



Touchstone Annual Report 2024-2025

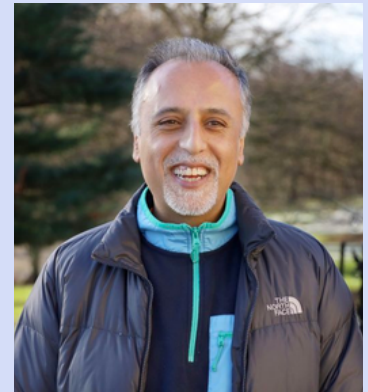


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Our Chief Executive Officer

As 2025 draws to a close, I'm excited to present this year's Annual Report. While 2025 has continued to bring a challenging financial landscape for the third sector, this report is testament to the Touchstone community's incredible ability to rise to those challenges and continue to inspire. The following pages are full of photographs, inspiring quotes, and updates from our teams that showcase Touchstone at its gloriously diverse best. I hope you enjoy reading it as much as I did.



During this year, Touchstone has continued to provide mental health support for people at every stage of their journey, from community groups for people feeling lonely to out-of-hours support for people in crisis. In particular, this year we have expanded our role as a vocal advocate for suicide prevention. On World Suicide Prevention Day, Touchstone, alongside Leeds City Council, were privileged to lead the Leeds leg of the 'Baton of Hope', a nationwide relay designed to raise awareness of suicide. We were all deeply proud to be part of such a special day and look forward to continuing conversations about suicide prevention in our communities.

At Touchstone, we specialise in making our services safe, accessible, and inclusive for everyone, including people from marginalised and under-served communities who face barriers to getting support. During this year's Mental Health Awareness Week, we brought together over 40 organisations that support diverse communities into a one-stop shop. This excellent event helped people from every corner of Leeds to learn more about the support they can access and brought organisations together to discuss how we can provide better joined-up support. I look forward to many more opportunities for unity and community in 2026.

2025 also saw Touchstone increase our focus on fundraising to make sure we can continue to provide the very best support to the people we serve. We are deeply grateful to everyone who has supported us in this endeavour, with our brilliant supporters taking on challenges from duck-themed fun runs to marathons to raise money for us!

As 2026 comes into view, I remain immensely proud, excited, and privileged to be part of this special organisation. I am hugely grateful for all the hard work of our staff, volunteers, trustees, and partners who make such a positive impact and I look forward to an optimistic future, where our work reflects the aspirations of the communities we serve.

Arfan Hanif, Chief Executive of Touchstone

Our Chair of Trustees

As we reach the end of 2025, I feel an enormous sense of pride and gratitude for everything Touchstone has achieved this year. Reading this Annual Report, I'm reminded that behind every statistic and every story is a person whose life has been touched by the care, compassion, and commitment of our incredible team.



This year has shown us that, even in the face of financial pressures and uncertainty across the sector, the strength of our community lies in its ability to adapt and thrive. From finding new ways to reach those who need us most, to building deeper partnerships across Leeds and beyond, Touchstone continues to prove what is possible when compassion and determination lead the way.

As Trustees, we have the privilege of seeing this creativity and dedication up close. Whether it's expanding inclusive services, championing mental health awareness, or exploring new approaches to sustainability, every achievement reflects a shared belief in the power of connection and care.

Looking ahead to 2026, our focus remains clear: to build a future where mental health support is accessible to all, especially those who face the greatest barriers. There is still much to do, but with the passion and commitment I see every day, I know we will rise to the challenge.

On behalf of the Board, thank you to everyone who has played a part in this journey, our staff, volunteers, partners, and supporters. Your commitment makes a real difference, and together, we look forward to shaping the next chapter with optimism and ambition.

Sam Cheverton, Chair of the Board of Trustees

The Touchstone team at the Baton of Hope relay race to raise awareness of suicide prevention nationwide



Updates from Our Services

In 2024-25, we successfully re-tendered for the following services:

- Live Well Leeds
- Community Support Team
- Community Wellbeing Connectors
- BME Dementia Service
- Touchstone Outreach Project

We also launched our new training arm to offer Asset Based Community Development (ABCD) training and Applied Suicide Intervention Skills Training (ASIST).



Touchstone staff and friends at the Baton of Hope event

Touchstone Training

This year, we launched our new training arm, offering a range of programmes, including **Asset-Based Community Development; Applied Suicide Intervention Skills; Equality, Diversity and Inclusion; and Anti-Hate trainings.** Read on to find out more and contact SharonB@touchstonesupport.org.uk to book training for your organisation.

Applied Suicide Intervention Skills Training (ASIST)

ASIST is a worldwide recognised training qualification. This two-day workshop provides participants with practical skills and knowledge to effectively recognise those who may be at risk of suicide and conduct a suicide intervention. Through highly engaging skills practice, attendees learn how to assess risk, engage in open conversations, and develop safety plans to support individuals experiencing suicidal ideation.

By emphasising a collaborative and compassionate approach, ASIST equips participants with the tools needed to provide immediate assistance and guide individuals towards appropriate professional help.



“ASIST was easily the best training I’ve been on. I was 0% confident yesterday morning and was super nervous but I learned so much and feel confident now! You could tell the trainers had so much knowledge in this area and they delivered it with such passion, whilst creating a safe space for us to all feel comfortable sharing.”

Staff Member following an ASIST training

Touchstone Training 2024-5

Building Stronger Communities with Asset Based Community Development (ABCD)

For years Touchstone has worked alongside communities using ABCD principles - empowering individuals, uncovering local strengths, and fostering lasting change. Our extensive experience has created measurable impact, helping communities thrive through collaboration and capacity building.

Our bespoke ABCD training offers:

- **Proven Impact:** Learn from our real-world ABCD practice
- **Tailored Design** to suit every organisation's goals and needs
- **Practical Tools** to identify local strengths and spark sustainable community action
- **Capacity Building:** Strengthen confidence, connection and collaboration in communities
- **Expert Guidance:** Delivered by experienced practitioners.

“Move More Wakefield are really pleased with the training delivered by Touchstone.

They took the time to understand our programme's aims and developed a tailored training offer that aligned closely with our objectives – something that many other providers don't typically offer. Their attention to detail stood out and added real value to the experience.”

Move More Wakefield, partnership between
Yorkshire Sport Foundation and Wakefield
Council



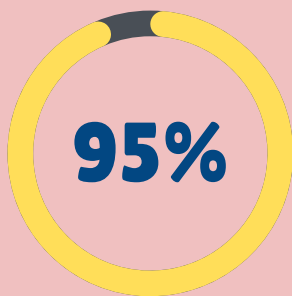
wakefieldcouncil

Staff and a Trustee after recording the 'Flip the Script' podcast for Islamophobia Awareness Month



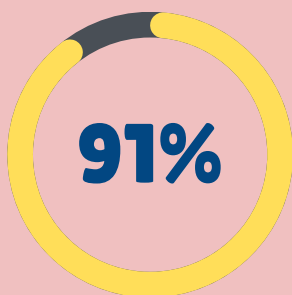
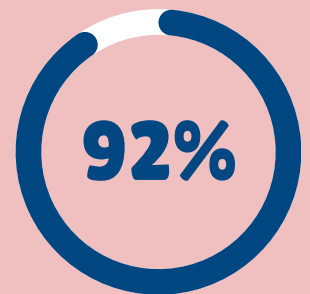
Service User Satisfaction Survey Results

Every year we ask the people we work with for their feedback on our services. This is just a snapshot of what they had to say this year:



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

92% of people said the support they got at Touchstone is excellent to good.



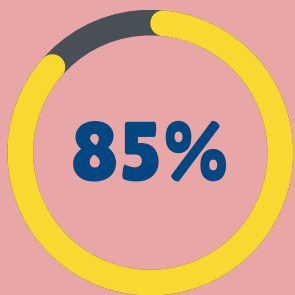
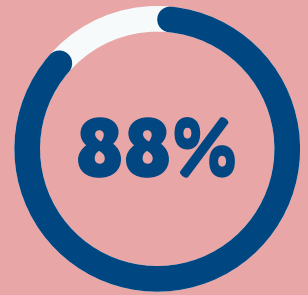
91% of people said that Touchstone treated them as an individual, with support tailored to suit their needs.



Our BME Dementia and Sikh Elders Services at our Mental Health Awareness Week Marketplace

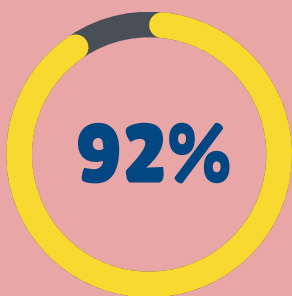
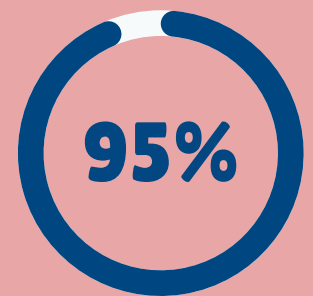
Service User Satisfaction Survey Results 2024-5

88% of service users said that Touchstone were excellent to good at involving them in their service.



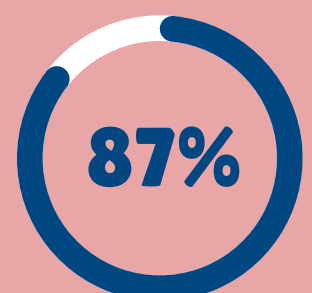
85% of service users said that Touchstone are excellent to good at getting it right first time.

95% of service users said that they would recommend Touchstone to their friends and family.



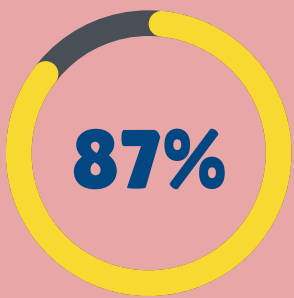
92% of service users said that Touchstone were excellent to good at making it easy to get hold of the named person responsible for their support.

87% of service users said that Touchstone are excellent to good at making their services accesible to meet service users' needs.



Service User Satisfaction Survey Results 2024-5

90% of service users said that Touchstone were excellent to good at making sure communications were clear and accessible.



87% of service users said that Touchstone are excellent to good when it comes to promoting diversity and equal opportunities.

“

Touchstone is excellent considering equality and diversity. Sikh Elders volunteers and service users are treated with respect and dignity and it provides equal opportunities to everyone.

Service User, Sikh Elders Service

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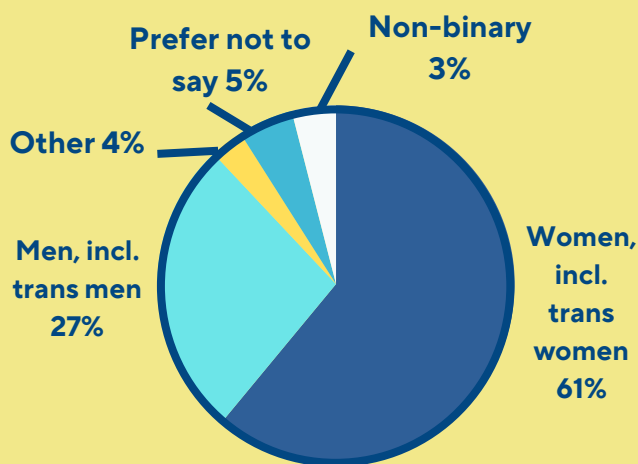
Touchstone staff at ASIST Suicide Intervention Training

Our Leeds Mental Wellbeing Service at a World Mental Health Day event



Supporting Diverse Communities

The people who use our services are at the heart of everything we do. We work hard to make our services accessible to people from all backgrounds, identities, and lived experiences. The data below gives you just a snapshot into who we have supported this year.

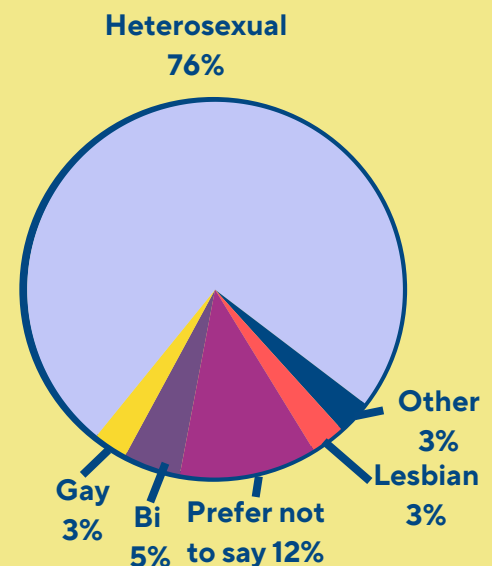


Gender

61% of service users identified as women and **27%** identified as men. **3%** of service users identified as non-binary.

Sexual Orientation

76% of service users identified as heterosexual, **5%** as bisexual, **3%** as gay, **3%** as lesbian, and **3%** identified as having a different sexual orientation to those described in these categories.



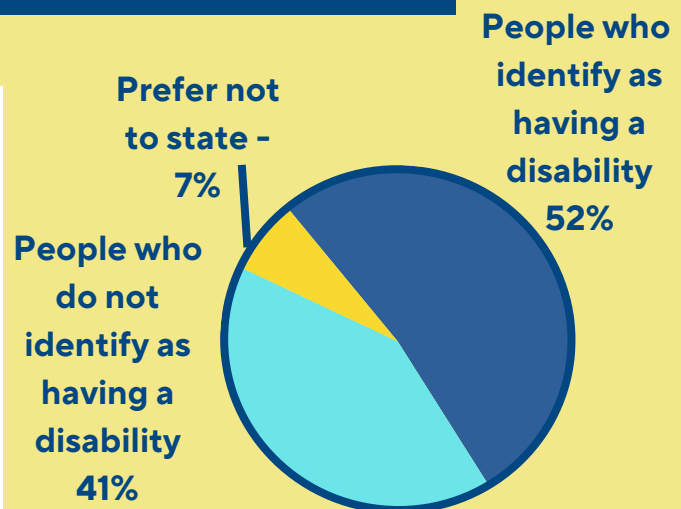
I feel Touchstone offers and provides lots of support. I feel it promotes and supports diversity, equality, and inclusion.

Service User, Beacon Housing

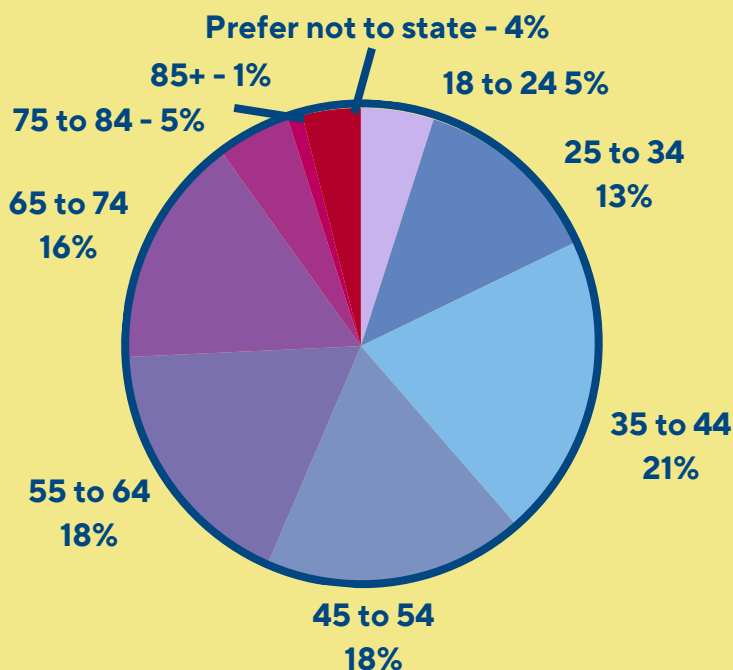
Supporting Diverse Communities in 2024-5

Disability

52% of those we supported identified as having a disability and **41%** identified as not having a disability.



The most common disabilities recorded were mental health (**38%**), physical disability (**19%**), long standing illness or health condition (**17%**), learning disability (**9%**), neurodivergence (**8%**), and sensory disability (**7%**). This information is based on types of disabilities reported with some people reporting more than one type of disability.



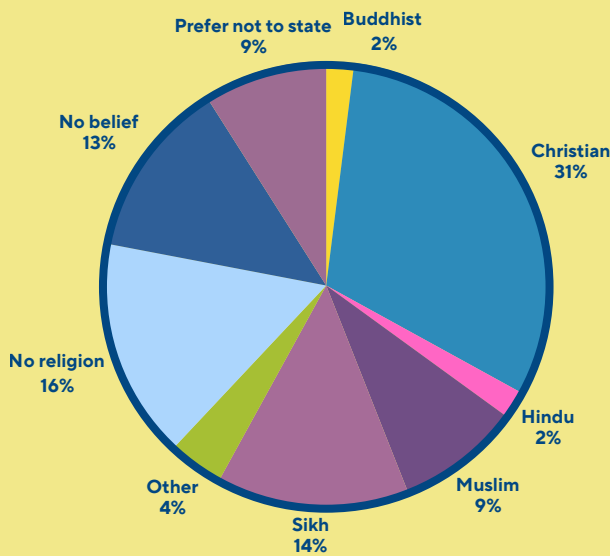
Age of Clients

21% of service users were aged 35 to 44, making this the most populated age group. **1%** of service users were aged 85+, making this the least populated age group we supported.

Supporting Diverse Communities in 2024-5

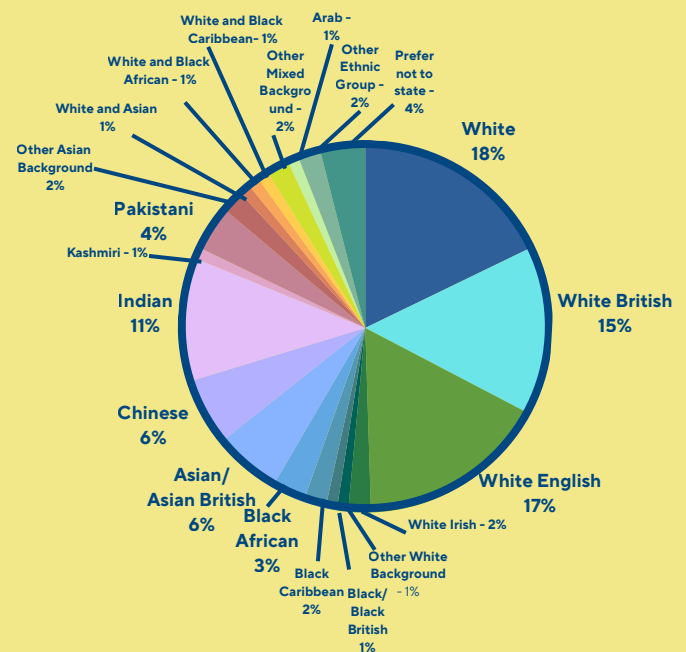
Religion

13% said they had no belief and **16%** said they had no religion. Of those who identified as having a religion, the three most common religious groups were **Christians (31%)**, **Muslims (9%)**, and **Sikhs (14%)**.



Ethnicity

53% of service users identified their ethnicity as white. **6%** of service users identified their ethnicity as Black. **6%** identified as being Asian/Asian British. **6%** identified as Chinese. **11%** identified as Indian. **4%** identified as Pakistani. **1%** identified as Kashmiri. **1%** identified as Arab. **2%** identified as being of another Asian ethnicity.



Of those who identified as being of a mixed ethnicity **1%** identified as White and Asian, **1%** identified as White and Black African, **1%** identified as White and Black Caribbean, **2%** identified as being of another mixed background.

Members of our Fundraising Committee and Green Group at our Plant and Bake Sale



Fundraising at Touchstone

This year, Touchstone have launched our brand new fundraising committee. Since our launch, we have been hugely grateful for the outpouring of support from past and present staff, service users, volunteers, their family members, and our supporters, who have got involved with a range of fundraising activities. These activities have included:

- London Marathon
- Great North Run
- Valencia Half Marathon
- Newmillerdam Quacky Race
- Leeds Abbey Dash 10k
- Songs for the Soul Event
- Plant and Bake Sale at Touchstone House
- a 44km walk from Manchester to Touchstone House
- Our Reverse Advent Calendar fundraiser

Take a look below at some of the brilliant photos of our fundraisers throughout the year!



Fundraising at Touchstone 2024-5

We are also grateful to have received extremely generous donations from supporters and local businesses that have helped our services provide the very best support possible. Here's just a short run down of the donations we've received:

- **Yorkshire Tea** and **Taylor's of Harrogate** donated teabags so our groups can enjoy a good cup of tea together.
- **Harehills Morrisons, Roundhay Morrisons, and Spence Lane Dunelm** donated homeware, toiletries, cleaning products, duvets, pillows, and plates for Beacon Housing clients.
- **Guiseley Hobbycraft** donated gardening items and magazines to our Live Well Leeds groups.
- **Guiseley Day Nursery and 1st Yeadon Rainbows** donated food to our Beacon Housing clients from their Harvest Festival collection.
- **Freedom4Girls** donated sanitary products to support service users in a range of our services.
- Money raised through events and donations from supporters, from **Wakefield to Weymouth**, have also funded our Community Support Team's pool and snooker group and warm clothes for clients at our Touchstone Outreach Project during winter.



Fundraising at Touchstone 2024-5

Alongside our Community Fundraising, we launched the Corporate Fundraising arm of Touchstone. Companies can support us in a range of ways and receive a range of benefits for their support. Take a look below for more information:

How Your Organisation Can Support Touchstone:

- Make Touchstone Your Organisation's Charity of the Year
- Set up a Fundraising Event or Collection for Touchstone
- Volunteer your time with Touchstone
- Donate money and items in kind

How Touchstone Can Support Your Organisation:

- Support with Your Organisation's Equality, Diversity and Inclusion priorities
- Bespoke Corporate Volunteering Opportunities
- Bespoke Training, including ASIST, ABCD, EDI, and Workplace Wellbeing training (see page 6-7 for more)
- Free fundraising materials



Touchstone Supporters at the Songs for Soul fundraising event

Touchstone and Leeds Mental Wellbeing Service staff at our Mental Health Awareness Week Marketplace



Our Board of Trustees

In 2024-5, Touchstone welcomed a brand new board of Trustees. We are excited to work with all our Trustees, both new and long-standing, to achieve our goals in the coming year. Here is our full board at the close of 2025:



Sam Cheverton, Chair

Sam has worked in various leadership roles within the charity sector for 20 years, specifically within the palliative and end-of-life care area. She currently leads the Strategy and Impact function at Marie Curie and is also a registered nurse with over 30 years experience of working in healthcare. She strongly believes that mental health and wellbeing services should be available and accessible for everyone, wherever and whenever they are needed.

Janet Reynolds, Vice Chair

Janet has been a registered social worker for many years working predominantly in Adults services in hospitals and in the community. She currently works with the University of Bradford and the Open University as a Practice Learning Tutor on their social work degree courses. Janet brings her vast experience of social work, research leadership, and education skills to her role at Touchstone.



Stephen Bailey, Vice Chair

Stephen has worked in senior management roles in public and private companies and currently works as a consultant in financial assignments, coaching, and mentoring. A Chartered Accountant with Post Grad Qualifications in Executive Coaching and vast experience in delivering training, he has a passion for developing people and works with individuals and teams to realise their potential.

Richard Aimufua, Trustee

Richard is an entrepreneur and seasoned programme manager with extensive experience in business development. He is now a consultant specializing in business growth, coaching, mentoring, and developing strategies for sustainable success. He is passionate about supporting professional growth and team cohesion, using his skills to empower others and enhance organisational performance.



Our Board of Trustees 2024-25



Sally Anderson, Trustee

Sally is a project manager with 25 years of experience in the IT and digital services industry. She is passionate about equality, diversity and inclusion and always seeks opportunities to apply her skills in technology for good, including mentoring women in tech. Sally also has lived experience of mental health issues and dementia and close connections with Yorkshire, meaning Touchstone's work is very close to her heart.

Sue Timothy, Trustee

Sue offers an exceptional mix of knowledge and experience from her many years of Compliance and Regulatory experience in the Financial Services, Manufacturing (medical devices), and Government sectors. She brings this varied, in-depth experience and knowledge to guide Touchstone in honing and directing our strategy and ambitions.



Tom Stanley, Trustee

Tom is a local businessman and director of an IT Consultancy firm. He has vast experience in strategic business growth, Information Governance compliance, and using technology to improve business performance and productivity. He provides Touchstone with hands-on experience of how innovative technology can be used to grow organisations, reach new service users, and deliver new initiatives.

Jonathan Ayling, Trustee

Jonny is a Senior Consultant working as a Delivery Manager in the tech industry. Before he ventured into the world of tech, Jonny spent almost a decade as a senior manager in the third sector, leading projects connected with young people, training, disability, and education. He has sat on the other side of the fence and reported to boards and now brings this experience to model positive trusteeship at Touchstone.



Gary Gallacher, Trustee

Gary is a qualified actuary and investment consultant with a passion for supporting organisations that make a difference, particularly in mental health and housing. Having faced his own mental health challenges and volunteered with a mental health textline, he knows firsthand the importance of the right help at the right time. Gary strongly believes in Touchstone's mission to provide inclusive, recovery-focused, and accessible support services.

Our Board of Trustees 2024-5



Elizabeth Procter, Trustee

Elizabeth's career spans a range of operational, senior managerial, and frontline roles across the NHS and charity sector, including as a Registered Nurse, Midwife, and Health Visitor. She currently coaches leaders working in the Health and Social Care Sector. Throughout her career she has focused on delivering the right care and support with compassion and understanding to help people live their very best lives.

Steven Cochrane, Trustee

Steve has extensive experience in the charity sector, with a career spanning project management, service delivery, and charity governance. He currently works in People Services and Human Resources, drawing on years of experience as a Lead Workplace Representative at Citizens Advice. Steve has also held trustee roles with Better Leeds Communities and the Cardigan Centre. He was born and raised in Leeds, and still lives here now, and is a passionate advocate for strengthening his local communities.



Sam Singh, Trustee

Sam has been a volunteer at Touchstone since 2016, volunteering with our BME Dementia Cafe, as well as in other roles with the Alzheimer's Society and Age UK. Throughout his career, he has taken on roles as a Pharmaceutical Data Analyst, Quality Assurance Consultant, and business owner of a clinical laboratory. For the last 10 years he has been devoted to voluntary and community work, deeply valuable experiences that he brings to his role as Trustee at Touchstone.



Gary Adams, Trustee

Gary has spent 25 years driving transformation across the utilities sector and is currently a senior leader at Northumbrian Water Group. With both professional insight and lived experience of mental health challenges, Gary is passionate about applying his corporate expertise as a Trustee at Touchstone to support the charity's vital work in creating equitable mental health provision.



Shahab Adris, Trustee

Shahab has experience of working in the education and human rights sector. With academic qualifications in media and international development, he has a keen interest in advocating for marginalised communities by addressing poverty and inequality issues within mainstream society. He brings this highly valuable experience to his role as a Trustee at Touchstone



Touchstone staff at the Songs for Soul fundraiser event, organised by supporters of Touchstone.



Being an Inclusive Employer

In 2024-5, Touchstone employed over 250 staff.



Staff at the Investors in People Awards in November 2025

We continue to be an award-winning employer, with inclusion at the heart of all we do. This year, we were recognised through a range of awards including:

- **Most Inclusive Workplace 2025 - Yorkshire** in Corporate Vision HR & Employment Awards
- **Best Community Mental Health & Wellbeing Service 2025 - Leeds** and **Inclusion and Community Impact Excellence Award** in Northern Enterprise Awards
- **1st Most Inclusive Charity** and **2nd Most Inclusive Employer** in the National Inclusive Companies Awards 2025

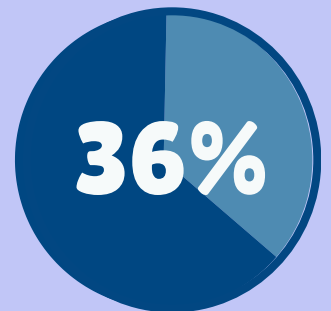
Being an Inclusive Employer in 2024-5

At Touchstone, we know how important it is for our diverse workforce to represent our communities. We support staff from all backgrounds, identities, and walks of life to feel safe and empowered at work. These figures give just a small insight into the diversity of our staff at Touchstone.



25% of our staff identify as LGBTQIA+.

36% of our staff identified as Black or as being of a Minority Ethnicity (BME).



16% of our staff identified as having a disability.



Staff at the Baton of Hope event

Feedback from our Staff

Thanks to all our incredible staff for another year of hard work supporting our communities. Here's just some of their feedback on working for Touchstone:

“

I am impressed by the amount of support and information that Touchstone is providing.

Member of Staff Menopause Network

”

“

This is the only workplace that I've ever felt as comfortable as I do.

Staff Member

”



“

At Touchstone I know I can bring my whole self to work and feel so supported by managers and my team to thrive in my role.

Staff Member

”



“

Touchstone is the only place I have worked where I feel empowered to progress and learn new skills. I have been given opportunities to expand my skillset and feel supported to do so.

Staff Member

”



Our Sikh Elders Service feature in the Cultures of Creative Health Publication, curated by the University of Huddersfield

Feedback from Service Users

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.



“

I am satisfied about everything and I am always grateful to you. Thank you. They have helped me with all of my benefits and getting support with my mental and physical health.

Service User, Beacon Housing Service

”

The cafes on a Monday changed my life... was amazing... I felt a comfort being with others who struggled with mental health. Could contact my worker when I needed to and could openly talk to my worker about mental health.

Service User, Live Well Leeds



”

Feedback from Service Users 2024-25



“ I am extremely grateful for the CBT sessions I received through Touchstone. I started my sessions when I was experiencing the most difficult period of my life to date, and I immediately felt supported by my therapist... My overall anxiety has decreased... I feel confident that I have the knowledge and tools to continue the work and maintain progress by myself.

Service User, Leeds Mental Wellbeing Service

”

“ After a telephone consultation and sharing feelings of sadness, mental health and loneliness, it helped me a lot. I enjoyed the Saturday walking group and have met some lovely people and shared experiences of nature and going to different places. It has helped me stay positive. Now I've joined the art group on Fridays and love swimming. Thank you so much!

Service User, Better Together



Feedback from Service Users 2024-25



“

It gives people in the community a chance to get to know each other which improves people's mental and physical wellbeing and helps people from all ages to connect and build long lasting friendships.

Service User, Being You Leeds

”

“

Very good service as no other similar service available.

Service User, Black and Minority Ethnic Dementia

”

“

Well planned and organised with their activities... with excellent delivery. Treats everyone equal.

Service User, Sikh Elders

”



Feedback from Service Users 2024-25



“

It is a lovely accessible and friendly service. I always felt like I was being listened to and the entire journey... has been tailored to me and my needs. My therapist created a really safe space for me and I have felt supported and cared about.

Service User, Leeds Mental Wellbeing Service

”

“

Made me feel like a person. I have had services before where I felt like a statistic, I did not feel like that when working with my coordinator.

Service User, Live Well Leeds

”

“

All the staff are very lovely, very approachable and very friendly. Good introduction to social events... Very supportive.

Service User, Community Support Team



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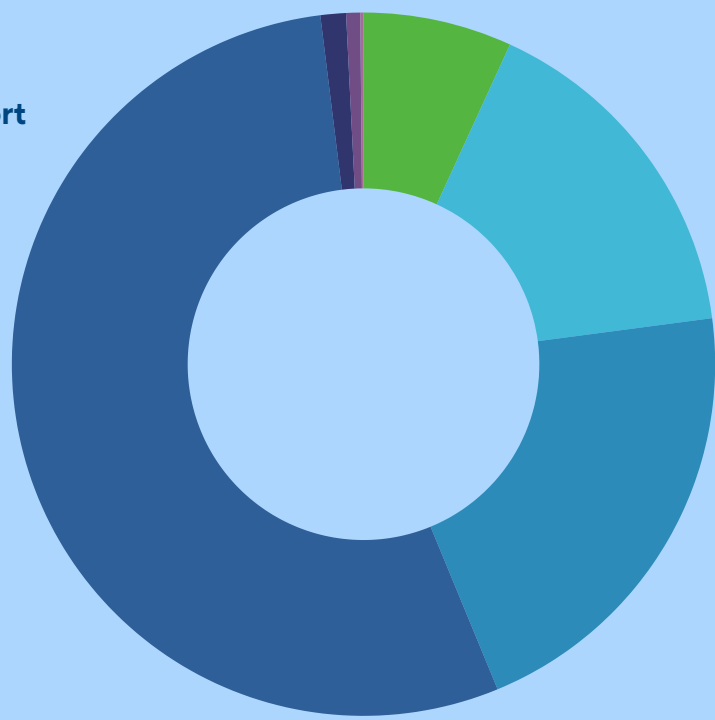
Live Well Leeds team at a local community event



Summary Financial Report 2024-25

Incoming Resources (By Activity)	2024-25	2023-24
	£000	£000
Accommodation and Housing Support	708	619
Assertive Outreach and Support	1,663	1,409
Community Development Work	2,159	2,170
Daytime Activities and Support	5,616	5,382
Employment and Education	121	206
Neighbourhood Services	67	64
Other	15	33
Overall	10,349	9,883

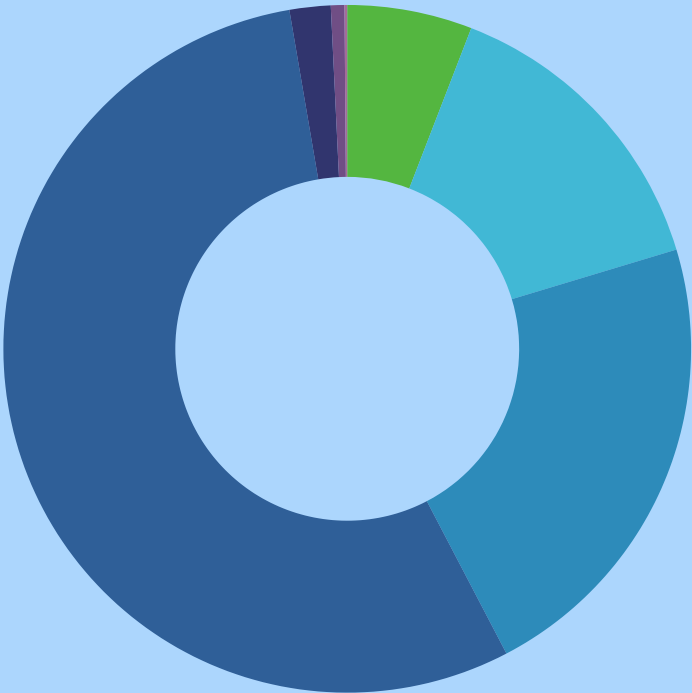
2024-25 Figures



Summary Financial Report 2024-25

Resources Expended (By Activity)	2024-25 £000	2023-24 £000
Accommodation and Housing Support	615	600
Assertive Outreach and Support	1,573	1,477
Community Development Work	2,252	2,246
Daytime Activities and Support	5,746	5,613
Employment and Education	114	197
Neighbourhood Services	68	65
Other	8	13
Overall	10,376	10,211

2024-25 Figures





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