



Touchstone 2021-2022

ANNUAL REPORT



Welcome to Touchstone's Annual Report

As 2022 marks 40 years since our inception, it's hard not to marvel at how far Touchstone has come. From its foundation as a weekend club to combat loneliness in South Leeds, Touchstone has grown into a vast, evolving organisation, with over 50 services supporting the wellbeing of diverse local communities across Yorkshire.

This growth is borne from both a consistent dedication to the people we serve and a readiness to reflect, change and grow to continue to be the best we can. In our 40th year, we are as dedicated as ever to being a safe, welcoming and inclusive organisation focused on transforming lives and inspiring communities.

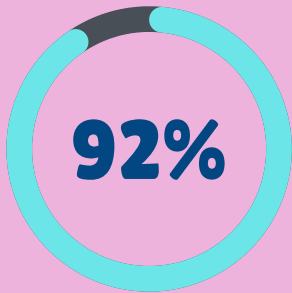
This commitment to both longevity and growth is a testament to our brilliant colleagues, service users, volunteers, Board of Trustees and partners, all of whom remain the bedrock of Touchstone and are at the heart all we do. I look forward to 40 more years working with such dedicated, compassionate and courageous people.

Arfan Hanif, Chief Executive of Touchstone



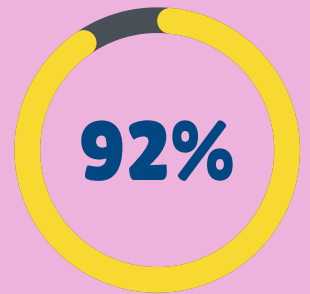
Services Report 2021-2022

Touchstone supported over **10,000** service users, with **7814** referrals made into Touchstone.



92% of service users said that Touchstone is an excellent or good organisation.

92% of service users said they received an excellent or good service in relation to their support and service delivery.

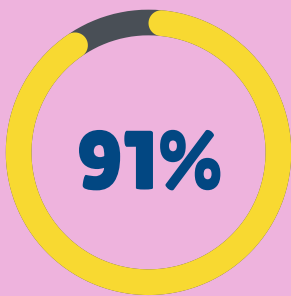
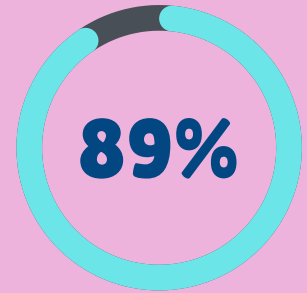


90% of service users said that their experience has been excellent or good in easily getting hold of a named member of staff responsible for their support.



Services Report 2021-2022

89% of service users said that Touchstone are excellent or good when dealing with family members, carers and friends of service users.



91% of service users said that Touchstone are excellent or good in treating them as individual human beings and tailoring support to meet their needs.

"Touchstone has shown me that trust is possible and helped me to meet personal goals to see a brighter future. Thank you."

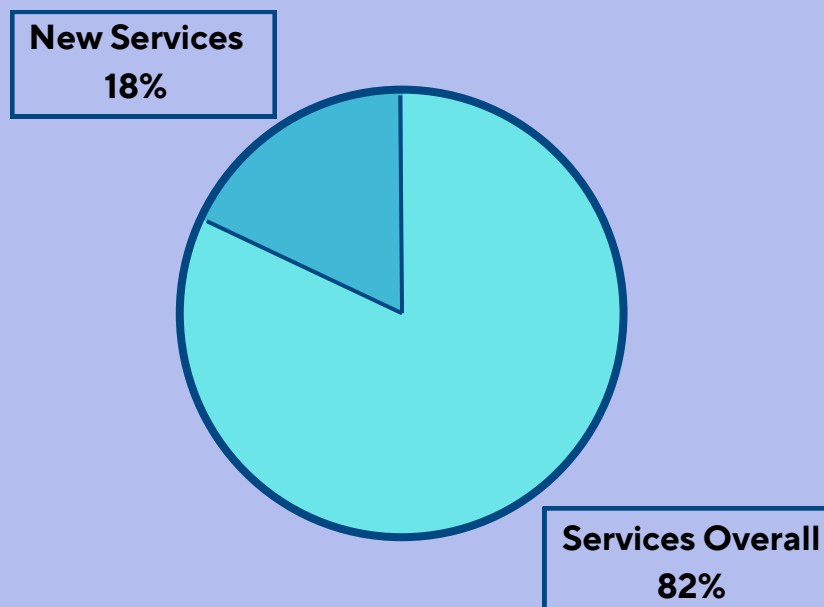
About the Community Support Team





Services Report 2021-2022

Touchstone launched **11 new services**, as either a partner or lead organisation. Currently, we provide **over 50 services**.



Long term services also celebrated big milestones. Our BME Dementia Service marked 10 years and Sikh Elders celebrated 15 years in action!



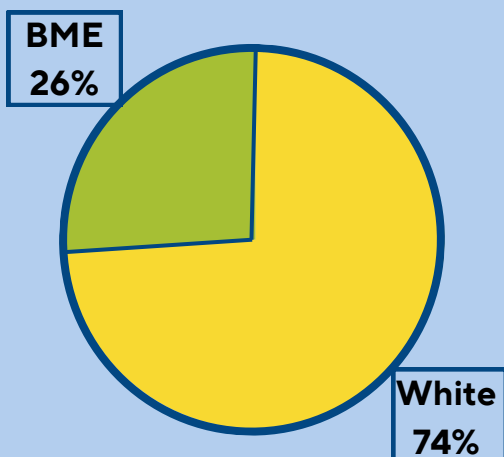
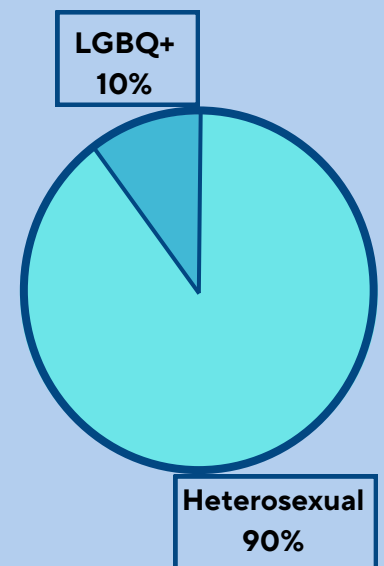


Service Users' Profiles 2021-22

At Touchstone, the people who use our services are at the heart of everything we do. We work hard to ensure our services are accessible to people of all backgrounds and experiences.

Sexual Orientation

Broadly, **90%** of those we supported identified as heterosexual and **10%** identified as LGBTQ+.

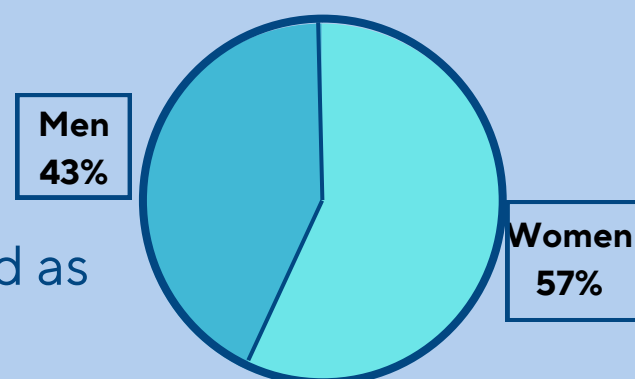


Ethnicity

Broadly, **74%** of those we supported identified as white and **26%** identified as BME..

Gender Identity

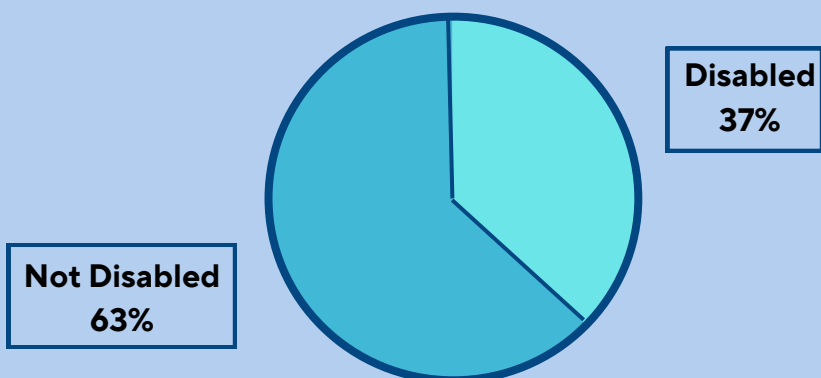
57% service users identified as women (cis or trans) and **43%** identified as men (cis or trans). A total of **63** service users identified as non-binary, trans or other.



Service Users' Profiles 2021-22

Disability

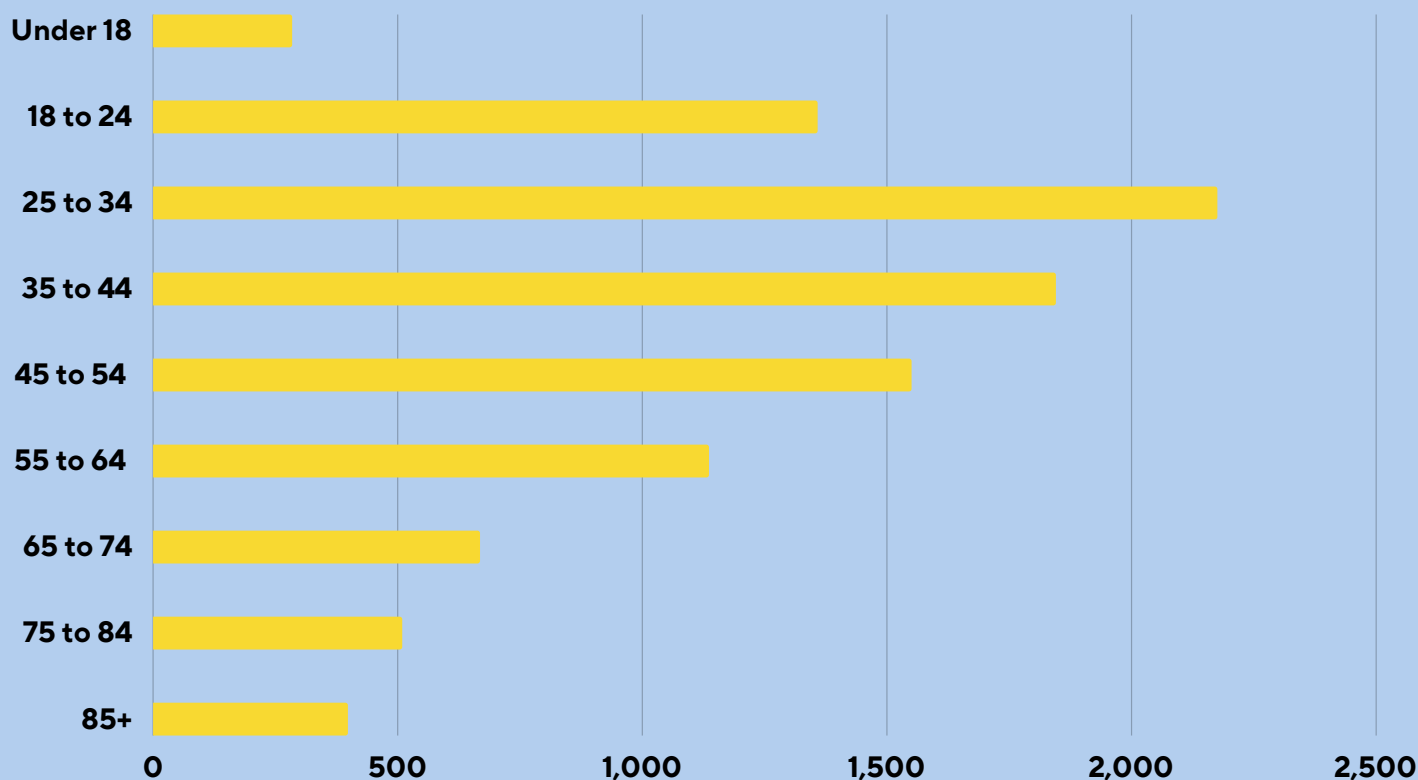
Broadly, **63%** of those we supported identified as not having a disability, whereas **37%** identified as having a disability.



The most common disability recorded was mental health (43%), then dementia (16%), physical disability (14%), learning disability (11%), other (12%) and sensory disability (4%).

Age of Clients

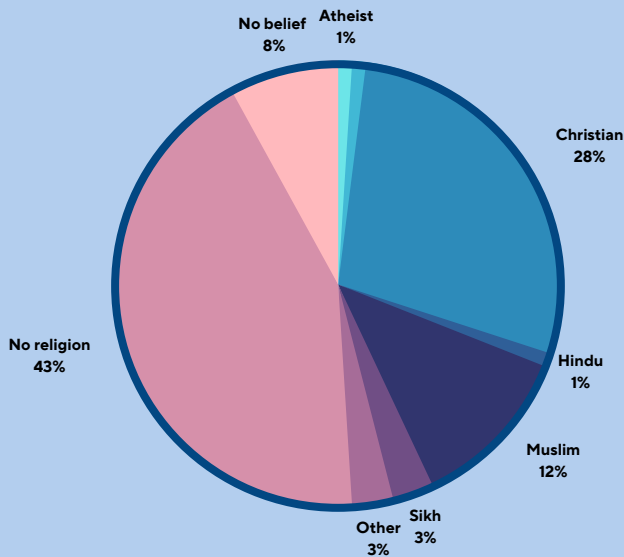
The age profile of our clients varied from under 18s to over 85. The largest age-range group were aged 25 to 34 (22%).



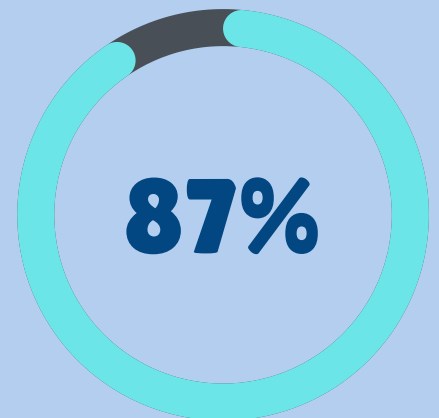
Service Users' Profiles 2021-22

Religion

43% of our service users said they had no religion. Of those who identified as having a religion, the three highest categories were Christian (28%), Muslim (12%) and Sikh (3%).



87% of service users indicated that we are excellent or good when it comes to promoting diversity and making the service accessible



“Touchstone is a **very valuable resource** for many **different people in the community**. The help I received... was really **beneficial** and **so easy to sign up for**... I really appreciated the amount of help that could be given where I was struggling myself, as well as the resources shared with me.

About the Live Well Leeds service



Feedback on Touchstone's Services

“
Touchstone is a **lifesaver** and I wouldn't be here without them. A lifesaver during the pandemic and the last 2 years I have been supported by the service.

About the Self Directed Support service”



“It's great because it gives the opportunity to communicate with others with the same nationality/ethnicity.”

About the Better Together service



“I would still be homeless if it wasn't for you. You've been **amazing**, I can't thank you enough. You are **incredible**.”

About the Beacon Housing service”

Feedback on Touchstone's Services



I often feel quite lonely as I'm a carer and don't get out much... the support groups have been amazing. Improved my confidence and... **given me hope that I am enough**, I am worthy of life and friends. It has given me purpose and... improves my mental health. I'm **forever grateful** to this service.

About the Your Space service

"My family and I have moved to Leeds and we didn't have any support. Touchstone got our confidence back and helped me to look for a job and get some courses. I really appreciate your valuable help."

About the Connecting Opportunities service

The group has **helped me so much**, I appreciate all the support they give.

About the BME Dementia Service



Feedback on Touchstone's Services

A vital service covering the weeknights and weekends. They have been a vital part of my mental health treatment... **At my dark hour they are the service I call...** They have taken me in all states and conditions. Allowing me to be an individual who needs support. A lifesaving, life supporting service. So grateful.

About the Kirklees Well-Bean Cafe



"Very friendly service, helpful and friendly people and nice atmosphere."

About the Ask for Advocacy service



I know that Touchstone has **saved my life!** Without them I don't feel I would be here.

About the Mentally Healthy Leeds service

Staff members at the Org-Wide Away Day at Herd Farm in 2022



Staff profiles 2021-22

In 2021-2022, Touchstone welcomed a brand new Senior Leadership Team.

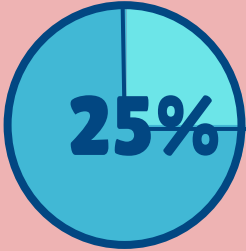


L;R: Arfan Hanif, CEO; Zoe Bridge, Finance Director; Kathryn Hart, Deputy CEO and Director of People and Culture; Sharon Brown, Business Development Director; Sophie Hailwood, Operations Director (Inclusion); Dave Pickard, Operations Director (Quality and Performance)

Overall, Touchstone has grown by 7% over the last year, employing over 250 staff with 52 new posts being created in 2021-22.

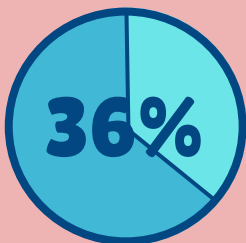
Staff profiles 2021-22

Touchstone works hard to ensure that our staff are a diverse workforce that represent the people we work with and support.



25% of our staff identified as LGB (Lesbian, Gay or Bisexual).

12% of our staff identified as disabled.



36% of our staff identified as BME (Black and Minority Ethnic).

6% of our staff identified as trans and/or non-binary.



"My life has changed so much since working at Touchstone, the inclusivity, understanding and diversity of Touchstone and its staff never ceases to amaze me"

Touchstone Staff Member

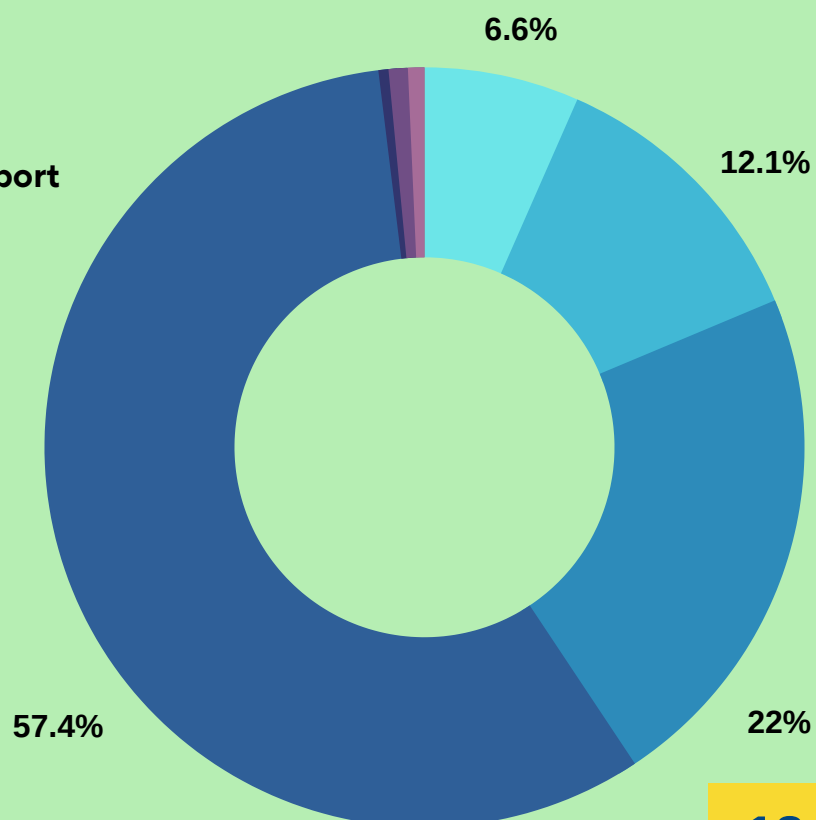


Summary Financial Report 2021-2022

Incoming Resources (By Activity)	2021-22	2020-21
	£000	£000
Accommodation and Housing Support	557	575
Assertive Outreach and Support	1,022	591
Community Development Work	1,858	1,499
Daytime Activities and Support	4,852	5,150
Employment and Education	36	96
Neighbourhood Services	69	69
Other	59	33
Overall	8,453	8,103

2021-22 Figures

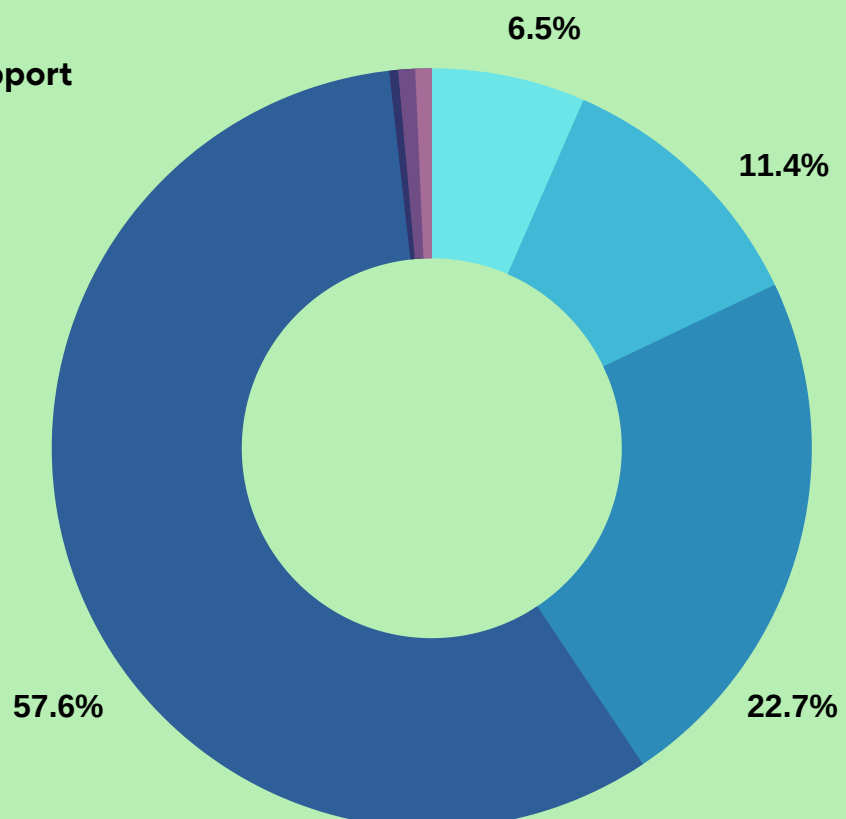
- Accommodation and Housing Support
- Assertive Outreach and Support
- Community Development Work
- Daytime Activities and Support
- Employment and Education
- Neighbourhood Services
- Other



Summary Financial Report 2021-2022

Resources Expended (By Activity)	2021-22	2020-21
	£000	£000
Accommodation and Housing Support	554	550
Assertive Outreach and Support	965	508
Community Development Work	1,925	1,253
Daytime Activities and Support	4,881	5,136
Employment and Education	32	74
Neighbourhood Services	61	58
Overall	8,418	7,579

2021-22 Figures





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