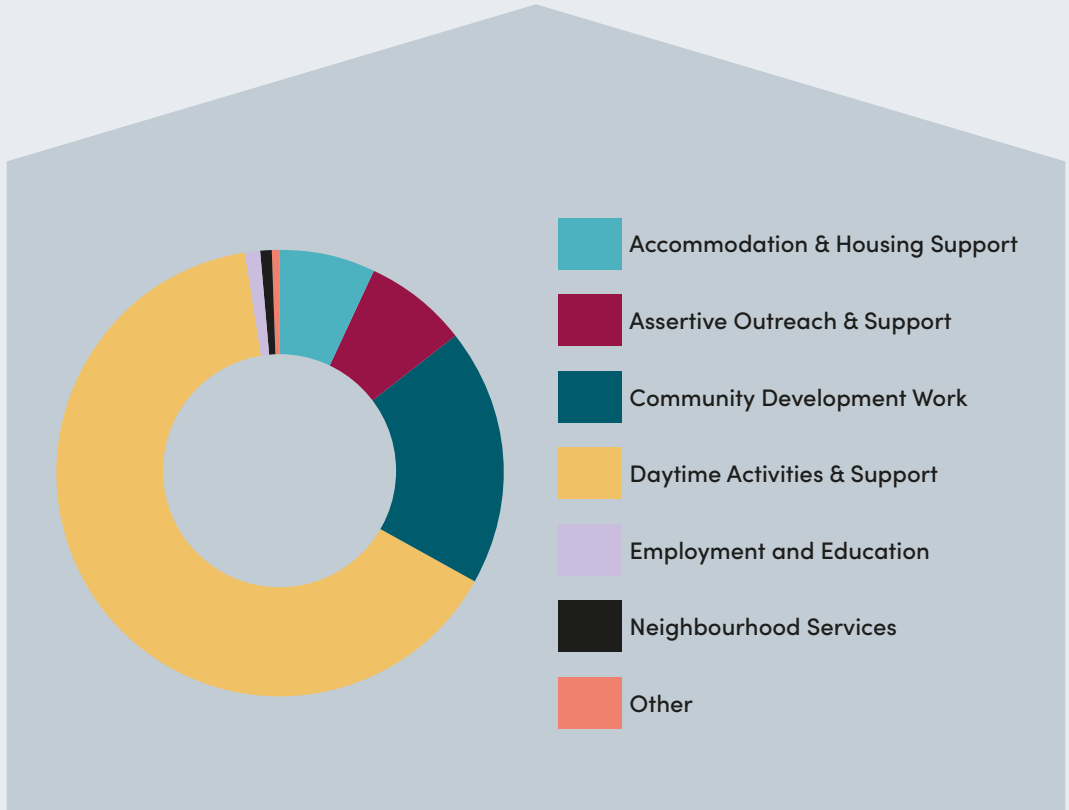


Summary Financial Information

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Incoming resources (by activity)

	2020-21	2019-20
	£000	£000
Accommodation & Housing Support	575	532
Assertive Outreach & Support	591	556
Community Development Work	1,499	1,521
Daytime Activities & Support	5,150	4,749
Employment and Education	96	140
Neighbourhood Services	69	64
Social Prescribing	–	172
Other	33	15
	8,013	7,749

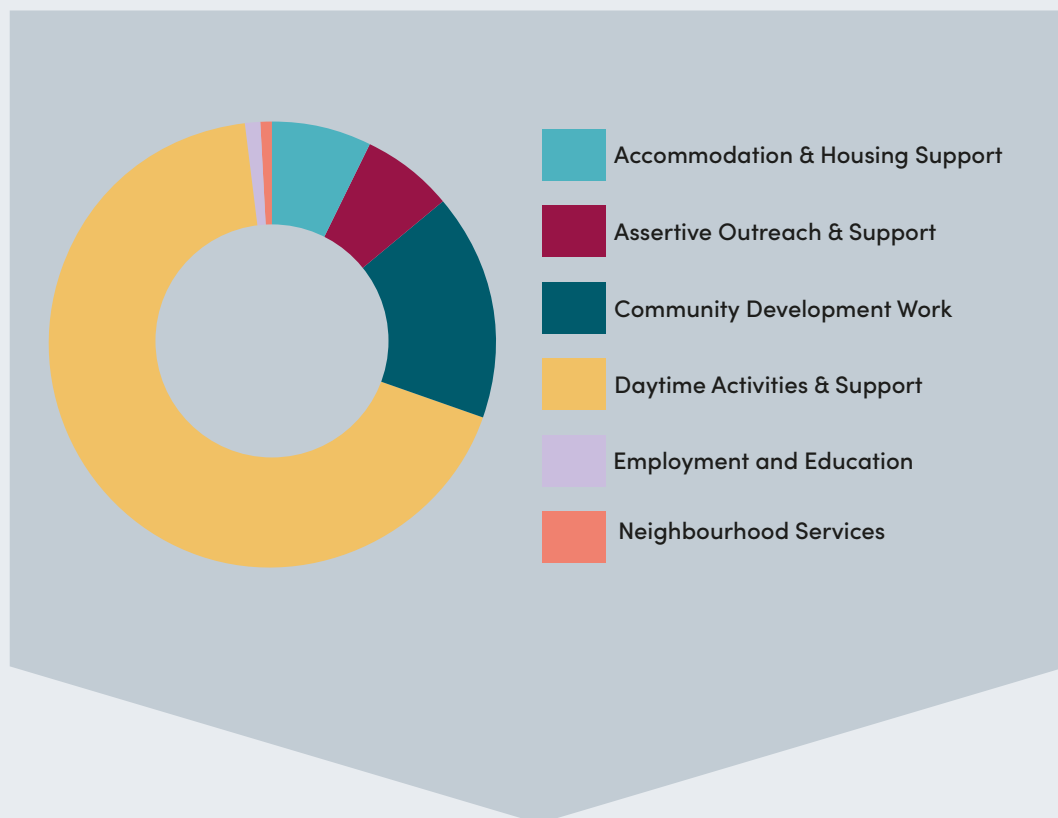




Summary Financial Information

Resources expended (by activity)

	2020–21	20219–20
	£000	£000
Accommodation & Housing Support	550	533
Assertive Outreach & Support	508	491
Community Development Work	1,253	1,402
Daytime Activities & Support	5,136	4,908
Employment and Education	74	117
Neighbourhood Services	58	56
Social Prescribing	–	155
	7,579	7,662





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We invest in people Platinum



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