

SUPPORT

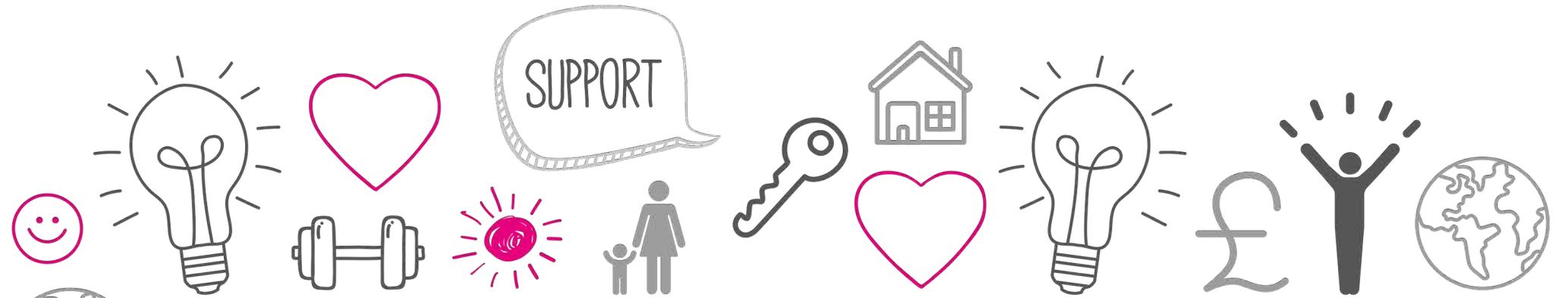
ONE STEP AT A TIME

TRUST

HELPING PEOPLE TO BUILD BETTER LIVES...

Key Unlocking Futures Annual Review 2019/20

key



ONE STEP AT A TIME



TRUST



For more information about Key's work and its services contact:
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KEY UNLOCKING FUTURES LTD
Registered Charity Number 1154772
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SUPPORT THAT IS BUILT ON TRUST

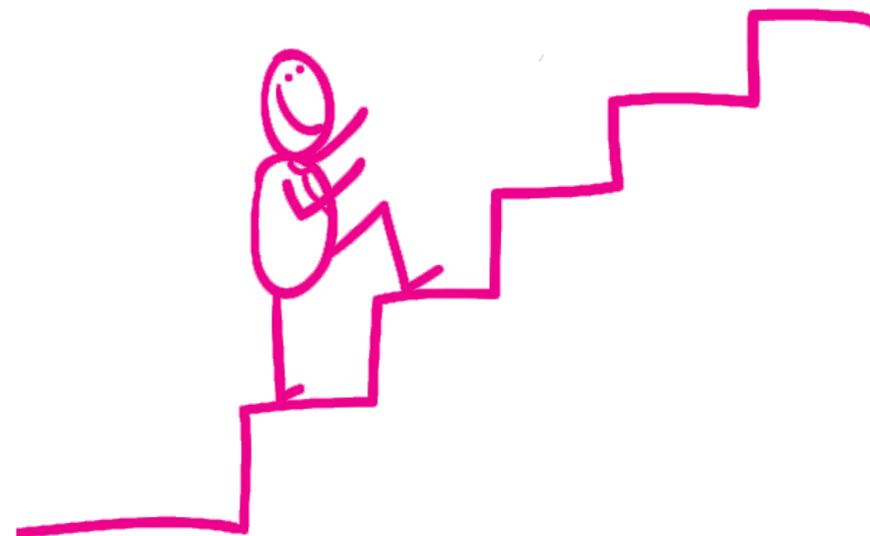
This year we have walked alongside over 1,500 people to take the next steps in their journey towards a brighter future. We know that our approach works to empower people to make the changes that they want to make, and this report celebrates many individuals' journeys.

Key offers a diverse range of services across Lancashire, working with people aged from 4 to 80 and beyond. Services can be broadly grouped into four areas:

- Housing support
- Building people's emotional health and wellbeing
- Support into employment
- Community development.

We provide support in a range of settings from people's homes, to schools and our own community centre and Drop-in space. More details of the services we offer can be found in the body of the report. At the heart of all our work is the need to build effective relationships, creating trust between people. This enables us to provide support that is bespoke and builds on each person's strengths whilst recognising their needs. Key has worked with over 135 partners this year. We value this approach and believe that these partnerships enable us to learn from each other and ultimately provide the best possible service to the individuals we support. We feel fortunate to have such positive relationships. Key strives to be a learning organisation, ensuring that we continue to adapt our approach, taking time to reflect on how we can improve. We find that this has a powerful effect on how we work as a team as well as ensuring continuous improvements in the services we offer. Staff views on this will be found throughout this review.

Ursula Patten
(Operations Director)



CHAIR'S WELCOME

Writing this just as we are coming out of the first coronavirus (COVID-19) outbreak, it makes a pleasant change to be able to think about how things were pre-lockdown in 2019/20. Now in our 26th year, Key Unlocking Futures made good progress last year, offering a wide range of support services to people aged 4-80 over the last year across Lancashire. We were delighted to be chosen by Merriweather as the recipient of their assets when they reluctantly decided to close their doors and wind up as a charity. We looked for and found match funding to enable us to run a project close to their heart: offering practical and emotional support to young people as they move into their first home.

The trustees of Key are very appreciative of the staff team's wholehearted commitment to our work and their flexibility and creativity in how it is delivered. When it became clear that there is a need for additional support for families with children where an autistic spectrum condition is diagnosed or suspected, Key responded. A number of the team now have significant training and expertise in this area. When we learned that children on free school meals would be left without food during the long summer holidays, the team found funding within three weeks to provide a midday meal for children on the Broadfield estate in Leyland. The move to asset-based coaching was initiated by the staff team in response to time-limited needs focussed support packages: focussing on strengths, self-esteem, and social networks to give people a chance to break free of ongoing support.

The Board of Trustees, too, made progress this year. Conventionally, it can be challenging to find younger people with the necessary skills and experience to act as a trustee. Accordingly, recent trustee recruitment was designed with this in mind, and we succeeded in attracting three new younger trustees who are already making their mark. We were close to completing our Business Plan for 2020/2023 when coronavirus

(COVID-19) struck. Inevitably we will be revisiting this in light of current circumstances. The staff team again was very flexible when it came to managing our staffing during the lockdown. Some of our services had to be put on hold, but we maintained the majority via telephone or video calls.

Key has now been part of Progress Housing Group for six years, a partnership that is enabling Key's staff team to concentrate on delivering services, with Progress Housing Group providing essential background corporate support. The trustees benefit directly from the support of the Governance Team, ensuring that we meet the highest standards in governance compliance.

We can, at this point, only peer forward into an uncertain coronavirus (COVID-19) future. Experience shows though that Key will find ways of responding to the 'new normal' and that we will continue with our work of 26 years to help people build better lives, one step at a time.

Lynne Cubbin
(Chair)

OUR WORK MAY SURPRISE YOU

At Key our mission is all about helping people to build better lives in a multitude of different ways, reaching out to children, young people, adults and communities to help them to move towards a positive future.



Service	Where?
 <p>Housing Drop-in: Practical and emotional support for young people who are experiencing homelessness or want to explore their housing options.</p>	<p>Locations:</p> <ul style="list-style-type: none"> • South Ribble • Chorley
 <p>Pre-tenancy Training: Provides informal training in small groups to empower people to maintain their home.</p>	<p>Locations:</p> <ul style="list-style-type: none"> • South Ribble • Preston
 <p>Tenancy Support: Support is provided to people placed by Fylde Borough Council in temporary accommodation. Support provides assistance with daily life skills and support to explore their longer term accommodation.</p>	<p>Location:</p> <ul style="list-style-type: none"> • Fylde



Service

Critical Tenancy Support: Provides support to Progress Housing Group's tenants who are experiencing difficulties with their tenancies.

Where?

Locations:

- South Ribble
- Fylde
- Chorley



Housing Coaching (new in 2019): Offers a bespoke package of support for young people who have experienced homelessness when they move into their first home.

Locations:

- South Ribble
- Preston



Floating Support (new in 2018): Works with people referred by South Ribble Borough Council who have experienced homelessness to successfully maintain their home and to move into settled accommodation.

Location:

- South Ribble



Employment Support: Support for people to build confidence so that they can find and keep a job or complete training or qualifications.

Locations:

- South Ribble
- Preston
- Lancaster (new in 2019)



Asset Coaching (new in 2018): Support for young people to find their spark, helping them to move forward by focusing on their strengths.

Locations:

- South Ribble
- Chorley



Family Conflict Resolution (Mediation): This service helps families to find ways to reduce conflict and to get along better. We help families to unpick what is going wrong and what changes they want to make.

Locations:

- South Ribble
- Chorley



Emotional Health and Wellbeing Support: To provide early support to children and young people who are experiencing concerns with their emotional health and wellbeing. This includes a range of therapeutic interventions.

Locations:

- Preston
- South Ribble
- Chorley
- West Lancashire
- Fylde
- Wyre
- Lancaster



Counselling: If someone is having a tough time it can really help to talk. Counselling gives time and space for someone to explore the issues that they are dealing with.

Location:

- South Ribble



Wellbeing Challenge: Helps pupils within a school setting to design and deliver a project that works to improve the whole school's resilience.

Locations:

- Chorley
- South Ribble
- Fylde
- West Lancashire
- Wyre



Community Development: To support the development of The Base community centre in Leyland to make it a thriving hub for the community.

Location:

- Broadfield estate, Leyland

OUR SERVICES

77

PEOPLE SUPPORTED INTO
EMPLOYMENT, TRAINING
OR VOLUNTEERING

98%



OF SERVICE USERS IMPROVED
THEIR EMOTIONAL WELLBEING

96

PEOPLE
WERE SUPPORTED
TO GET GRANTS

161

HOURS OF
COUNSELLING
(VOLUNTEER-
LED SERVICE)

1,642



PEOPLE SUPPORTED

317

CASES OF
HOMELESSNESS
PREVENTED

26,400 HOURS
OF SUPPORT PROVIDED



TENANTS SUPPORTED
IN THEIR HOMES

599

FOOD
PARCELS



251

YOUNG PEOPLE
ATTENDED
DROP-IN SERVICES



98% OF FAMILIES
MEDIATION/CONFLICT
RESOLUTION REPORT
IMPROVED COMMUNICATION

99.2% OF SERVICE USERS RATED OUR SERVICES AS GOOD OR EXCELLENT



HELPING PEOPLE BUILD BETTER LIVES...ONE STEP AT A TIME

What follows is an overview of our achievements over the last year.

HOUSING SUPPORT

For over 25 years, Key has been working to provide flexible, person-centered support to people who are at risk of becoming homeless or are experiencing homelessness. This started with Drop-in services for young people experiencing homelessness in South Ribble. Key's reputation for providing high-quality support enabled us to diversify the range of housing support we provide in terms of age, geography, and the type of support. What remains consistent across all these services is that we deal with complexity as standard and work closely with local partners, including local authority housing departments and housing associations. Without these close working relationships, it wouldn't be possible to achieve the excellent outcomes that we do. Key's Housing Support services can access broader support from the Key team, including Family Conflict Resolution and Employment Coaching services. This helps us to build holistic packages of support to meet an individual's needs.



This service helps young people who are thinking of leaving home for whatever reason. Many young people come to Key in a crisis when they have nowhere to stay, but others come when they are starting to worry about where they are living so we can explore their options. The service is very flexible and offers a range of practical and emotional support. Some young people are supported on their housing journey over several years, and others only come once to get some advice.



This service provides support to individuals who are referred by South Ribble Borough Council and has had particular success with moving people on from temporary accommodation to a settled home. The support focuses on helping to prevent homelessness and tenancy failure. Support is provided in a wide range of circumstances, from people needing to move because their landlord is selling the property to supporting those who have been granted asylum.



This service is funded by Progress Housing Group to support its tenants, where there is a significant risk of them losing their tenancies. This often relates to financial issues that are complex and multifaceted. This service is achieving excellent outcomes, and as a result, the service will be expanding in the year ahead.



FYLDE TENANCY SUPPORT

In partnership with Fylde Borough Council and Progress Housing Group

Fylde
Age group: **All Ages**
People supported: **39**

Supporting people experiencing homelessness who are placed in temporary accommodation by Fylde Borough Council. This service works to ensure people settle in their temporary home and that they can successfully move on to more settled accommodation.



HOUSING COACH

Supported by the Nationwide Building Society and Merriweather Charity

South Ribble & Preston
Age group: **16-25**
People supported: **17**

This is a new and innovative project that supports young people when they move into their first home. The young people we work with have little in the way of family support and have often had to stand on their own two feet with little warning or preparation. The support starts with helping a young person to find suitable accommodation. It then provides support for each step of the way from viewing their new home to setting up bills and finding furniture, to getting to know and getting involved in their community. The support is bespoke to that young person and can include the basics of decorating to learning how to cook on a budget.

What have we learnt and what should we celebrate

As a learning organisation, we don't rest on our laurels and aim to continue to adapt and innovate. We learn from one another, from other organisations and from encouraging personal development such as sponsoring staff to complete additional qualifications.

This year we focussed on incorporating a more 'asset-based' approach. Key has invested in the development of staff to support this new approach, with one of our team recently completing a level seven course at the University of Coventry. This looked at the evidence for the benefit of asset-based support and explored how to embed this in practice. This approach focuses on people, on finding out what they are good at and helping them find their own solutions. This contrasts with the 'needs-based approach,' which focuses on the problem, for example, debt, homelessness, lack of a job. Evidence shows that people are motivated better by being treated with empathy and focusing on their strengths and aspirations, leading to an increased sense of self-worth.

We will champion this approach at Key, so staff can deliver their services in a way that enables the client to develop their skills and interests and so move away from an ongoing reliance on services.

"We should continue to celebrate the team spirit that makes Key the organisation it is. Our strength is the range and versatility of expertise, professionalism, and individual personalities that make Key successful."

"In my first year at Key, I have learnt so much. There is a huge emphasis on relationship building, gaining trust, and all this takes time, patience, and eventually understanding where the client is coming from and how best to approach clients individually. In my previous roles, it feels like I had hardly scratched the surface. I have become used to less black and white but many grey areas."

"I learnt that I can't 'fix' everybody even though I want to. I do not know what is best for everyone, even though I can sometimes think this. What I have found is that I actually listen more to people I am supporting and their individual needs rather than categorise and judge based on previous experiences."

"For me, this has been the year of embracing strength-based support, and I have to say that it has been a game-changer. At Drop-in, I have seen people taking responsibility and pride in achieving things for themselves."

Overcoming my fears

"I first came to Key's Drop-in when I became homeless after the breakdown of a long-term violent relationship and was suffering from anxiety and depression from previous abuse. I was staying with my brother, but as his mental health deteriorated, he mistreated me. I was really nervous about going into Drop-in, there were other young people there, and I felt overwhelmed and was very tearful. I was greeted by Claire, who seemed to understand the situation, and quickly got me into a quiet room, gave me some tissues, and just sat and listened whilst I told my story. It was so good to hear that someone believed me and was willing to help me. Key took so much pressure off me. I was placed in a refuge where I could sleep in a bed and be safe for the first time in a long time.

"Key stayed in touch, and when I was ready to move into a place of my own, the Housing Coach, John, helped. Although I was managing practically, my mental health was awful. At first, I found talking to John difficult, I didn't trust anyone, but he was patient. He listened, and over time, I started to talk to him about my struggles; I couldn't even use the phone. John asked about my qualities. I am a caring, considerate, thoughtful person. We looked at how I could show these qualities to other people. As a result of these conversations, I gained the courage to attend a community café. I realised that I could overcome my fears of meeting people, but it would be a slow process. John is helping me to build strategies so I can have a fuller life."

The importance of building trust

"You just sit there and drink coffee all day. That's not a real job; anyone can do it!" I have heard this phrase so many times, but Drop-in is so much more. The Drop-in staff form trusting relationships with the young people whilst they are drinking coffee, chatting about their lives, and finding out about aspirations and hopes for the future.

Our staff have recently worked on a case that has challenged us with its complexities and has led to a deeper understanding of how young people can become victims of abuse from adults that they trust. This case began with the staff seeing things that were inconsistent and didn't ring true. Young people who had money coming in, including disability benefits yet were struggling for necessities, including food. We witnessed arguments about money and started to see low-level exploitation going on.

The situation began to escalate with some of the young people starting to speak about financial abuse, not that they used these words. As the relationship with staff strengthened, they began to confide more about the levels of financial abuse and that they had to pay weekly out of their benefits to sleep on the floor. We were now hearing about high levels of coercion with threats of harm.

By working closely with adult social care, the police, and supported housing providers, we were able to get these vulnerable adults the support they needed to move on from this exploitative situation.

I can live with dignity

"When I met Laura, my Critical Tenancy Support Worker, I was struggling, and I owed my landlord over £2,000, and I regularly had people coming to my door asking me for money. I was very frightened as I live on my own, following my husband's death five years ago. He always dealt with the money side of things as I had never been a good reader. I had spent most of my life working, but my health went downhill and made this impossible.

Laura helped me to apply for disability benefits to help. I had been too embarrassed to tell my friends or family that I was in a mess. After being assessed, I was told I didn't meet the criteria, but when Laura read the report, she felt that they had got it wrong, and she helped me to appeal the decision. When this got to the tribunal, I was awarded the benefit, and this was backdated. I received nearly £13,000. I could never have done this on my own. This money means that I can live with some dignity again. I don't need to worry about opening the door and can go on holiday for the first time in over 10 years. Best of all, I will be able to get an electric scooter. I can only walk a few steps, and taxis make me very anxious, but a scooter will give me back my freedom.

Laura is approachable and easy to talk to, and down to earth,
I am so glad she could help."

SUPPORTING WELLBEING

Most of Key's work helps to support people's wellbeing, whether this is direct via our counselling services or indirectly by reducing the stress people feel because they aren't working or have housing or financial issues. In this section, we will highlight a few areas that have worked directly to support wellbeing. This work takes place in a range of settings, including in schools, community centres, and family homes. We are lucky to work in partnership with many organisations including Lancashire MIND and Child Action North West. It is one of Key's core values that we work in partnership, and by doing this, we have the support and expertise of others to learn and try new things. This is never a one-way road, and Key feels lucky to have such positive working relationships.



Supporting children and young people's wellbeing is a big part of what we do at Key. This service provides therapeutic support to children and young people who are dealing with a wide range of issues, including mental health and wellbeing, self-esteem, confidence, anxiety, relationships, bereavement and loss, stress, emotional regulation. Key has a range of qualified therapists, including person-centered, integrative, cognitive behavioural therapy (CBT), and play therapists. We also have staff who are trained in mindfulness interventions and highly experienced in supporting families where their children's emotional health is impacted by autistic spectrum conditions.



FAMILY CONFLICT RESOLUTION SERVICE

Supported by Children in Need and South Ribble & Chorley Borough Councils

 South Ribble & Chorley	 Age group	 People supported
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The Family Conflict Resolution Service supports families who are struggling to communicate, and there is a high level of conflict and tension in the home. We use a mixture of therapeutic techniques that help families to identify their part in any conflict and thoroughly prepare each member of the family before they come together to agree on how they would like things to change. This coming together would be less fruitful without the individual work that proceeds it. Support continues to ensure that families are able to embed their new ways of living, recognising that change isn't always easy.



WELLBEING CHALLENGE

In partnership with Lancashire Mind

 South Ribble, Chorley, West Lancashire, and Fylde	 Age group	 People supported
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The Wellbeing Challenge is about working with a group of children called Wellbeing Challengers to assess their school's wellbeing and to develop a project tailored to their own school's needs to improve wellbeing. The students actively participate in composing, developing, and distributing wellbeing surveys. Their involvement in this enhances their confidence in communicating with both peers and teachers. The Wellbeing Challengers build their resilience through developing their ideas and making these ideas a reality.



TOGETHER WORKSHOPS

In partnership with
Lancashire Mind



South Ribble



**Age group
13**



People supported

Together Workshops are for parents of young people who are experiencing a mental health crisis or have done so in the past. Parents/carers come together in a relaxed community setting with other people who are in similar circumstances. The workshops provide peer support as well as an opportunity to learn more about how they can support their child with their mental health. The workshops have a strong theme about the importance of parents and carers caring for their own wellbeing too. Whilst the workshops were a pilot, those who attended were hugely grateful for the space to sit and chat about their experiences and to learn new strategies and techniques to help themselves whilst living through some difficult days.



ASSETS COACH

Supported by
Children in Need



South Ribble & Chorley



**Age group
16-18**



**People supported
17**

Over the last eighteen months, we have been piloting this service. The service is for young people who have experienced challenging times and want to take back some control of their lives. The coach gives the time to listen to a young person's story and will be looking to identify their personal strengths/assets and reflect these back to the young person. Helping them to understand their strengths and exploring what qualities they would like to have more of. For example, confidence to speak on the phone, the ability to stay calm when faced with stressful situations, make new and positive friends, learn a new skill, or improve their fitness levels.

Young people need to believe in their own self-worth and to feel that they have control over the things that happen to them. This approach focuses on listening and hearing people and providing an opportunity to move

Let's Talk

COUNSELLING SERVICE

Run by trained volunteers

South Ribble

Age group 16+

People supported 16

This service is run by volunteers who are either in their final year of study and are completing counselling hours as part of their qualification or have already qualified as a counsellor. We have a fantastic group of volunteers, and the more volunteers, the more quickly we can help people. This service mainly helps people who are receiving support from one of our other services, but where we have the capacity, we will take other referrals. This service gives people the time and space to consider the issues that are affecting them.

This year we have learnt a lot as a team with some people undertaking training about autistic spectrum conditions. In addition to this as a whole team, we have learnt more about how adverse childhood experiences continue to impact on how people react in adulthood and what we can do to tailor our support more effectively.

What have we learnt and what should we celebrate

"I have learnt a huge amount about autism and have much more understanding of what it is like to live with autism from a young person's perspective."

"We have staff who are trained and experienced in delivering the Teen Life programme. This course aims to empower parents and carers to understand autistic teenagers' experiences better. We often deliver this on a one-to-one basis, and it has a big impact."

"This year, I have gained my Autism Awareness Diploma, which gives me a more firm basis to offer advice and guidance to parents of young people on the autism spectrum or waiting for a diagnosis, or even at the start of the long diagnostic journey."

"There is a sense that we do really care about the people we work with, as human beings as unique beings, not just numbers."

"I sense that there is always a move towards growing, improving, innovating, so I think the drive that Key has keeps things moving forward and proposing new offers for the community we work for."

"I am passionate about providing this help for parents so that they better understand their child, appreciate what is 'normal' and what isn't, but also, more importantly, to be able to offer hope in that with repetition and consistency of approach, things can improve and young people can make remarkable progress."

New thinking - new behaviour

"When I came to Key, I could no longer live with my wife and children because of my abusive behaviour, I was anxious, hopeless, and depressed but despite my behaviour I knew I loved my family. I wanted to win my family back, but I thought I couldn't change.

Through Key's Family Conflict Resolution Service, I realised that my core belief was that I was a failure. I felt like I had to man up and be aggressive to stop anyone hurting me. Through therapy, I explored how the abuse I had suffered from my father had left me petrified, and I felt like I was weak and rotten like my father. I loathed myself because I felt as a child, I hadn't protected my mum. I felt alone and emotionally overwhelmed.

It took me time to trust my therapist, and I feel that this is a different relationship than any I have had before. I have grown in self-awareness. Rosie's kindness and patience have been cathartic, and I have learnt to question what I think and have started to reshape my sense of who I am.

The mindfulness techniques that I learnt have brought me calm at times of stress and have allowed me to make reasoned choices. I now have enough control to understand that the choices I make can make or break a moment. I can now see my wife and children, and we are starting to build a new sense of trust."

Responding differently

Harry (aged 9), who loves Harry Potter, had witnessed domestic violence between his mum and her ex-partner over a prolonged period. Harry had moved to live with other family members so that he and his brothers and sisters could be safe.

Harry was always on edge and got into lots of fights with other children. He had nightmares almost every night. He had spent a lot of time protecting his mum and his brothers and sisters and had learnt that he needed to react quickly.

Through counselling, he learnt how his past was affecting his current behaviour. He started to understand that he didn't need to react quickly if other children were annoying him. He learnt to recognise when he was becoming angry or on edge and started to walk away and talk to someone else. This made a big difference in school and meant that he could now make friends. Harry's nightmares subsided, and he said his Harry Potter potion was now a happy potion.

A deeper understanding

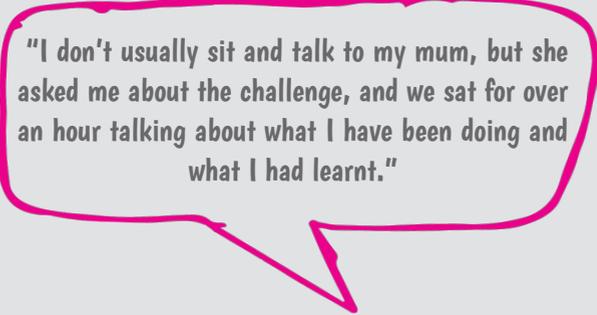
Counselling can help to gain a different perspective on a situation. Reece had been referred for counselling as it was felt that he had anxieties rooted in his home environment, and this meant that he struggled in school. Through building trust and exploring his worries and concerns, it became clear his anxieties related to school as he was frustrated and worried about making mistakes. Reece consented to his counsellor talking with his mum and school about the situation, and this highlighted that Reece had many traits of dyslexia identified at primary school, but this had never been fully assessed. After further collaborative working with the high school, an assessment was organised. By building this trust, it has set Reece on the path to getting the support he needs.

Improving our school's wellbeing

Walton-le-Dale High School was supported by the Wellbeing Challenge. A group of year nine students took on the challenge of improving their school's wellbeing, and here is what they achieved.

The school did not have a safe space for the children to relax out of lesson time; the group gathered information from the surveys that indicated this was an important area missing. The children surveyed which days would benefit the children the most and who was available to attend and supervise the room on a rota basis. They held a bake sale to raise money to make their own badges so that other pupils knew who could direct them to the right room or teacher for support. The group gathered colouring equipment and relaxing resources such as play-dough and squishy toys and made a box for the room.

They made posters to advertise it and put them up around the school. They made a worry box for a discrete corner of the wellbeing room so children could post anything they felt worried about, and the designated teacher would empty it weekly. They presented a 15-minute assembly on the five ways to wellbeing and the new project.



"I don't usually sit and talk to my mum, but she asked me about the challenge, and we sat for over an hour talking about what I have been doing and what I had learnt."



"I can't believe I've done an assembly in front of all of year 9. I never talk in front of people especially in big groups; I have miles more confidence."

SUPPORT INTO EMPLOYMENT



This service provides support on a one-to-one basis helping people to think about what they enjoy doing, what they are good at, and what they may like to do in the future. From this starting point, a plan can be put in place that supports people to reach their goals. These goals are broken down into small steps, and support is offered each step along the journey. People tell us that without this ongoing support that they may give up at the first hurdle.

During the year, we were pleased to work in partnership with Lancaster City Council and Active Lancashire under the More Positive Together Programme to support people who are furthest from the job market. We embraced this opportunity and had some excellent outcomes, but for the year ahead, it is the right thing to step back so that a reduced funding pot can be shared

amongst the original partners. We enjoyed working alongside Lancaster City Council and in partnership with Active Lancashire and are pleased to have built these new and positive relationships. For 2020/21, we will, therefore, focus on supporting 16-18-year-olds to progress into employment and training in South Ribble and Chorley.

A busier life

"When I came to Key, I felt very depressed, and I spent most of my time on my own. I struggle with learning difficulties and dyspraxia. I had been bullied a lot, and this has made me not trust people. Donna gave me lots of support. She listened and helped me to solve my own problems. She encouraged me to think about things and to talk them through. I got involved with volunteering and got lots of AQA certificates, so I can hopefully get a job soon. I now have a CV, and I do lots of things to fill my time these days. Donna always says one step at a time, and this has helped me to try new things. This year has been amazing. I like moving forward and feeling busy."

A new direction

"Before coming to Key, I had lost my dad and partner within a few weeks of each other. I had run a business with my partner but had to give it up because it was too physically demanding for me on my own. I was struggling with grief and had no sense of purpose. When I first met my employment coach, I cried a lot. I felt so alone. I was introduced to different groups and tried new things. My coach was very persuasive, and I explained that I liked children, so I was given the help to volunteer at a school as well as helping out at a community art group for children. I grew in confidence and felt ready to look for work. My coach helped me with my CV and showed me how to look for work. I was even supported with my job applications. I am now working as a welfare assistant and doing courses about children's mental health. I hope in time to become a teaching assistant. I still have days where I feel sad, but I know I have to keep moving forward."

COMMUNITY DEVELOPMENT



This year has been a very busy year at The Base community centre with enormous progress being made. Activities at The Base have touched over 400 members of the community whether this is through one of our regular groups that include two youth clubs and a men and women's group or some of our other projects including the community café, holiday hunger, the Leyland Festival float, family fun days and much more. Here are the words of two community members who now volunteer at The Base explaining what The Base has meant to them.

Alex's story

"The Base has become a foundational part of my life, giving me a support structure, a sense of value in the community, and above all, a sense of value and purpose in myself. It has helped me spread my roots, feel safer outside my home, and feel like I belong in a community I've felt like an outsider to for years.

I became involved with The Base in 2018 after being approached by Key staff during my weekly counselling held at Balfour Court. They asked me to be on a panel to help pick the new community worker. I barely spoke during the panel, not even being aware of The Base's existence despite it being so close to my own home. Being involved in the interviews was the first sense of really feeling like a volunteer and an important member of The Base.

My true progress began with Andrea, who saw my potential and pushed me to find my skills. We started Men @ The Base, a group for men to socialise and share skills and interests which continues to grow to this day. I was also made a vital part of the organisation and media for The Base, designing posters for events, and slowly building my confidence in my own abilities.

My social skills grew quickly, going from being unable to speak in front of more than one person to being able to make new friends, speak in meetings and have the confidence to make decisions and make my opinions heard.

Through connections at The Base and Andrea's direct encouragement, I started volunteering with Radio Leyland. My new confidence and self-respect developed at The Base helped me create the radio's automation system and, before long, be a fully-fledged radio presenter, joining Andrea on the Breakfast Show and even creating my own shows, all built on the foundations formed with my role at The Base.

I can't imagine my life without The Base. It's become a fundamental source of pride and joy for me. I've found myself and the community through The Base, and although I still have a long way to go on my journey of self-improvement, I hope to remain a part of The Base for many years to come."

Michelle's story

"I became involved with The Base after my daughter started to attend the youth club. I started to attend various activities to get out of the house. I am classed as disabled, and my confidence and self-esteem had taken a real knock. I was made to feel extremely welcome and have since become a part of the furniture. Coming to The Base has helped as I now feel I can still accomplish things even when I struggle. I help out at a lot of things, including holiday hunger, the community café, and partnership meetings. I am proud of the impact The Base is having on the community and the awards which we have won. Long may it continue."

What have we learnt and what should we celebrate

A highlight of the year was the South Ribble Community Awards. Key was shortlisted in three categories, including young volunteer of the year, response service extra mile, and last but definitely not least, the special achievement award that was won by Andrea Andrews, who is the Youth and Community Worker at The Base. This award was richly deserved and is a real achievement for Andrea and Key.

We have learnt that even before the pandemic that food poverty is a significant issue in the Broadfield area. We plan to open a community food shop from The Base in the summer, called The Base-One Stop. This will be a membership scheme where community members will be able to choose food each week for a small weekly cost. This scheme will help people make their money go further.

"I learnt quickly how trust not only needs to be earned and is also very fragile. Determination, consistency, and always delivering on promises seems to be a good formula!"

ANNUAL ACCOUNTS

Income and Expenditure

Income and Expenditure	2017/18	2018/19	2019/20
Income	£376,500	£614,783	£673,608
Expenditure	£344,860	£488,821	£593,248
Total Funds c/fw	£180,047	£306,009	£386,369

(The full accounts and auditors accounts can be found on the Charity Commission website).

KEY'S BOARD OF TRUSTEES AS AT THE 31ST OF MARCH 2020

Lynne Cubbin - Chair
Anne-Marie Bancroft
Ronald Barham
Esme Davies
Kaye Grogan
Michelle Hallmark
Neil Townsend.

MANY THANKS TO THE FUNDERS OF OUR WORK WHO INCLUDE:

- The Big Lottery
- Children in Need
- Chorley Borough Council
- Fylde Borough Council
- Lancashire County Council
- Lancashire Mind
- Lancaster City Council
- Leyland Trucks Helping Hands
- Merriweather
- More Positive Together
- Nationwide Building Society Community Grant
- Preston City Council
- Progress Housing Group
- South Ribble Borough Council
- UCLan
- United Utilities Community Fund
- Tesco Bags of Help
- The Co-op Community Grant

key