



Touchstone 2022-2023

Annual Report



Welcome to Touchstone's Annual Report

I have been immensely proud to see Touchstone continue to flourish this year, especially during an incredibly challenging time. As budgets tighten and demand increases, exacerbated by the Cost of Living crisis, our staff have responded remarkably, working with expertise and agility to adapt their services and meet the evolving needs of local communities.

Our ability to keep delivering such high-quality services is only possible with the support of staff, volunteers, and trusted partners, and the involvement of service users at all levels of our work. This collaborative approach, rooted in the communities we serve, makes us a partner of choice and a respected source of knowledge on health and wellbeing issues affecting local people. As such, this year has seen us work with a wide range of partners to positively influence local health and social care systems, encouraging improved integration, collaboration, and service user involvement across Yorkshire.

During 2022-23, our dedication to inclusivity, innovation and quality was recognised through a range of prestigious awards, including being named: the 5th Best UK Charity to work for by Best Companies; the 3rd Best UK Company to Work for by Inclusive Companies; and the Best Large UK Platinum Employer by Investors in People. These awards reflect the continued hard work, expertise and compassion of our staff, volunteers, and service users, who continually strive to make Touchstone a safe, inclusive, and supportive space for everyone who might need it. It is a privilege to continue to work with such dedicated people, making a difference to the lives of so many. I look forward, as always, to what the coming year brings us.

Arfan Hanif, Chief Executive of Touchstone



Services Report 2022-2023

In 2022-23, Touchstone launched a range of new services, as either a partner or lead organisation.

These are:

- Wakefield Mental Health Discharge Support;
- Being You Leeds;
- Wakefield Community Enablement Team;
- BRH Active Social Prescribing

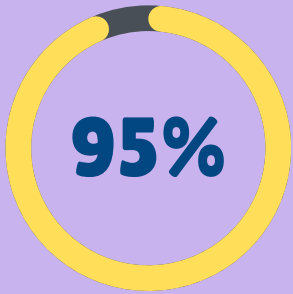


We have also welcomed the Recruitment and Inclusion project, who work with the West Yorkshire Health and Care Partnership to support inclusive recruitment in local NHS trusts.



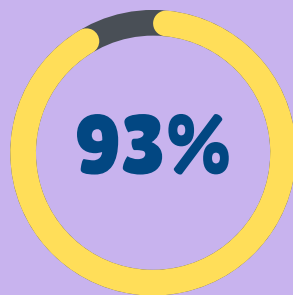
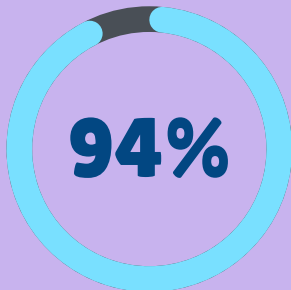
Service User Satisfaction 2022-2023

Touchstone supported, on average, **9704** service users, with **7103** referrals made into Touchstone. Questionnaires were sent out to **2188** service users and **519** of them responded as below.



95% of service users said that Touchstone is an excellent to good organisation.

94% of service users said they received an excellent to good service in relation to their support and service delivery.



93% of service users said that we are excellent to good at treating them as an individual human beings and tailoring support to meet their needs.

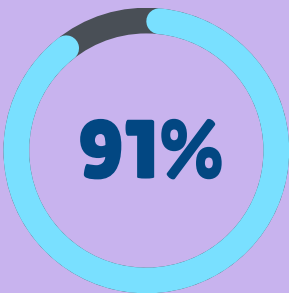
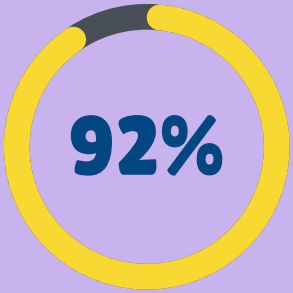


Service User Satisfaction 2022-2023



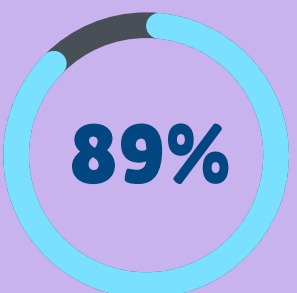
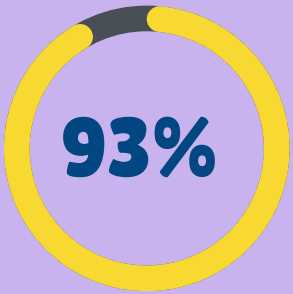
90% of service users said that we are excellent to good when it comes to getting things right first time.

92% of service users said that we are excellent to good when dealing with family members, carers, and friends of service users.



91% of service users said that the quality of communication they receive about the service and about things happening in Touchstone is excellent to good.

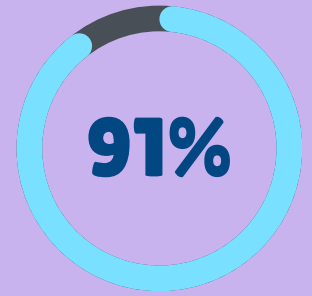
93% of service users said that they would recommend Touchstone to their friends and family.



89% of service users said that we are excellent to good in relation to getting service users involved in Touchstone.

Service User Satisfaction 2022-2023

91% of service users said that Touchstone are excellent to good in terms of easily getting hold of a named member of staff responsible for their support.



95% of service users said that Touchstone are excellent to good when it comes to promoting diversity and making the service accessible.

“It was fantastic... I was treated as a VIP, I was valued, I was respected, I was treated like an individual, I was given active participation in my own care and support. They worked in partnership with me, it was done with me rather than to me or for me. I was really empowered.”

Service User, Live Well Leeds



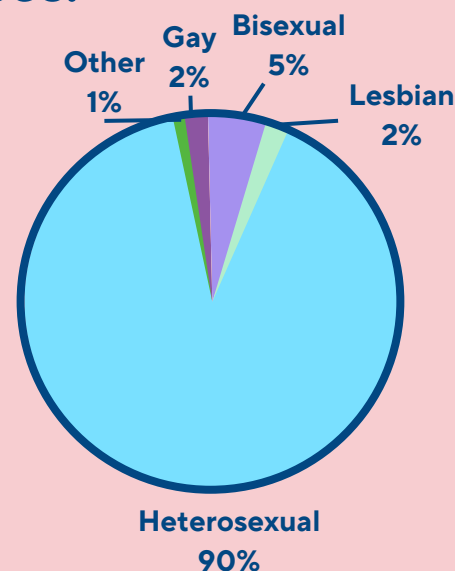


Service Users' Profiles 2022-23

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.

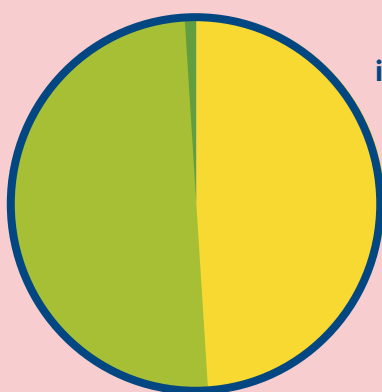
Sexual Orientation

90% of those we support identified as heterosexual, **5%** identified as bisexual, **2%** identified as gay, **2%** identified as lesbian, and **1%** identified as other.



Trans, non-binary, other
1%

Men, incl. trans men
50%



Women, incl. trans women
49%

Gender Identity

49% service users identified as women and **50%** identified as men. **1%** of service users identified as non-binary, trans or other.

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"It's really helped me. I was shocked at how there is so much LGBTQIA stuff, it's amazing for diversity. 100% would recommend."

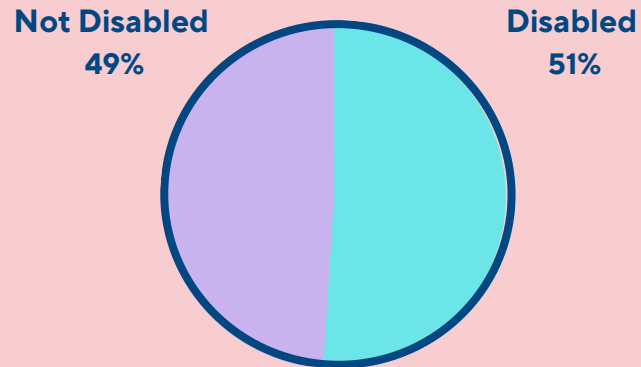
Service User, Live Well Leeds

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Service Users' Profiles 2022-2023

Disability

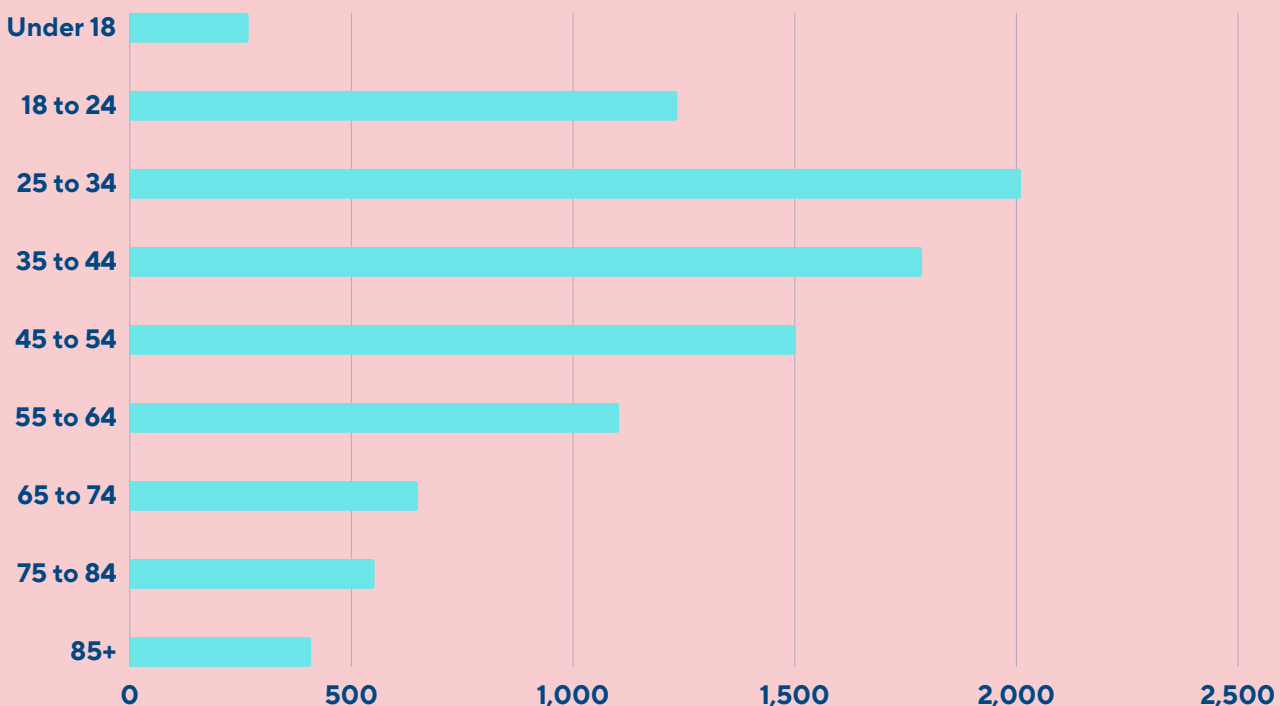
51% of those we supported identified as having a disability and **49%** identified as not having a disability.



The most common disabilities recorded were mental health (**42%**), dementia (**15%**), physical disability (**15%**), learning disability (**12%**), other (**12%**), and sensory disability (**4%**).

Age of Clients

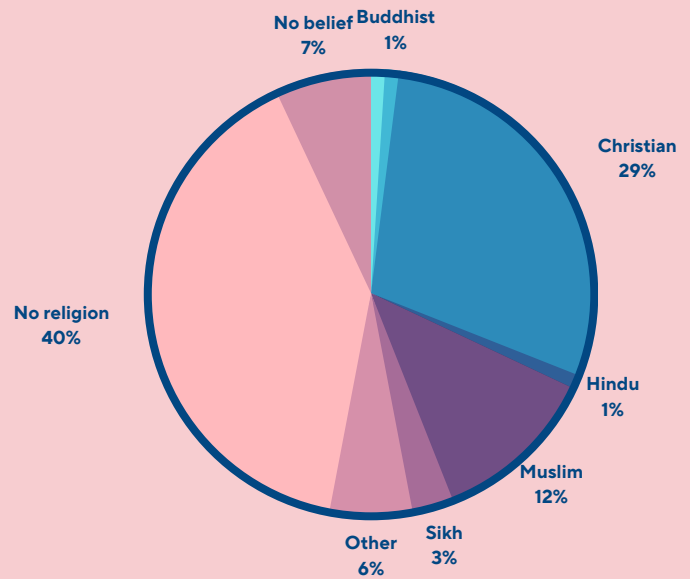
The age profile of our clients varied from under 18s to over 85. The largest age-range group were aged 25 to 34 (20%).



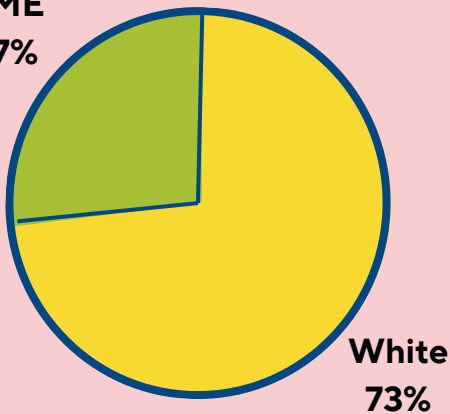
Service Users' Profiles 2022-2023

Religion

47% of our service users said they had no religion or belief. Of those who identified as having a religion, the three highest categories were **Christian (29%)**, **Muslim (12%)** and **Sikh (3%)**.



BME
27%



Ethnicity

Broadly, **73%** of those we supported identified as white and **27%** identified as Black or from a Minority Ethnicity (BME).

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“I found so much support in being able to be supported by Asian support workers who understood my cultural needs, and expectations. It improved my confidence and self-esteem in getting out and about.”

Service User, Live Well Leeds

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Painting Touchstone's benches for Pride Month 2023



Staff Profiles and Feedback 2022-23

In 2022-2023, Touchstone employed over 250 staff.



We continue to be an award-winning employer, with inclusion at the heart of all we do. This year, we also developed existing staff networks, and introduced new ones, including the EACH (Ethnicity, Authentic Culture and Heritage) Network, LGBTQ+ network, Disability Network, Inter Faith and Belief Network, Carers' Network, and Neurodiversity Network.

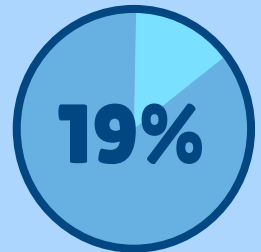
Staff Profiles and Feedback 2022-23

At Touchstone, we know how important it is for our diverse workforce to represent our local communities.



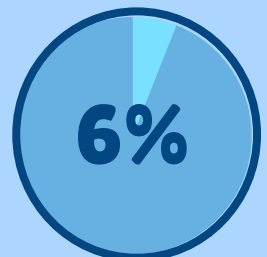
26% of our staff identified as LGB (Lesbian, Gay or Bisexual).

19% of our staff identified as disabled.



35.5% of our staff identified as BME (Black and Minority Ethnic).

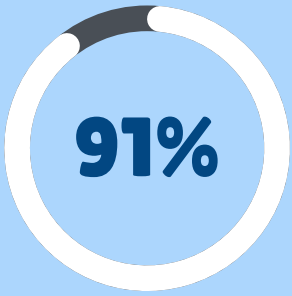
6% of our staff identified as trans and/or non-binary.



“The inclusivity is so amazing, it is such a lovely environment to be in and it feels like everyone's opinion is valid and respected as human beings.”

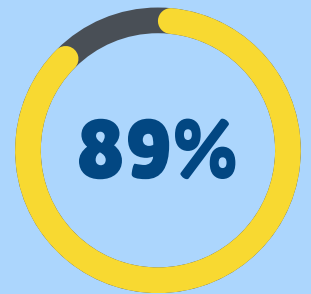
Staff member

Staff Profiles and Feedback 2022-23



91% of staff would promote Touchstone to friends and family as a good employer to work for.

89% of staff feel supported at work in relation to their health and wellbeing.



99% of staff feel that Touchstone promotes equality and diversity, including gender, race, ethnicity, religion, disability, age or sexual orientation.

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“Touchstone has shown to be very inclusive and diverse and this is really reflected through its amazing employees. Everyone seems to really care and want to make a difference which is great.”

Staff member

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Staff Profiles and Feedback 2022-23

“I think the attention to inclusion is fantastic. It is the best company I have worked for in terms of the thought and action that is put into making any person feel welcome and safe as a service user or employee.”

Staff member



“The clients are at the heart of the service. Staff are respected and believed in.”

Staff member



“I really appreciate the diversity at Touchstone, where everyone accepts one another. I also really like that I can pray at work and my work can accommodate my religious needs where possible.”

Staff member

EACH (Ethnicity, Authentic Culture Heritage) staff network social



Feedback on Touchstone's Services

“Touchstone has been a lifesaver and I would not be where I am today without the support provided... I think there should be another category above excellent, such as **Practically Perfect**, as some of the care and support I receive is perfection. I am treated like a **person, with respect.**”

Service User, Self-Directed Support



“Touchstone are good at getting things right but when it goes wrong they are available to listen to put it right.”

Service User, Ask4Advocacy



“The service is great.. I wouldn't change this men's group it's **amazing.**”

Service User, Mentally Healthy Leeds

Feedback on Touchstone's Services



“It was great. I didn't get told what to do, it was suggestions based on things that I actually wanted and [my peer support worker] listened to me when I told her things that hadn't worked in the past. I can go to the front door now without panicking and take a few steps outside.”

Service User, Leeds Mental Wellbeing Service Peer Support

“Fantastic service. Very helpful staff.”

Service User, BME Dementia Service

“I am very happy to join the walking group. I enjoy meeting friends and other people. It improves my health.”

Service User, Better Together



Feedback on Touchstone's Services

"I think Touchstone, is an amazing supportive network, an organisation that puts personal needs first, an understanding atmosphere for all, a place where you feel comfortable in sharing in a confidential space, making people feel warm and welcome."

Service User, Your Space



"Since joining, Touchstone has helped me immensely, especially in my confidence, and most all areas."

Service User, TOPS (Touchstone Outreach Prevention and Support)

"This service is excellent for my mum. I feel her needs are met and she thoroughly enjoys her time there."

Family Member, Sikh Elders service



Feedback on Touchstone's Services



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“Touchstone has been life saving for me... the help [my support worker] gave me saved my life, helped me realise I matter, gave me confidence and gave me responsibility for my recovery (which I have never had before and was life changing).”

Service User, Community Support Team

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“As a volunteer, it is very rewarding and friendly.”

Volunteer, TOPS

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“I think Touchstone is a very good service... They helped me through a lot past and present.”

Service User, Beacon Housing

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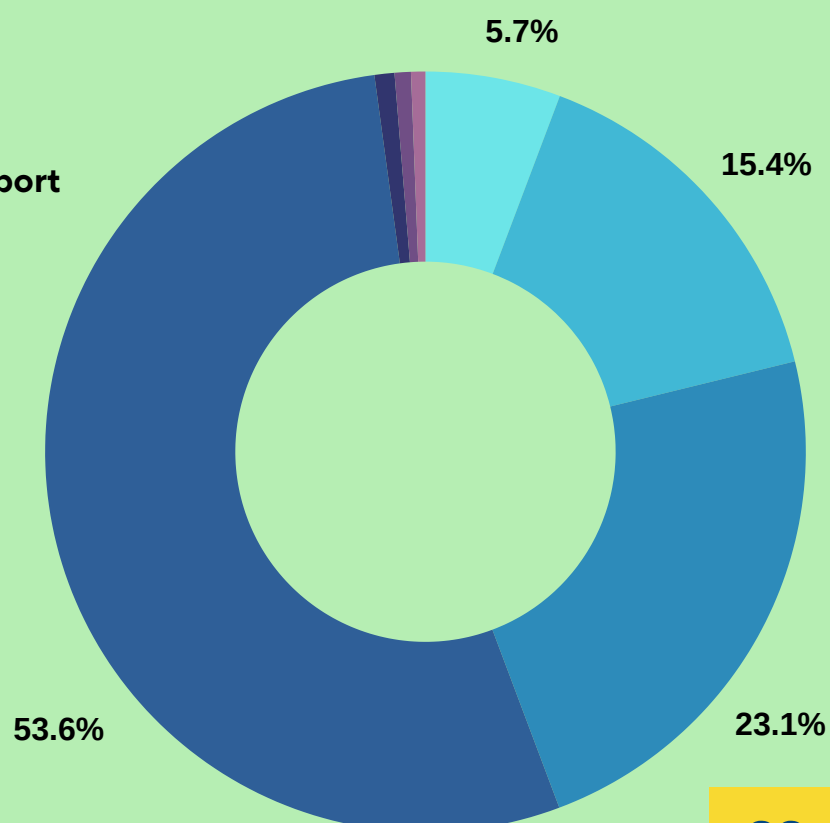
Staff member at September Herd Farm, Away Day



Summary Financial Report 2022-2023

Incoming Resources (By Activity)	2022-23	2021-2022
	£000	£000
Accommodation and Housing Support	557	557
Assertive Outreach and Support	1,495	1,022
Community Development Work	2,238	1,858
Daytime Activities and Support	5,191	4,851
Employment and Education	82	35
Neighbourhood Services	67	68
Other	145	59
Overall	9,778	8,453

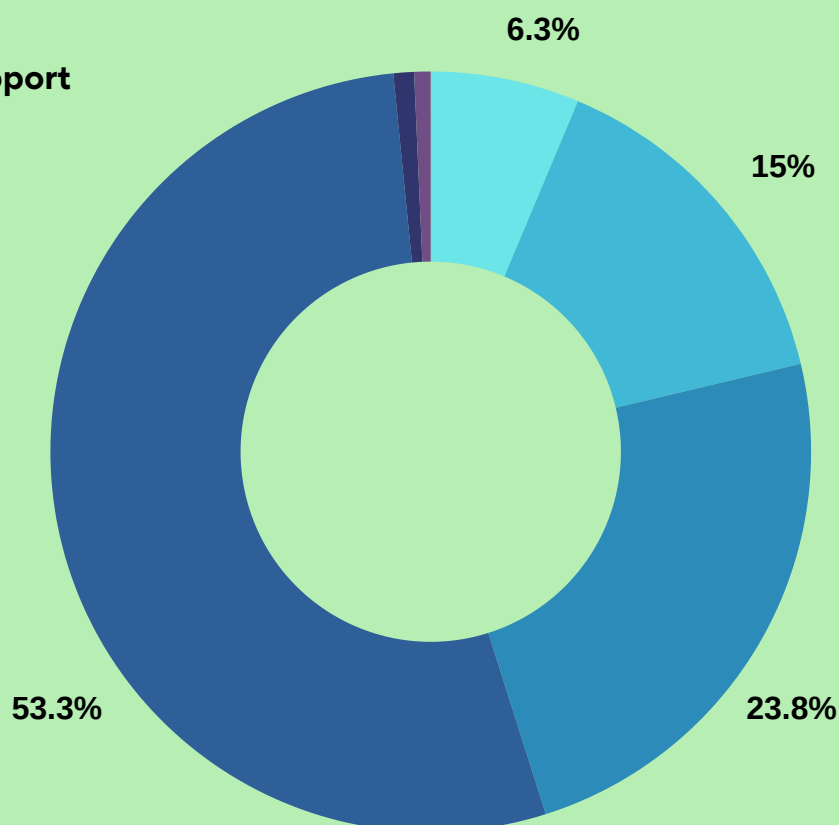
2022-23 Figures



Summary Financial Report 2022-2023

Resources Expended (By Activity)	2022-23	2021-22
	£000	£000
Accommodation and Housing Support	588	554
Assertive Outreach and Support	1,390	965
Community Development Work	2,214	1925
Daytime Activities and Support	4,955	4,881
Employment and Education	81	32
Neighbourhood Services	65	61
Overall	9,295	8,417

2022-23 Figures





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