





Annual Report 2023-2024





Welcome to Touchstone's Annual Report

As 2024 comes to a close, it's time to reflect on the brilliant work that has happened at Touchstone this year. As anyone working in the sector will know, the changing landscape of funding and increase in service demand has led to a challenging year for charities. Despite these challenges, I am immensely proud of the whole Touchstone team for continuing to provide such high quality and outstanding mental health support to communities across Yorkshire at this time.

During this year, Touchstone has diversified our offer based on the expertise of our staff and the needs of our communities. We have expanded our complex mental health support offer and developed a service providing urgent care to young people in crisis, as well as continuing to offer more support in Wakefield (see page 2 for more service updates). We are proud to be expanding into these vital areas of need to support people from all walks of life struggling with their mental health.

Through this work, we have developed new, and sustained existing, relationships with a range of expert partners. These fruitful partnerships ensure our communities can access the very best, joined-up support for them. We look forward to continuing to be a partner of choice and collaborating with organisations across the public, private, and voluntary sector in the years to come.

This year, we have also welcomed a brand new Chair of Trustees, Sam Cheverton. With years of experience leading on strategy in the charity sector and impact across the health sector, we know Sam will bring a wealth of knowledge and skills to her new role. I'd also like to take this opportunity to express immense gratitude to our former chair Jeremy Horsell for his years of service and wish him all the best with his future endeavours.

Alongside these exciting developments, Touchstone has continued to excel as a sector leader in our co-production work, support for marginalised communities, and inclusive recruitment. This year, our expertise in these areas has been recognised through a range of prestigious awards (see page 12 for more details), which we are very proud of. We are also dedicated to continual evolution and learning in equality, diversity, and inclusion practices. In 2024, Our Staff Equality Networks ran our first 'Intersectionality Conference' to explore how we can better support staff, volunteers, and service users with intersecting identities. I look forward to many more opportunities to learn and develop together in the coming year.

Throughout the following pages, you will see more of our key highlights from the past year. None of these would be possible without the daily hard work of our outstanding staff, volunteers, and partners, providing the very best support possible to communities across Yorkshire. I feel privileged to be part of an organisation where safe, inclusive, and person-centred support are prioritised for every person who walks through our doors. I look forward to another exciting year of learning, achievements and continually supporting our local communities.



Services Report 2023-2024

In 2023-24, Touchstone launched a range of new services, as either a partner or lead organisation.

These are:

- Complex Psychosis Practitioners team
- Wakefield Emergency Department Link Workers
- Beyond the Gate (support worker role in St Giles Trust service)
- Psychological Professions Network Coproduction
- Leeds Active Travel Hub Grant
- Leeds Mental Health Anti Stigma Campaign
- Crisis Workforce Development and Training Lead
- Urgent Care Youth Workers
- South Yorkshire RECONNECT Peer Support

We have also successfully retendered the following services:

Community Rehabilitation Enhanced Support Team (CREST), Touchstone Outreach and Prevention Support (TOPS), Men's Health Unlocked, Men in Health, and Armley TB service.





Service User Satisfaction 2023-2024

This year, Touchstone supported 1000s of service users. The following figures were taken from our Service User Satisfaction Survey, which was filled out by a proportion of service users:



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

95% 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 being and tailoring support to meet their needs.



Service User Satisfaction 2023-2024



91% 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.





94% of service users said that the quality of our communication 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.





91% of service users said that we are excellent to good in relation to getting service users involved in Touchstone.

Service User Satisfaction 2023-2024

93% 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.





94% of service users said that Touchstone are excellent to good when it comes to promoting diversity and making the service accessible.

Absolutely fantastic, immaculate, very supportive, very understanding, top rank of support workers in this country. They saved my life. I have 100% trust in them.

Service User, Live Well Leeds

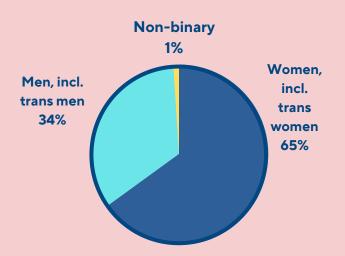


Mental Health Awareness Week 'Wear it Green Day' with BME Dementia Service



Service Users' Profiles 2023-24

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, identities, and experiences. The following service user profiles have been taken from our case management systems:

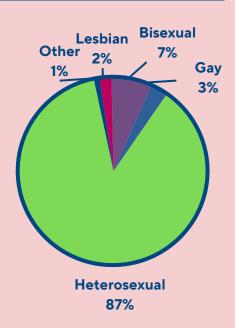


Gender Identity

65% of service users identified as women and **34%** identified as men. **1%** of service users identified as non-binary.

Sexual Orientation

87% of those we support identified as heterosexual, 7% as bisexual, 3% as gay,2% as lesbian, and 1% identified as having a different sexual orientation to those described in these categories.



I feel Touchstone offers and provides lots of support. I feel it promotes and supports diversity, equality and inclusion.

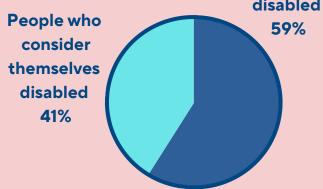
Service User, Beacon Housing

Service Users' Profiles 2023-2024

People who do not consider themselves disabled

Disability

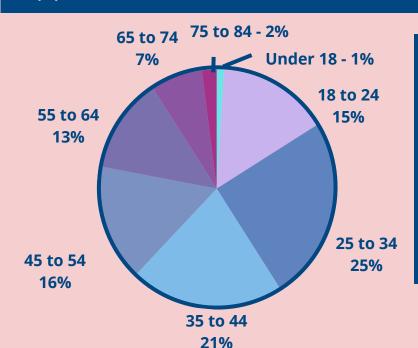
41% of those we supported identified as having a disability and **59%** identified as not having a disability.



The most common disabilities recorded were mental health (45%), physical disability (19%), long standing illness or health condition (11%), and neurodiversity (9%). This information is based on types of disabilities reported with some people reporting more than one type of disability.

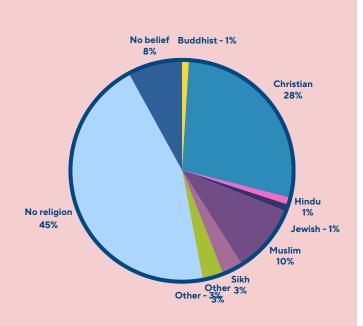
Age of Clients

25% of service users were aged 25 to 34, making this the most populated age group. **Under 1%** of service users were aged 85+, making this the least populated age group we supported.



1% of service users were under 18. This may change in future years as Touchstone expands our support offer for young people.

Service Users' Profiles 2023-2024



Religion

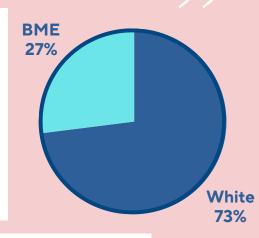
45% of service users said they had no religion and 8% said they had no belief. Of those who identified as having a religion, the three highest categories were Christian (28%), Muslims (10%) and Sikh (3%).

I feel understood by workers from diverse backgrounds and that they can comprehend my background. I have amazing support workers who go above and beyond their jobs and are very caring, passionate, supportive and lovely people.

Service User, Community Support Team

Ethnicity

73% of service users identified as white and 27% of service users identified as Black or as a different Minority Ethnicity (BME).



Within this broad 'BME' category, **4%** identified as Indian, **4%** as Pakistani, **4%** as another Asian background, **3%** as African and **2%** as Chinese.



In 2023-2024, 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 were named 4th Best UK Employer and 1st Best Employer in the Charity Sector and in Yorkshire and Humber for LGBTQ+ People by Stonewall.
- We, once again, achieved the Investors in People Platinum accreditation.
- We placed in the Top 3 Inclusive Companies at the Inclusive Companies Awards.

At Touchstone, we know how important it is for our diverse workforce to represent our communities. These figures give a small insight into the diversity of our staff:



31% of our staff are LGBTQI+, with **27%** of staff identifying as LGB and **4%** identifying as trans and/or non-binary.

38% of our staff identified as Black or a Minority Ethnicity (BME).



25%

25% of our staff are a carer to a relative or friend.

Approx. **73%** of staff have struggled with their mental health; approx. **23%** said they had not had a mental health problem; and **4%** preferred not to say.



18%

18% of our staff have a disability.



Approximately 91% of staff agree or strongly agree that they would promote Touchstone to friends and family as a good employer to work for.

Approximately 89% of staff agree or strongly agree that they feel supported at work in relation to their health and wellbeing.





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

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

Touchstone encourages all staff to be open individuals. It nurtures and supports people with differences and encourages us to show that same kindness to all the service users we work with. It has made me a kinder person in and out of work



Staff member



Touchstone are a very inclusive place to work which is amazing and I love that there is a lot of training to enhance peoples work experiences and knowledge.

Staff member

99





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



Below is just some of the feedback captured from our annual Service User Satisfaction survey. Thank you to everyone who shared such warm, open feedback with us.

66



I have been meeting with [my support worker] for over a year now with the aim of getting me out of the house and mixing. She has been a brilliant help and a lovely person.

Service User, Community Wellbeing
Connectors



These services [are] invaluable and [I] would recommend to anyone going through a difficult time to reach out. I felt heard throughout my journey and having someone to listen, whilst carefully and sensitively guiding me, has helped me navigate through the tough times.

Service User, Leeds Mental Wellbeing
Service





I think Touchstone is a really great service. I suffer with depression and anxiety... I've felt like Touchstone took a big weight off my shoulders. Since I was homeless they've really supported me in this accommodation and made me feel safer and better days ahead.

Service User, Beacon Housing
Service

My mental health is improved since attending group. I enjoy connecting with others.

Service User, Sikh Elders Service

Staff I meet are always friendly, sincere, helpful, and knowledgeable. User-friendly and easily accessible location.

Service User, Better Together



Touchstone is a great organisation and has benefitted me in my recovery in many ways. Not only have I used the services in times of crisis but have felt empowered to volunteer in services and groups I enjoy. They put the service users first and co-production is practiced religiously.

Service User, LMWS Inclusion Team





Touchstone has been life saving for me... [they] 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



Touchstone is a valuable service providing support and activities... it helps reduce social isolation, I like engaging with other visitors whom are nice and non-judgemental. It's good to come to a safe space and receive 1-1 support when required... It is friendly, helpful and accessible for me.

Service User, Here For You (formerly Well Bean Crisis Cafes)

Very good service.

Service User, Black and Minority Ethnic Dementia

They help me to get my life organised and give me some direction.

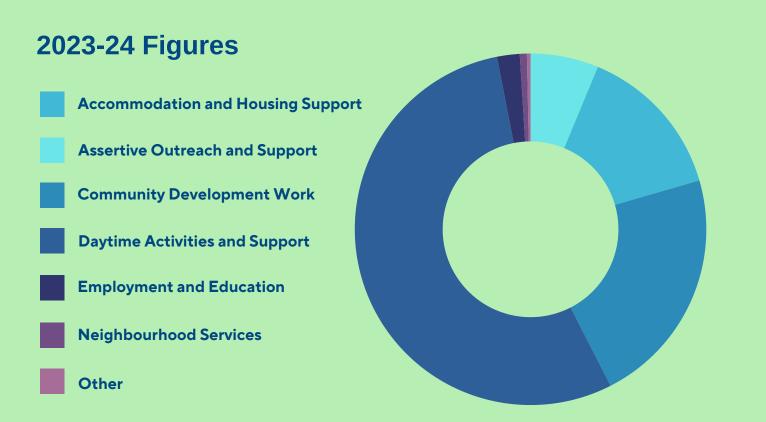
Service User, Wakefield Community Enablement Team



Staff at Touchstone's Wellbeing Walks for World Suicide Prevention Day 21 INSPIRING COMMUNITIE TRANSFORMING LIVES

Summary Financial Report 2023-2024

Incoming Resources (By Activity)	2023-24 £000	2023-2023 £000
Accommodation and Housing Support	619	557
Assertive Outreach and Support	1,409	1,495
Community Development Work	2,170	2,239
Daytime Activities and Support	5,382	5,191
Employment and Education	206	82
Neighbourhood Services	64	68
Other	33	146
Overall	9.883	9.778



Summary Financial Report 2023-2024

Resources Expended (By Activity)	2023-24 £000	2022-23 £000
Accommodation and Housing Support	600	589
Assertive Outreach and Support	1,477	1,390
Community Development Work	2,246	2,215
Daytime Activities and Support	5,613	4,955
Employment and Education	197	81
Neighbourhood Services	65	66
Other	13	
Overall	10.211	9.296

2023-24 Figures





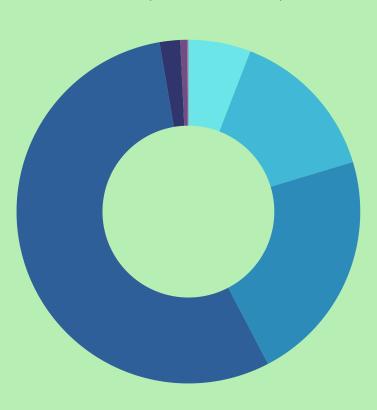












Due to the challenges posed to charities by the financial climate, the growth in income during 2023/4 fell short of the targeted income of £12 million. The year-on-year increase in costs over the same period reflect the scaling up of central resources to support the anticipated larger income portfolio and pay award / cost of living increase.













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