

BACKUP NORTH WEST ANNUAL REPORT

2024-25



WE ARE IN THIS TOGETHER



2.

**“WE HOPE THAT NO YOUNG PERSON
EVER EXPERIENCES HOMELESSNESS,
BUT IF THEY DO, WE HOPE IT’S THE
ONLY TIME THEY EVER EXPERIENCE
IT, AND THAT WHEN THEY LOOK BACK
ON THAT TIME, THEY REMEMBER
THAT THEY WERE SUPPORTED AND
VALUED”**

MAURA

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**"THE EXTRA MILE IS A WELL-TRODDEN PATH
AT BACKUP" – ASHLEY, EX RESIDENT**



CEO WELCOME



WHAT A YEAR

2024/25 has been one of the busiest and most transformative years we've ever known at BACKUP. Time seems to move faster than ever, and as an organisation we've been stretched, tested, and—most importantly—continued to change.

The greatest challenge has been staffing and recruitment. Not long ago, advertising a support worker role meant sifting through 30 applications. Those days are gone, and like so many across housing and social care, we've had to adapt. Adapt we have. We've welcomed brilliant new colleagues, celebrated internal promotions—including support workers stepping into management and a manager moving into our senior leadership team—and our proudest recruitment moment of all: welcoming back an ex-resident as part of our workforce.

What hasn't changed is our unwavering commitment: delivering high-quality services with and for young people, achieving powerful outcomes, and making a lasting impact in the Bolton community. The numbers and social value speak volumes, but what moves us most are the stories—the lives changed, and in some cases, saved. They continue to inspire us to push harder, aim higher, and do better.



This year's standout achievement was BACKUP becoming Ofsted registered in August 2024—a milestone made possible through the dedication and leadership of our COO, Paulette Campbell and the support of the Service Managers within the Supported Housing Service.

It really reflects the collective effort of our incredible, tenacious, and passionate team, united in their determination to ensure young people in our care start well, live well, and age well, in line with the Bolton Plan 2025–2028.

We're also proud to have become ambassadors for the Bolton Place Brand, flying the flag for our hometown with its bold mantra: Bolton is born to perform. It couldn't suit us better. Since 1992, BACKUP has been performing at the highest levels—delivering supported, emergency, and temporary housing for young people in crisis. And we're far from finished.

AS I LOOK TOWARD MY FINAL MONTHS AS CEO, I DO SO WITH PRIDE, GRATITUDE, AND OPTIMISM. PRIDE IN WHAT WE'VE ACHIEVED TOGETHER, GRATITUDE FOR THE PEOPLE WHO MAKE IT POSSIBLE EVERY DAY, AND OPTIMISM FOR THE INCREDIBLE FUTURE THAT LIES AHEAD FOR BACKUP AND THE YOUNG PEOPLE WE EXIST TO SUPPORT.



**MAURA JACKSON,
CEO, BACKUP NORTH WEST**

A NOTE FROM CHAIR, GAIL HOUNSLEA

BACKUP North West supports some of the most vulnerable young people in our community. Looking back over the past year, I can see how all the steps we have taken, large and small, have added up to real progress.

We have welcomed new team members to strengthen the services we provide. We have put on great events, including BFEST, our family-friendly music festival, and a very well attended Ball that raised vital funds. Charlie the Coffee Van has been out at more events, spreading the BACKUP name and giving young people valuable volunteering and work experience.

A REAL HIGHLIGHT HAS BEEN ACQUIRING AND RENOVATING A NEW PROPERTY TO IMPROVE THE ACCOMMODATION WE CAN OFFER. AT EVERY LEVEL OF BACKUP, FROM COLLEAGUES TO THE BOARD, YOUNG PEOPLE REMAIN AT THE HEART OF ALL OUR DECISIONS. WE WANT EVERY INTERACTION WITH THEM TO BE POSITIVE AND TO HELP THEM TAKE A STEP TOWARDS INDEPENDENCE. SEEING THE PROGRESS OF THOSE WHO HAVE MOVED ON SHOWS THE DIFFERENCE THIS APPROACH MAKES.

I would encourage everyone connected with BACKUP to play a part in that difference. Whether it's telling people about us, sharing a post on social media, buying a coffee from Charlie the Van, donating a tin to the 10 Tin Challenge, or joining us at one of our events, every action matters.

Finally, I want to acknowledge the amazing staff team who are some of the most dedicated, hardworking and passionate people you will ever meet. Their commitment to young people is unwavering even when things are tough. Together, with them, WE can help young people move forward, out of crisis and leave a lasting legacy in Bolton.



**GAIL HOUNSLEA,
CHAIR, BACKUP NORTH WEST**



MISSION, VISION, VALUES

OUR MISSION

We believe every young person deserves a safe place to live and the support to build a brighter future. We aim to be an outstanding provider of high quality, holistic housing and support services to those who need our help.

OUR VISION:

A future where no young person is homeless, isolated, or left behind.

**WE SPENT OVER £3M
RUNNING OUR SERVICES,
£9,437 PER PERSON ON AVERAGE**

With this funding, we've supported young people from crisis to stability, in some cases literally saving lives.



CORE VALUES:

- >> TO EMPOWER YOUNG PEOPLE TO LIVE INDEPENDENTLY
- >> TO PREVENT REPEAT HOMELESSNESS
- >> TO RESPOND TO EMERGING NEEDS OF YOUNG PEOPLE
- >> TO ENABLE YOUNG PEOPLE TO IMPROVE THEIR SOCIAL AND ECONOMIC WELFARE

WE MET AND EXCEEDED OUR STRATEGIC GOALS FOR 2024/25 AND ADDED A COUPLE MORE FOR GOOD MEASURE INCLUDING...

- Continued to deliver high quality services to young people
- Completed Ofsted registration successfully
- Secured our 4th GOLD Investors in People award
- Replaced and relocated one of our residential services
- Recruited and retained outstanding staff
- Delivered amazing fundraising events

"IF WE DIDN'T HAVE BACKUP, I DREAD TO THINK WHERE THESE YOUNG PEOPLE WOULD BE." – JEANETTE

- ✓ **WE ARE SAFE**
- ✓ **WE DO THE RIGHT THING**
- ✓ **WE HOLD OURSELVES AND OTHERS ACCOUNTABLE**
- ✓ **WE ARE IN THIS TOGETHER**

"Success isn't one-size-fits-all. For some, it's getting into uni. For others, it's just being alive, safe, and seen. It's going into a café for the first time. Paying for groceries. What's everyday to us is life-changing for them."

DIANE

IN THEIR OWN WORDS

How have BACKUP's values played out for our residents in real life this year?

SUPPORT



"They give you stability, but it's like crutches – you're doing it yourself, you're walking, just with something there to catch you."

HONESTY

"They follow through on everything they say they'll do. There are no half promises."



EMPOWERMENT

"They create a road for you to walk upon to reach your goals. My support worker made me believe that I can do it without her."



EMPATHY



"The staff match your energy, if you're not really feeling today, they'll meet you where you are."

RESPECT

"I've had my boundaries respected. When I put boundaries in place because I don't feel comfortable with something then there's no judgement."





"They don't give up on you, they don't push you
– if you need to stop for a break they don't go on
without you. They match you step by step."



RESILIENCE

"They taught me to keep my head up,
keep moving and don't look back."



**"ALL THE STAFF AND THE MANAGERS
HERE ARE CARING AND WE ALL
KNOW WHY WE ARE HERE: TO
SUPPORT YOUNG PEOPLE TO MOVE
ON AND GET THE BEST FUTURE THEY
CAN. TO HAVE SOME SELF-WORTH
AND SOME SELF-BELIEF. THEY HAVE
THEIR LIVES AHEAD OF THEM."**



ELAINE

THE CHALLENGE



Youth homelessness remains a complex and pressing issue in Bolton and Greater Manchester. Alongside housing insecurity, many young people face trauma, poor mental health, and a lack of opportunities.

Living without a safe and stable environment has a drastic impact on health, education and future prospects.



**EVERY 4 MINUTES A YOUNG
PERSON IS MADE HOMELESS**

**“BEFORE I JOINED BACKUP NORTH WEST, I
THOUGHT I UNDERSTOOD HOMELESSNESS.
TURNS OUT, I WAS WRONG. WORKING HERE
HAS OPENED MY EYES TO THE REALITY, THE
COMPLEXITY—AND THE STRENGTH—OF THE
YOUNG PEOPLE WE SUPPORT.”**

ED

**“THERE’S NOT ONE 16 YEAR OLD ON
THIS PLANET THAT DESERVES TO BE
SLEEPING ROUGH.”**
MAURA JACKSON

STATISTICS



An estimated **136,000** young people **aged 16-24** were **homeless or at risk of homelessness in the UK in 2022/23**, with the true figure being hard to measure. Homelessness, and particularly youth homelessness, is underreported. (*Action for Children)

Between the ages of **16-24**, homeless young people are **at least twice as likely to die as their housed contemporaries**. By the time they get to the **25-34 age bracket** they are **four times more likely to die**. (*Crisis)

1 in 62 young people in the UK will become homeless. (*Centrepont 2024)

REASONS WHY OUR RESIDENTS IN 2024/2025 BECAME HOMELESS/AT RISK OF HOMELESSNESS:

- Family Breakdown
- Abuse and Neglect
- Mental Health Problems
- Human Trafficking
- Bereavement
- Discrimination
- Domestic Violence
- Poverty
- Leaving Care



ALMOST 12% OF THE RECORDED DEATHS OF HOMELESS PEOPLE ARE IN THE NORTH WEST REGION.

UNFLINCHING ARMS – OUR RESPONSE



Young people facing homelessness and multiple disadvantages are among the most vulnerable in society. Without timely intervention, their entire future is at risk.

They need more than a place to live—they need consistent, compassionate human support. While our services are accommodation-based, there is a vast difference between having a roof overhead and having a safe, stable environment where growth is possible.



“THE BUILDINGS PROVIDE THE SHELTER BUT IT’S THE SUPPORT THAT PROVIDES THE HOME.”

WE SUPPORT YOUNG PEOPLE AGED 16–25 WHO ARE HOMELESS, INCLUDING YOUNG PARENTS AND THOSE EXPECTING A CHILD.

OUR SERVICES INCLUDE EMERGENCY AND TEMPORARY ACCOMMODATION, HOLISTIC WRAPAROUND SUPPORT, ADVICE, AND GUIDANCE.

“IT’S NOT JUST ABOUT PROVIDING A BED, IT’S ABOUT TEACHING PEOPLE TO BE A COMMUNITY.”

WE PROVIDE:

- Emergency accommodation
- Short- and medium-stay supported housing
- Support with mental health, independent living skills, employment, and more

"SOMETIMES WE ARE TEACHING LIFE SKILLS, LIKE USING A KETTLE OR MICROWAVE—EVERYDAY OBJECTS IF YOU'VE BEEN BROUGHT UP WITH THEM." – ELAINE

Our support is tailored to each individual's journey—helping build confidence, independence, and a sense of purpose.



"THEY'RE NOT JUST HERE TO ESCAPE THEIR LIVES; THEY'RE HERE TO GROW. TO UNLEARN THE LIES THEY'VE BEEN TOLD ABOUT THEIR WORTH." – ED

Young people often move between BACKUP services as they grow more independent, progressing toward full independence.



VOICE OF YOUNG PEOPLE

"R" SHARES HER EXPERIENCE:

"When I was 17, I was at BACKUP. At 18, I got a job at Haven, but I needed a uniform—fast. BACKUP bought everything I needed. I made it to work, but when the season ended, I was still homeless and ended up couch-surfing.

I REMEMBERED THEY SAID: 'IF YOU EVER GET STUCK, CALL US.' I WAS EMBARRASSED, BUT I CALLED—AND THEY LET ME COME BACK. THAT'S WHAT A HOME IS."

WE SEEK VALUE IN EVERY POUND SPENT



THE EXTRA MILE

At BACKUP, going above and beyond is second nature. These actions aren't written into contracts - they come from our values, our people, and our belief that every young person deserves dignity, care, and opportunity.

THE EXTRA MILE IS A WELL-TRODDEN PATH AT BACKUP.”
FORMER RESIDENT

5 WAYS WE GO THE EXTRA MILE AT BACKUP:

1)

IN AN EMERGENCY, WE BEND OUR OWN RULES.

Our residents come to us through a referrals process, and we are unable to accommodate every referral – no matter how much we wish to. In 2024 we were not only full but running a lengthy waiting list. However, when a young woman was raped while sleeping rough this year, our team broke protocol, searched the streets at night, and brought her to safety



2)

WE SHOW UP.

"I was having some problems with substance abuse. I had a meeting to go to, my support worker went with me. She made it possible, going with me and then having that debrief after, no judgement – it's a commitment above and beyond. I can't place the feeling — I felt supported, I don't think I would have gone if I had to go alone."

3)

SUPPORT IS PERSONAL

A young mother, anxious about not being able to read food or medicine labels for her baby, was taught to read by one of our team.



Her support worker called in whilst off sick to continue the lessons virtually.

4)

WE'LL ENGAGE WITH THEIR INTERESTS.

Two struggling residents invited their support worker to a gaming shop, where they introduced her to the world of gaming! They opened up to her on the drive back - an opportunity for connection they wouldn't otherwise have had.

5)

OUR ACCOMMODATION FEELS LIKE HOME.

We won't put any young person somewhere we wouldn't live ourselves. That means it's not just safe, but comfortable, well-appointed and full of welcoming touches that say 'you matter and we care about you.'



WE LISTEN, CARE AND ARE ALWAYS THERE. WE NEVER GIVE UP AND ALWAYS STRIVE TO DO THE BEST FOR OUR YOUNG PEOPLE. – ALISON

OUR YEAR IN NUMBERS

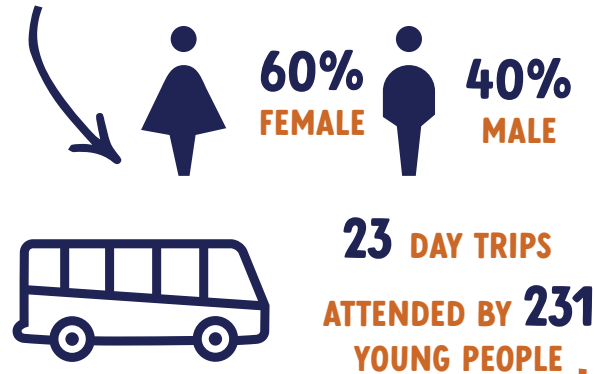
399 REFERRED

- >> **441** LAST YEAR SO A SLIGHT DECREASE
- >> **170** ACCOMMODATED
- >> **229** WERE TURNED AWAY

THE WAITING LIST AT THE
END OF MARCH WAS **137**

- **40%** were looked after or care leavers
- **9%** had slept rough before coming to us
- **37%** supported away from domestic or sexual abuse
- **15%** supported with child sexual exploitation
- **19%** supported with offending reduction
- **29%** supported with safeguarding issues
- **100%** supported to improve finances and reduce debts
- **9%** asked to leave due to risky behaviour **2% less than last year**

YOUNG PEOPLE WE SUPPORT



19,000
HOME VISITS



413
FOOD PARCELS PROVIDED
TO AVOID FOOD BANKS

- >> **31% WERE FROM BAME BACKGROUNDS**
- >> **80% SUCCESSFUL MOVE ONS
8% UP ON LAST YEAR**
- >> **100% SUPPORTED WITH MENTAL
HEALTH AND WELL BEING**

SPARKLING MOMENTS

“SOMETIMES SPARKLING MOMENTS ARE LIKE SPARKLES IN THE DARK – BUT THEY SHINE ALL THE BRIGHTER FOR IT.”

Statistics are useful for measuring the scale of the problems and the growth of our strategy to solve them. What numbers don't show us is the humanity: the real young people who have been through so much and the depth of feeling of the staff who support them.

We believe that success isn't always measured in big milestones. We celebrate first steps: using a microwave, paying for groceries, walking into a café, speaking up in a group. These are signs of shifting out of survival mode and starting to thrive.



FOR OUR TEAM, IT'S OFTEN IN THE SMALL EVENTS AND INTERACTIONS THAT MAKE YOUR HEART SURGE, MAKE YOU THINK “THIS IS WHAT I’M HERE FOR”.

**WHAT GIVES YOU CHILLS? WHAT MAKES YOU LIGHT UP... OR FILL UP?
WE CALL THEM SPARKLING MOMENTS...**

WHY IT MATTERS: THESE ARE NOT JUST MOMENTS. THEY'RE PROOF - THAT HEALING IS HAPPENING, THAT CONNECTION IS POSSIBLE

- A young man rediscovered friendship after losing his sight.
- A new resident learnt to use a kettle for the first time.
- A single mum went to college after years of fear and doubt.
- Residents wrote anonymous positive notes for each other and put them around their flats.
- A young man who had been trafficked to work on a cannabis farm saw a beautiful side to the UK and tested his own strength by completing the Three Peaks Challenge.
- A young woman who had once been withdrawn and avoided eye contact modelled in a fashion show.
- Mums and babies went to Smithills Farm, shared gifts and made memories.
- A young parent learnt to read for the first time through lessons with her support worker.
- A delegation of young people visited the Houses of Parliament to share what they had been through.
- A spontaneous trip to a gaming shop created an opportunity for honesty and connection.
- A young person got their first ever birthday cake and its design featured all their favourite things.



**"IT'S THE SMALL THINGS THAT
MAKE THE MAGIC." ELAINE**

CHARLIE THE VAN

If you've been to an event in Bolton this year, chances are you've seen our little blue coffee van, Charlie. Charlie the Van is not just a fundraising tool. It is an integral part of the BACKUP Team now familiar around Bolton, spreading awareness and changing lives, one coffee at a time.

WHERE'S CHARLIE BEEN?

- BOLTON PRIDE
- SUPERCAR SHOWTIME
- BACKUP GOLF DAY
- FESTIVAL OF HORWICH
- BOLTON FOOD & DRINK FESTIVAL
- SHOUT NORTH WEST EXPO
- B-FEST @ BOLTON ARENA
- PUT BIG LIGHT ON FESTIVAL – BOLTON TOWN CENTRE
- LITTLE LEVER SCARECROW
- BACKUP SLEEP OUT – BOLTON TOWN CENTRE
- HEATON FOLD ARTISAN MARKETS

EVENTS ATTENDED 103

SPORTS EVENTS

- DAISY HILL FOOTBALL CLUB
- LEVERHULME PARK RUN
- BWFC FANZONE
- LEVERHULME PARK – WHEELS FOR ALL



BUSINESSES AND ORGANISATIONS

- MANSELL BUILDING SOLUTIONS
- STATESIDE FOODS
- HEATON FOLD GARDEN CENTRE
- NORTH WEST CAREERS
- WATSON HOMES
- J DICKINSON & SONS

SCHOOLS

- THORNLEIGH SCHOOL
- CLEVELANDS SCHOOL
- MARKLAND HILL SCHOOL

BOOK CHARLIE FOR YOUR EVENT



The Van is our mobile coffee and cake service, run as a social enterprise. Its purpose is simple – to serve delicious coffee, tea, cold drinks, and freshly homemade cakes, while using every penny of profit to support BACKUP's mission to tackle youth homelessness.

The Van can be hired for private events – whether community gatherings or corporate functions – and also trades at public locations across Bolton (subject to licensing).

What makes it truly special is the opportunity it gives to our young people. By working on The Van, they gain valuable skills, confidence, and real-world work experience – for many, it's the very first step into employment.

INCOME GENERATED: £21,380

VOLUNTEER HOURS: 250

MILES TRAVELLED: 700



SPOTLIGHT:

WHEELS FOR ALL – LEVERHULME PARK

Every Thursday, Charlie serves participants and volunteers at the Wheels for All Adapted Cycling sessions.

BWFC FANZONE –

Every home game, The Van welcomes BWFC supporters providing them with pre match coffee and cake.



OUR BOLTON

“OFFERING COMPASSION, ADVOCACY, AND OPPORTUNITY TO THOSE WHO NEED IT MOST.” BACKUP EXISTS TO SUPPORT YOUNG PEOPLE IN BOLTON AT RISK OF HOMELESSNESS, BUT WE ALSO HOLD A PLACE AS AN ACTIVE AND VITAL PART OF THE TOWN’S ECOSYSTEM.

We operate with a business mindset – employing networking, discipline and strategy to channel Bolton’s resources towards some of its most vulnerable residents. In return, the impact of our work ripples back out into the borough. We provide job opportunities, work experience and peer mentoring, and we return supported, cared-for and confident young people into the community, ready for their next stage of life.

WE ARE PART OF SOMETHING BIGGER THAN US, A VISION OF A FUTURE WHERE NO YOUNG PEOPLE IN BOLTON EXPERIENCE HOMELESSNESS, BUT ALSO SHARE A VISION OF A HEALTHIER, HAPPIER MORE PROSPEROUS TOWN FOR THEM TO INHERIT.



COMMUNITY SPIRIT POWERS OUR MISSION, WE'RE USING THE BOLTON FAMILY SOCIAL VALUE PARTNERSHIP'S **SOCIAL PLEDGES** TO SET OUR SOCIAL VALUE GOALS FOR THE NEXT YEAR.

HERE'S WHAT WE'VE
DONE SO FAR



5 Invest in Bolton's social enterprises

6 Spend your £ in Bolton

11 Donate food equipment or clothes for distribution by Bolton VCSE groups

15 Create opportunities for underrepresented groups

14 Employ Bolton people

20 Sponsor a Bolton town centre cultural event

Social Value Pledges

20 social value pledges your organisation can deliver to make a difference in Bolton.

1 Donate to the Bolton's Fund grant programme - support Bolton's communities	2 Become a trained, independent Bolton's Fund grant reviewer	3 Promote access to digital resources Provide free IT equipment, ICT and web connectivity to people who need digital inclusion	4 Boost Bolton Skills By becoming an employer, enterprise adviser, skills in schools and colleges, work experience and youth, support university projects	5 Invest in Bolton's Social Enterprises via Proper Good - supply chain, social resources
6 Spend your £ in Bolton - build small businesses and social enterprises into your supply chain	7 Care for Bolton's Environment as a community fair price, volunteer through Bolton Green Enterprise	8 Reduce your carbon footprint - make your organisation greener by signing up to become net zero	9 Skills Swap - volunteer to share your skills with a local VCSE group	10 Collaborate with a Bolton Charity support their development and learn about local issues
11 Donate food equipment or clothes for distribution by Bolton VCSE groups	12 Hold your events at The Bolton Hub or another local charity	13 Become a corporate member of Meet. Support Bolton's business to become a local hero and encourage your employees to have a payroll deduction	14 Employ Bolton people, create apprenticeships and recruit with local employment programmes	15 Create opportunities for underrepresented groups and future's young people by providing mentoring, work placement and supported employment opportunities
16 Sign up to the GM Good Employment Charter and become a living wage employer	17 Expand activities training in your work place	18 Provide monthly health and wellbeing activities in your workplace	19 Become a member of the Bolton Family	20 Sponsor a Bolton Town Centre cultural event through donations and sponsorship

THE BOLTON FAMILY
A Social Value Partnership

FUNDRAISING HIGHLIGHTS

One of the ways in which we engage most with the wider community is through our fundraising events, each one designed to raise awareness as much as it raises funds. Every penny goes directly to the young people in our care.

HERE ARE JUST A FEW HIGHLIGHTS FROM A SPECTACULAR YEAR:

1ST B-FEST

We launched B-FEST, our new Music Festival to bring our community together for what is now an annual event.



LADIES LUNCH NOVEMBER 2024

Comedian and master of puppetry Nina Conti entertained 180 local women at Rivington Barn.

TOTAL RAISED:
£8,000



THE SLEEPOUT

A group of wonderful supporters spent a night without the warmth of their bed, shining a light on homelessness. A night that really puts it into perspective of what it feels like to be 16 and sleeping rough.

TOTAL RAISED:
£10,000



WHAT'S NEXT FOR 2025–2026

**BACKUP IS AMBITIOUS, FOR AND ON BEHALF OF YOUNG PEOPLE WHO NEED US.
IN THE NEXT 12 – 18 MONTHS WE AIM TO:-**

- Open a new facility – Campbell House (to relocate and expand Project Front Door)
- Recruit a new CEO
- Pursue opportunities outside the borough
- Grow the Guardian scheme membership to 50
- Develop an opportunity for a new build scheme in Bolton
- Enhance the service user engagement strategy with young people
- Upgrade and improve THE VAN
- Achieve Greater Manchester Good Employment Charter membership

2024-25 SAW US SUPPORT MORE YOUNG PEOPLE THAN EVER, BUT WE ALSO HAD TO TURN JUST AS MANY AWAY.



**AT THE END OF MARCH
2025 OUR WAITING LIST
STOOD AT 137**

WHAT WE'RE LOOKING FORWARD TO IN THE NEXT YEAR



1. PARTNERSHIPS

IT IS A PRIVILEGE TO SHARE WITH BOLTON AND BEYOND THE INCREDIBLE WORK OUR BACKUP TEAM DOES TO CREATE BRIGHTER FUTURES FOR YOUNG PEOPLE, WHILE GROWING AND BUILDING PARTNERSHIPS WITH THOSE WHO STAND BESIDE US IN THE FIGHT TO END YOUTH HOMELESSNESS.

LAURA, DIRECTOR OF INCOME AND PARTNERSHIPS

2. NEW ACCOMMODATION

"I'M LOOKING FORWARD TO THE NEW LUCAS PROJECT. ANY NEW PROJECT IS EXCITING, THE YOUNG PEOPLE ARE GOING TO LOVE BEING IN A NEW SPIC AND SPAN PLACE. ESPECIALLY IF THEY'VE NOT HAD THE BEST START IN LIFE. IT'LL BE A BLANK CANVAS THAT THEY CAN MAKE THEIR OWN"

JEANETTE, SUPPORT WORKER

3. MOVING ON

"I'LL HAVE A BIG WARDROBE, AND A HOME!"

**RUBY,
RESIDENT**



THANK YOU

TO EVERYONE WHO STOOD BESIDE US IN 2024-25 - THANK YOU.

TO OUR PARTNERS

Thank you for seeing the value in partnership and for building a safety net with us.

TO OUR VOLUNTEERS

You've packed boxes, hosted workshops, driven vans, attended fundraisers, mentored young people, and stood shoulder to shoulder with our team. Your time is priceless and we never take it for granted.

TO OUR STAFF AND SUPPORT WORKERS

Thank you for your grit, your compassion, and the quiet things you do each day that no one sees. You are BACKUP.

TO OUR DONORS

Whether you donated once, monthly, or through an event, your generosity made an impact. You may never meet the young people you've helped, but their lives are different because of you.



OUR GUARDIANS

Thank you for standing beside us as we support young people in Bolton who are experiencing homelessness. Together, we are doing more than providing accommodation – we are creating brighter futures, built on hope and belief, ensuring that this difficult chapter in a young person's life does not define their tomorrow.

- Ador Talent
- Boo Coaching & Consulting
- Carroll Holman & Partners
- Chocky Mikes
- Chronicle Computing
- CityPark
- Civic Defence Policing
- Clearwater Property Partners
- Cornerstone Occupational Health
- Cura Accounting
- David & Lesley Morgan
- eCapital Commercial Finance
- Enabling Me
- Envirolead
- Gazelle Sports
- Helen Clark
- Hill Johnstone Wealth Management Ltd
- Ian & Jayne Hill
- Invisu
- Irwell Valley Housing Association
- Karen Openshaw Consultants
- KBL Solicitors
- Key Control Services
- Ladderstore
- Mansell Building Solutions
- Ye Olde Pastie Shoppe
- Moove House Ltd
- Morgan Care Ltd
- MW Contractors
- Nesi Professionals
- PM Business Support Services
- Sales Geek
- SCG Solutions
- Smarter Technologies
- Solsona Films
- Stanmore Insurance
- This Creative
- Travel Counsellors - Sarah Graham
- TWA Marketing
- University of Greater Manchester
- Veny Limited
- Wall2Wall Carpets
- Worthy Financial
- WR & K Openshaw
- Wren Accounting

TO OUR COMMUNITY IN BOLTON AND BEYOND

Thank you for believing that no young person should face homelessness alone. Here's to continuing the journey in 2026, together.

- Aldi Vincent Way
- All Saints Primary School
- Alliance Learning
- Ann Whiting
- Andy Morgan
- Andy Tonge
- Angela Brown
- Angela Parmar
- Bank Top Brewery
- Barclays Bank (Bolton)
- Bee Innes
- Ben Albrissi
- BNI Lions
- Bolton Council
- Bolton Hospice Lottery
- Bolton Parish Church
- Bolton Park Run
- Bryden Capital
- Bolton Wanderers Football Club
- Bolton Wanderers in The Community
- Bolton FM
- Cecilia Woods
- C&H Agency
- Carol Astley
- Carole Reed
- Carols Bakery
- Carrs Pasties
- Catherine Ormerod
- Charities Trust
- Chermaine White
- Christine Thomasson-Dale
- Chris Williams
- Claire Munns
- Connect Studio
- Craftprint
- Cubic Works
- D M Vaughton
- Dawn Dickinson
- Dan Lloyd
- Denise Oluwami
- Dominic Holden
- Donna Williams
- Eileen Riding
- Elaine Chapman
- Emmaus (Bolton)
- FC Bridgewater
- Fieldings Porter
- Fiona Fung
- Fiona Nicolson
- Francesca Tenant
- Fundy Quiz
- Gail Hounslea

- Graham Rose
- Gregson Lane WI
- Harriet Ledger
- Harwood Methodist Church
- Heather and Paul Pritchard
- Helen Atherton - UW
- Ian Upton
- J Dickinson & Sons
- Jackson Accountants Limited
- Jac Owen
- Jake Kirby
- Jan Webb
- Jane Dibnah
- Jane Gidman
- Janet Nuttall
- Jaqueline Gavin
- Jaqueline Moore
- Jenna Atkinson
- Joan Hall
- Joan Wyatt
- Joanne Larke
- Joao-Paul Cavaco
- Joe Morrison
- Julie Lomax
- Julie O'Hara Gradwell
- Kate Roe - Roe & co
- Karen Houldsworth
- Kaye Price - KP Financial
- Kirsty Yates
- Ladies Empowerment Circle
- Ladybridge Singers
- Last Drop Village Hotel & Spa, Bolton stadium Hotel
- Laura Barrett
- Laurel Hounslea
- Leander Moore
- Les Howarth
- Lesley Morgan
- Lever Edge Primary School
- Lisa Oakley
- Little Lever Ladies
- Lostock Primary School
- Lynn Simmons - Vintage Glow
- Macmillan Cancer Support
- Maggie Bruce
- Mandy Peters
- Margaret Gannon
- Marie Irving-Murphy
- Mark Turnbull
- Markland Hill Primary School
- Mayor of Bolton
- Melissa Fazackerley
- Mike Gregson
- Mike Lee
- Morrisons Harwood
- Mrs Hart
- Naomi Davies
- Natalie Power
- Nicola Burke
- Nicola Jones
- Orange Apron Gang
- Park Run
- Paul Lloyd - PL Facilities
- Richard Hurst Charitable Trust

- Rachel Darne
- Ruth Warburton
- Ryan Quick
- Salford Foundation
- Sarah Hulme
- Scott Cunningham
- St Margaret's Church
- Stateside Foods
- Stephen Walsh

- Steve Sharples
- Sue Walsh
- Susan Donnelly
- Susan Gibson
- Sushma Snacks
- The Finishers Pub
- Triangle Church
- The Feather Fixer
- Try Booking

- TW Wrights
- Unique Ladies Network
- UkeslikeUs
- Uzair Patel
- Vanessa Lloyd
- Wayne Brierley
- Wendy Webster

LANDLORDS

- Bolton at Home
- Places for People
- Mosscares St Vincents Housing
- Onward Homes
- Irwell Valley Homes



**EVERY SAFE NIGHT'S SLEEP, EVERY
BREAKTHROUGH MOMENT, EVERY SECOND
CHANCE WE OFFERED A YOUNG PERSON
WAS MADE POSSIBLE BY THOSE WHO GAVE
THEIR TIME, MONEY, EXPERTISE, VOICE, OR
HEART.**

FUNDERS & COMMISSIONERS

- AXA Community Fund
- Big Lottery
- Bolton Council, Directorate for Adults, Communities & Integration
- Bolton at Home
- Bolton's Fund
- Bolton GP Federation
- Bolton CVS
- Bolton Community Homes
- Bolton Fund
- Children In Need
- Garfield Weston
- Hays Travel Foundation
- Henry Smith Foundation
- Irwell Valley Foundation
- National Lottery
- Screwfix Foundation
- St James's Place

TO THE YOUNG PEOPLE

To those who trusted us in your most difficult moments, thank you. You are our reason why, and your courage inspires us every single day.



FINANCE

FINANCES AT BACKUP ARE ALWAYS A CAREFUL BALANCING ACT. WITH FIERCE COMPETITION FOR FUNDING, FEWER GRANT OPPORTUNITIES, AND A CONSTANTLY SHIFTING COMMISSIONING LANDSCAPE, WE HAVE TO STAY BUSINESS-SAVVY, PERSISTENT, AND CREATIVE TO KEEP OUR SERVICES STRONG.

This year, support from funders including **Children in Need** and **Provincial Walsh** has been invaluable. We've used their grants as leverage to unlock further funding, helping us to stretch every pound and amplify its impact. That's why the income we generate through our **fundraising events**, **Charlie the Van**, and our Guardians scheme is more important than ever. Unlike restricted grants, this income gives us the flexibility to focus on what matters most: **young people**.

WE'VE SET AN AMBITIOUS GOAL FOR 2025/26: 100 GUARDIANS.

Reaching this milestone would provide more than **5,000 hours of direct support each year**, enabling us to step in during moments of acute mental health crisis—where self-harm and thoughts of suicide are sadly all too common.



IT'S EASY TO FOCUS ON THE 'HOUSING' PART OF WHAT WE DO, BUT THE REAL DIFFERENCE IS IN THE '**SUPPORTED**' PART.

BEHIND THE SCENES, OUR TEAM HAS DEDICATED **536 HOURS** THIS YEAR TO WRITING BIDS, FUNDING APPLICATIONS, BUSINESS CASES, AND TENDERS.

THAT EFFORT HAS BROUGHT IN **£131,000** OF INCOME. DESPITE THIS SUCCESS, WE STILL FACED A **£40,000** SHORTFALL—A REMINDER THAT SOME YEARS ARE TOUGHER THAN OTHERS.



WHEN THAT HAPPENS, WE ADAPT, MAKE CAREFUL CHOICES, AND KEEP GOING. BECAUSE THE YOUNG PEOPLE WE SUPPORT CAN'T AFFORD FOR US NOT TO.

ANNUAL TURNOVER:

2013/14: **£1,191,375**

2017/18: **£1,832,915**

2022/23: **£3,249,533**

2024/25: **£3,544,835 (ESTIMATED)**



WE NEED YOU

YOUR ACTION – THEIR FUTURE

At BACKUP North West, we do more than house young people - we walk beside them through some of the hardest chapters of their lives, in 2024–25, we faced growing challenges: rising youth homelessness, cuts to services, and increasing mental health needs. Homelessness disrupts young lives, but with your support we were able to help hundreds of young people get back up and stay back up this year.

OUR GUARDIANS

Our Guardianship scheme provides an opportunity for local businesses to contribute directly to some of the most vulnerable people in our community, knowing the income they provide goes to young people in crisis and not to staffing or premises.

OUR VOLUNTEERS

Our volunteers get involved in a wide range of meaningful activities—from supporting young people with CV writing and interview practice, to helping run creative workshops, social activities, and community events. Others offer admin support in our offices or lend a hand with fundraising campaigns.

BECOME A GUARDIAN



VOLUNTEERING AT BACKUP



FUNDRAISE FOR US

There are loads of ways you can support us without spending a night sleeping outside.

FUNDRAISING PACK



JOIN ONE OF OUR EVENTS



Remember us and Speak our Name

Follow, share, and advocate. The more people who know about youth homelessness, the more we can do to prevent it.



@BACKUPCHARITY #BACKUPBOLTON

DONATE

Every contribution, big or small, helps provide safe homes, tailored support, and brighter futures.

£10 BUYS ESSENTIALS FOR A YOUNG PERSON ARRIVING WITH NOTHING.

£25 FUNDS A 1:1 SUPPORT SESSION THAT COULD CHANGE A LIFE.

£100 HELPS FURNISH A NEW SUPPORTED ACCOMMODATION SPACE.

Set up a regular gift:
Support us monthly and
make a lasting impact.



CONTACT US

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