

Referrals

316
received



143
female
♀

173
male
♂

under 18 **82** aged 18-25 **243**

Impact

We pride ourselves on our organisational kindness, made possible because of you.

122 were not accommodated
but **53** of those are on the waiting list

Young people accommodated **194**
and **20%** were care leavers

87% of those accommodated were **White British** and **13%** from **BAME** communities

9% were excluded
due to serious breaches of occupation or risk to others
2% less than the previous year

7% had been accommodated by **Backup** at least once before, **2%** had been twice.

180 young people moved on from the service in the year, including **73** that moved internally on to a new **Backup** service as part of a planned pathway to progress. ✓

Of the **180** : **5%** abandoned i.e. **left without notice**.

81% were **successful** i.e. moves into their own accommodation, with family, university or other housing services. ✓

▲ **9%** increase on the previous year

Of that same **180** young people:

100% needed support with **finances**.



28% arrived with **NO** income.

95% of those left with **improved** finances and **78%** reduced debts.

71% needed support around ETE and **87%** left whilst **engaged** in training or education or work like activity.



31% of young people accommodated had **physical health issues**; and **81%** of those left reporting **improvements**.



50% needed support with **mental health issues**. **82%** of those left with **improved** mental health.

19% had issues with **substance abuse** and **almost all** of them left with a **decrease** or **cessation** of misuse.



85% were supported to **maintain their accommodation**.

83% were supported in **moving on** and accessing their **next accommodation**.

12% needed support due to **child sexual exploitation** and **100%** of those were **successfully assisted**.

13% were in **abusive relationships** experiencing **domestic abuse** and **100%** of those reported **cessation** with our support.



50% needed **help to build confidence** and **91%** reported an **improvement** in that after our support.

In addition to support and housing we provide so much more...

For example, we have provided **starter packs** for over 150 young people this year with the help of grants. These are packs made up based on individual requirements and include food, toiletries, cleaning products, sanitary products, ID (birth certificates) and in a few cases we needed to buy **shoes** and **clothing** as they came without. This money makes sure what we think are basic necessities, but for a homeless young person is considered a luxury, isn't overlooked.

We also provided every resident with **Christmas food hampers** worth £20 each plus **gifts** as well as **something for their birthday**; big birthdays 18+21 normally get wonderful **cakes** from Free Cakes for Kids.

We also provided all young people with a **new bed and bedding** when they move in to their accommodation. Another quality benchmark we aspire to keep so we maintain high standards and place respect high on our lists of values.

We are not obliged to do this. None of this is about housing; it's about home.



In 20/21 we completed **13,289** home visits

Gave out over **200** emergency food parcels

What do the young people tell us?

Every year we seek feedback from young people at Backup.

Not about services so much but about them, what brought them to us, what they need, what prevents them from moving on literally and metaphorically.

Here is 2021 full set of data. 45 young people completed the surveys in total.

45

91% gave **positive** feedback about Backup services.

100% rated us between **8 and 10** out of 10.

The ages at which young people **first experience homeless** is getting lower with

2 being **15** and the rest between **16 and 18**

Loneliness, isolation and **fear** are their biggest concerns.

40% of those who responded have **slept rough**; double the amount of the **last 3 years.**

The worst part is:

50%

said the *loneliness* is the killer

Leaving my parents and little brother, I was scared.

Over **50%** said they felt *scared*

100% said that they had experienced or witnessed or been treated within the Backup company values.

Having all the responsibilities put on me.

Having no food.

Feeling like a burden on those who helped me.

Worrying about my future.

How has Backup made a difference to you?

Over **50%** said they were *more independent*

25% mentioned feeling *safer*

Over **50%** said *staff* were *helpful*

If Backup wasn't here I would be **DEAD**

“ I know my views have been respected, I am well happy. ”

How has Backup made a difference to you?

I feel safe
and more
confident.

*It's made
me a better
person.*

They made it
possible for me to be
comfortable asking for
help with my mental
health.

They gave me
stability, helped
my future.

**They
showed me
am strong.**

They helped
me mature,
gave me
hope.

*I have had
a laugh with them
and opened up.*



If Backup
wasn't here
I would be:

**Still at home
surrounded by
drug users**

Jail

**Still in a
women's
refuge**

**With family
who don't want me**

DEAD