



# GROWING STRONGER IN NORTH MANCHESTER

Annual report and social accounts 2017-2018



# WHO WE ARE AND HOW WE HELP

*"yes has had an amazing four years since coming into bloom in Newton Heath. Following on from opening up a base at The Hive in Higher Blackley in 2015, we are now setting down new roots in Collyhurst too. We're looking forward to furthering our work with all those communities to help them find jobs, opportunities and skills.*

*"We're continuing to work with partners in the area, particularly with the military charity Walking With the Wounded this year, helping ex-servicemen and women back into work. We also have some new funders who've helped make our Collyhurst expansion possible, including the Clothworkers Foundation, who provided the IT for our new base.*

*"It's not just **yes** that's growing, either. We're helping start-up businesses; giving them seed funding by way of grants. We're hoping that we'll help small businesses to bloom in the area, bringing much-needed enterprise.*

*"One of our biggest achievements this year was at Manchester's 'Be Proud' awards where we won the 'Community Force' category. This made us feel really humble because we were up against a number of nominees who had supported people following the arena attack.*

*"We're looking forward to the next 12 months; there'll be lots of opportunities for us to grow and develop our services even further. We're excited to work with more local residents to bring even more success to the areas that we work in."*

DIANE ROBERTS, CHIEF EXECUTIVE



# HIGHLIGHTS FROM 2017/18

- We held an event for International Women's Day at our Higher Blackley branch. Local female entrepreneurs shared their stories and gave advice, while the Google Bus pulled up to give people digital help
- We won the 'Community Force' category at the Be Proud awards. The event – run by Manchester City Council – rewards citizens and groups that make a real difference in the city, so it's an achievement we're extremely proud of
- We won 'Best Partnership' for our work with Northwards Housing in Manchester's Financial Inclusion Awards. The money advice surgery Northwards delivers from our centres means we can give debt and welfare advice alongside our specialist employment support at a time when it is needed most
- We partnered with Northwards Housing to offer local people grant funding and expert advice to start or develop their own business. See page eight for details
- We continue to work with Mears and Northwards Housing to offer apprenticeship opportunities and we also work with The Manchester College to run a pre-employment course to support the candidates
- As a partner in the new 'Be Well' health service, we have recruited Paul Henry as an Employability Support Advisor to provide help to people referred to the scheme by GP practices
- Preparations got underway to launch our Collyhurst branch in spring 2018. See page nine for details



- We're moving forward with our plans to acquire charitable status by March 2019
- We continued to work closely with the Training Brokers, providing clients with a range of courses to broaden their skills
- We began implementing our five-year plan, evaluating our social impact and developing new ways of working to ensure we have efficient, effective and consistent delivery of service
- We've taken on a Business Development Officer (Stephen O'Hagan) and Business Support Co-ordinator (Tim O'Neill), pictured above, to help us continue to grow the business
- Our Client Group continues to be a vital sounding board for us, providing advice to help shape our approach to the way we work following GDPR coming into effect
- We continue to celebrate our longstanding relationships with partner organisations like the Self Help Service and the National Careers Service that enable us to grow from strength to strength.

# KEY STATS AND OUR SOCIAL VALUE

ESTIMATED  
SOCIAL VALUE OF  
OUR ACTIVITIES:  
£12,984,426

OUR VOLUNTEERS  
DONATED  
418 HOURS  
OF THEIR TIME

74 PEOPLE  
GAINED TRAINING

15,930 VISITS  
TO YES  
IN 2017/2018

140 PEOPLE  
FOUND  
EMPLOYMENT

IT COSTS  
£304,108  
TO DELIVER  
OUR SERVICE

FOR EVERY £1 SPENT,  
YES DELIVERED  
MORE THAN  
£42 WORTH OF  
SOCIAL VALUE

1,036

PEOPLE REGISTERED  
FOR OUR SERVICES

OUR CLIENTS  
GAINED 787  
HOURS OF WORK  
PLACEMENT EXPERIENCE

We use the Housing Associations' Charitable Trust (HACT) social impact tool to help us to evaluate some of our activities that are difficult to put a monetary value on.

This is called our 'social value' and we calculated our activities here at **yes** to be worth £12,984,426. The figure is based on the equivalent amount of money that would have the same effect on someone's life as the service being valued.

So, in addition to the value of the employment they get, it takes into account lots of other positives such as improved physical and mental health, increased confidence and the benefits of internet access.

Our annual running costs are £304,108, which means every £1 spent = more than £42 of social value.

With funding from Social Investment Business, we've been working with Crellin Consulting on streamlining the way we support people. Debbie Crellin brings a wealth of experience of business planning in the sector and has spent time with our staff and board to help us achieve this by December 2018.



# WHY IT PAYS SAY **yes**

From finding that first job to making a career move, we've guided lots of people over the last year to get where they want to go. Here are just a few examples:

Vincent McGuinness (right), 21, of Newton Heath, now works for Northwards Housing's Estate Services.

*"Pretty much everything that I've had in the past has been seasonal," he said.*

*"I thought I'd give it a go with the **yes** centre and it's the best thing I've ever done to get a job. I went in there and within two weeks, I'd got a job pretty much. Nothing else matches it."*

Jonathan Wilmott (below left), 37, of Newton Heath, has become a chef de partie.

*"I came in to **yes** to update my CV. I thought they were all very helpful; I wasn't sure what to put on it and they helped me a lot," he said.*

*"They helped me to apply for a better role as a chef, moving from a demi-chef to a chef de partie, which is more money and better for me."*



Joshua McCartney (below right), 19, of Newton Heath, is an apprentice electrician with Mears.

*"**yes** helped me physically by helping me apply for jobs, but the biggest thing was they helped me mentally," he said. "When I thought I was never going to get the job, they were always there to tell me 'you've got a good chance'."*

*"If you're looking for a job, you've got to be daft not to use **yes**."*



Zena Bell (below), 33, of Hulme, works as a rent caseworker for Northwards Housing.

*"With my last employer, I was there for 10 years and had no responsibility; it got very demoralising. Now I feel like I can progress,"* she said.

*"yes gave me a lot of support to apply for an apprenticeship. The staff are dead nice and friendly. From there, I built up my experience and successfully applied to become a rent caseworker."*



Alex Ritchie (above), 18, of Higher Blackley, has started a business administration apprenticeship with Concept Metal.

*"I wasn't really enjoying college and I just thought that I'd like a more practical form of education. I was applying at home but not really finding much success,"* he said.

*"yes helped me to apply for the right apprenticeship and gave me encouragement and an opportunity to volunteer with them. This gave me a lot of confidence as I got to help people coming into the office."*



## FUNDING

We are grateful for the continued support and funding from:

- Manchester City Council
- Re:Vision North
- Social Investment Business
- Northwards Housing, including their 'in kind' contribution

## EMPLOYERS

The past year has seen us continue to build relationships with a range of great local employers from a variety of different sectors, helping to secure some fantastic opportunities for **yes** clients across north Manchester.

Relationships like this are great for everyone involved and have helped us to assist a large number of candidates on their journeys towards their dream jobs.

# PARTNERS

We work with other agencies to grow and share our services with as many people across north Manchester as possible. We've been doing a lot in the last year with Walking With The Wounded, a charity based in Miles Platting, which supports veterans and their families to get back into civilian life.

Gary Lamb (below), Associate Director and North West Regional Lead for the charity said: ***"One of the individuals yes worked with was a partner of one of our veterans and he was looking to get back into work. He didn't have a CV, so we put him in touch with yes and from there, his skillset and confidence just went through the roof."***

***"That's just one individual of many that we've worked with that have had some expertise or support via yes. It's just been instrumental in them building their own confidence, coming back to us and understanding the civilian world."***

We would like to say a big thank you to all of our partners for all their support and assistance.



# HELPING LOCAL ENTERPRISE

Our new start-up business partnership with Northwards Housing has been a great success in its first year. Thanks to the partnership, we are now able to provide full support to clients with the drive and determination to turn their self-employment aspirations into a reality. We can help with everything from funding to expert advice.

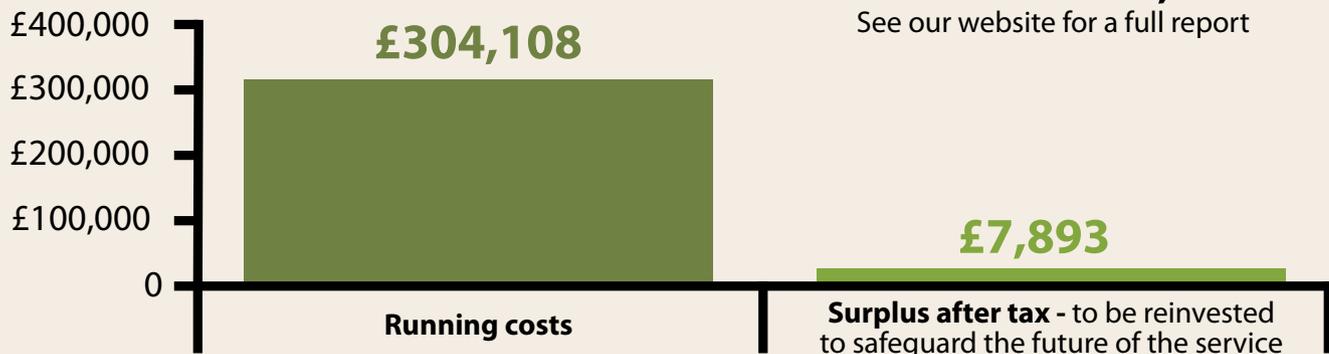
For instance, mum-of-five Althea Barnett, 49, of Collyhurst, is launching 'Upcycle Collyhurst' with our help - a social enterprise to teach local people how to upcycle furniture.

*She said: "I started an upcycling business called Shabby 2 Chic Designz in 2012 with a partner I went to college with. I wanted to give local residents in Collyhurst the chance to learn to upcycle their own furniture and a hub where we can get together and do it as a social group.*

*"I don't think I would have been able to do it without yes. Training-wise, they've been getting me on a number of business courses to help me with things like marketing. They boosted my confidence, gave me knowledge and pointed me in the right direction."*



## OUR ACCOUNTS



**Turnover £313,852**

See our website for a full report

**£7,893**

**Surplus after tax - to be reinvested to safeguard the future of the service**

# OUR COLLYHURST BRANCH

As work continues on the latest **yes** development in Collyhurst, we'd like to say a big thank you to all of our partners and sponsors for helping us to bring the centre to life.

We would like to give a special mention to funders including...

- Manchester City Council Work and Skills
- Places for People
- Jigsaw Homes Group
- The Clothworkers Foundation for funding our brand new IT equipment
- The Collyhurst Big Local Partnership for their continued support and input

A huge thank you also to Mears and Manchester Working Ltd for the refurbishment of the new premises! This project would not have been possible without their help. It was also great to have some former **yes** clients back with us doing the PAT testing, in their new roles as apprentices. Well done guys!



## VOLUNTEERS AND PLACEMENTS

We had lots of experience helping people to achieve their learning and skills goals this year through volunteering and doing work placements with us.

We work with them on an individual basis to ensure that their time with us delivers what they want in terms of confidence, skills and knowledge.

People come from far and wide to work with us... but no one came further than Jean Campredon, who travelled from the south of France for a 13-week placement last February!

Jean came to us through the Erasmus Programme to enhance his CV (he's interested in working in the social economy sector) and practice his English. He was a big hit with our French-speaking service users, of which we have many!





# CONTACT US

## **yes @ Newton Heath**

115 Briscoe Lane, M40 2TP  
(Monday to Friday)  
Tel: 0161 720 4090

## **yes @ Higher Blackley**

The Hive, Co-operative Academy, Plant Hill Road, M9 6NP  
(Tuesday, Wednesday and Thursday)  
Tel: 0161 974 0932

## **yes @ Collyhurst**

35-39 Southchurch Parade, M40 7GE  
(Monday to Friday)  
Tel: 0161 720 4990

Visit our website: [www.yesmanchester.co.uk](http://www.yesmanchester.co.uk)

Email us: [yesinfo@yesmanchester.co.uk](mailto:yesinfo@yesmanchester.co.uk)

Like us on Facebook: [www.facebook.com/yesmcr](http://www.facebook.com/yesmcr)

Follow us on Twitter: [@yesMCR](https://twitter.com/yesMCR)

