



**Compass Support**  
*Making lives and communities better*

# 2019-2020 ANNUAL REPORT



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## WELCOME FROM JAMES WALSH, CHAIR OF COMPASS SUPPORT BOARD

After being a Trustee for 2 years I was excited to be able to take up the Chair's position and provide on-going strategic oversight of Compass Support. The year has provided opportunities to deliver new services and increase our reach and impact. As a result we have developed new partnerships and increased the range of stakeholders we collaborate with for the benefit of our service-users.

The performance during the year has remained strong and the Board has remained focussed upon quality assurance, contract compliance and financial strength. Compass Support officers continue to deliver a truly inspirational amount of work, often with limited resources. During these times people have shown remarkable innovation and commitment in everything they do.

The recent coronavirus pandemic has demonstrated that services can be delivered in different ways and yet still achieve the same outcome. I am truly humbled by the quick response Compass Support has provided to many vulnerable young people, families and individuals during this crisis; testament to our charity's objectives and the value of our amazing colleagues.

I would personally like to thank The Pioneer Group Board, volunteers, partners and Compass Support staff for their on-going support and contributions.

## ABOUT US

We are a social business that, since 2004, has been providing opportunities that enable people to make a positive change in their lives. We recognise that one size doesn't fit all as our opportunities - Employment, Family Support, Health, Children and Young People, Independent Living, Community Hubs - are tailored to the individual, looking at the whole person, providing the full package.

## OUR STRATEGIC GOALS AND OBJECTIVES

- **Help people to reach their true potential**
- **Empower communities and identify community driven solutions**
- **Build a strong and value driven organisation**



## DURING THE YEAR OUR BOARD OF TRUSTEES:

Reviewed delivery of activities against our Corporate Plan and approved a medium term sustainability plan to see us through the next 18 months of operations

**Commenced a strategic review which has been deferred to consider the wider impact of the Coronavirus pandemic**

Undertook a thorough review of risks and updated the risk plan, managing current and emerging risks

**Reviewed our internal audit report and supported the recommendations with good progress made by year end**

Approved policies and procedures

**Had a continued focus on ensuring strong financial management and reporting**

Appointed a new trustee and maintained strong governance

**Appointed Vice Chair; Barbara Hedley**

Appointed a Compass Support Trustee to represent on The Pioneer Group Board; Francis Burrows



**TRUSTEE ATTENDANCE OVER 8 BOARD MEETINGS**



JAMES WALSH



BARARA HEDLEY



FRANCIS BURROWS



WENDY STOKES



IAN LOWE



PAMELA LIBURD

## OUR PERFORMANCE

PERFORMANCE MEASURE	TARGET 19-20	ACTUAL 19-20
Overall customer satisfaction with Compass Support	98%	98%
Contract compliance	100%	100%
Compass Support Income Generated (external)	£711k	£740k
% School leavers into EET (destination tracking) (annual)	93%	92%
Young people achieving a successful outcome (% of those engaged)	93%	96%
Families achieving a successful outcome ( as a % of those engaged)	95%	100%
Participants reporting an improvement in wellbeing (%)	95%	99%
Independent Living adults achieving a successful outcome (as a % of those engaged)	95%	100%
% of adults moving into employment / training / volunteering	40%	31%
% of successful funding applications (for info only)	65%	70%

**£1 : £9.54**

TOTAL COMPASS SOCIAL VALUE GENERATED - 19/20

**£3,233,934**



## SOCIAL RETURN ON INVESTMENT

An SROI analysis was commissioned to evaluate the impact of our services during the financial year ending March 2020. The SROI analysis indicates that for every £1 invested in Compass Support, £9.54 of social value was generated. This created a total Social Value of £3,233,934 for the year.



# HEALTH & WELLBEING



## SUPPORTING THE COMMUNITY

The Positive Thinking Group was formed several years ago and over the last 12 months has taken full ownership of their meetings, activities and planning. With over 20 members attending weekly sessions the group have become a strong collective and welcome new members.

## NEIGHBOURHOOD NETWORK SCHEME

We were key partners in delivering the Neighbourhood Network Scheme (NNS) in Sutton Coldfield and Erdington constituencies. NNS takes a new approach to support vulnerable adults in localities with support from community assets as the first step in the care and support pathway. This has seen amazing results as local community organisations and groups foster positive relationships to support neighbours.



## HAPPY STREETS AWARD EVENING

We held the Happy Streets Awards evening at The Sanctuary, which had a fantastic turn out. Seventeen awards were given to members of the public who received nominations because of their dedication & kindness towards members of the community.



“Before this programme I'd only probably only speak to somebody if I went to the shop to get some alcohol; so it could be days and then just speaking once to a shopkeeper and then being in the house and just isolating myself. Back then, I can't believe how I survived being isolated that long, and seeing what I do now. Now I get to meet new people and get to know them through sharing experiences and it's all thanks to this project.”

**THINK POSITIVE SERVICE USER**





# SOCIAL PRESCRIPTIONS

Our on-going delivery of Social Prescription was broadened to include GP practices within north Birmingham, where nearly 300 individuals received non-clinical support to enable improvements in health and wellbeing.

## WELLBEING FIRST

A new 'Wellbeing First' programme was launched following commissioning of a new programme to implement prevention and early intervention.



## THIS YEAR . . .

99%

Participants reported an improvement in wellbeing



2172

People accessed our health & well-being activities

## NO ONE WITHOUT

Christmas hampers were made and delivered to 61 older isolated adults by local community volunteers.



“I received help at time when I'd become a lonely and depressed person in a very dark place. I was offered support to join a local social group and started on a long journey to the person I used to be. I now feel I can see the light at the end of the tunnel. I wanted to give back and help others and became confident enough to become a successful community group leader and panel member with Ageing Better”.

AGEING BETTER TYBURN HUB SERVICE USER





The delivery of our family support service in Castle Vale and Falcon Lodge remained a priority. We recognise that families continue to face tough times and enabling them to develop strategies to manage pressures has paid dividends to the way in which relationships have developed. We have supported parents to become champions to provide that much needed friendly face for other parents within their communities, and the group goes from strength to strength. We were also involved in strategic discussions across the city to mobilise Voluntary and Community Sector leads within constituencies to support vulnerable families as part of the Birmingham Children's Partnership arrangements.

I'm just writing to give thanks for the support and help you have given to my daughter and her family over the last few months. As a family, we have been encouraged by her commitment to get finances sorted out which was the major issue when I contacted you. Hopefully by looking forward this will continue and matters will be more controllable. Thank you once again for all your patience and understanding.

**FAMILY SUPPORT  
SERVICE USER**

## SUPPORTING FAMILIES IN LOCAL COMMUNITIES

During the year we have supported residents to engage more and take the lead in supporting others. The work our volunteers undertake is critical to sustaining support to those who need some help. Parent Champions, Community Organisers, Telebuddy befrienders are a few of the community led groups that are now doing it for themselves.



## THIS YEAR . . .

Families received Family Support

110

Adults received Independent Living Support

113

Our help in providing support to Castle Vale Community Housing (CVCH) tenants to remain in their homes has been invaluable. This has provided people with the tools they need to improve life skills including budgeting, welfare support and links to health provision. We are particularly pleased to be able to continue to offer services to other households, beyond CVCH tenants, extending to Falcon Lodge as part of our 'Wellbeing First' offer. The service-users we support continue to present with some complex cases and our partnerships with other agencies ensures the right support is provided.



“The team have been extremely helpful. They are very knowledgeable about my condition (Asperger Syndrome) and have offered support suited to my condition.”

INDEPENDENT LIVING SERVICE USER

# INDEPENDENT LIVING





# EDUCATION & EMPLOYMENT SUPPORT

Our delivery within local schools including, Information, Advice and Guidance, has supported hundreds of pupils to access high quality careers provision – enabling them to successfully move into further education, employment or apprenticeships. This is complemented by mentoring provisions, helping young people who have additional support needs.

Our focus upon increasing employability continued with our job clubs at The Lodge (Falcon Lodge Community Hub) and The Sanctuary (Castle Vale).

We also secured funding to work with those furthest away from the labour market using our innovative project 'Get Healthy Get Working' which pairs employability supports with life-coaching and well-being provision.

This year also saw us re-launch the East Birmingham Employment and Skills Board – a strategic group focusing upon employment and skills priorities within the geography.

## THIS YEAR . . .

Clients accessed 1-2-1 support for employment services

133

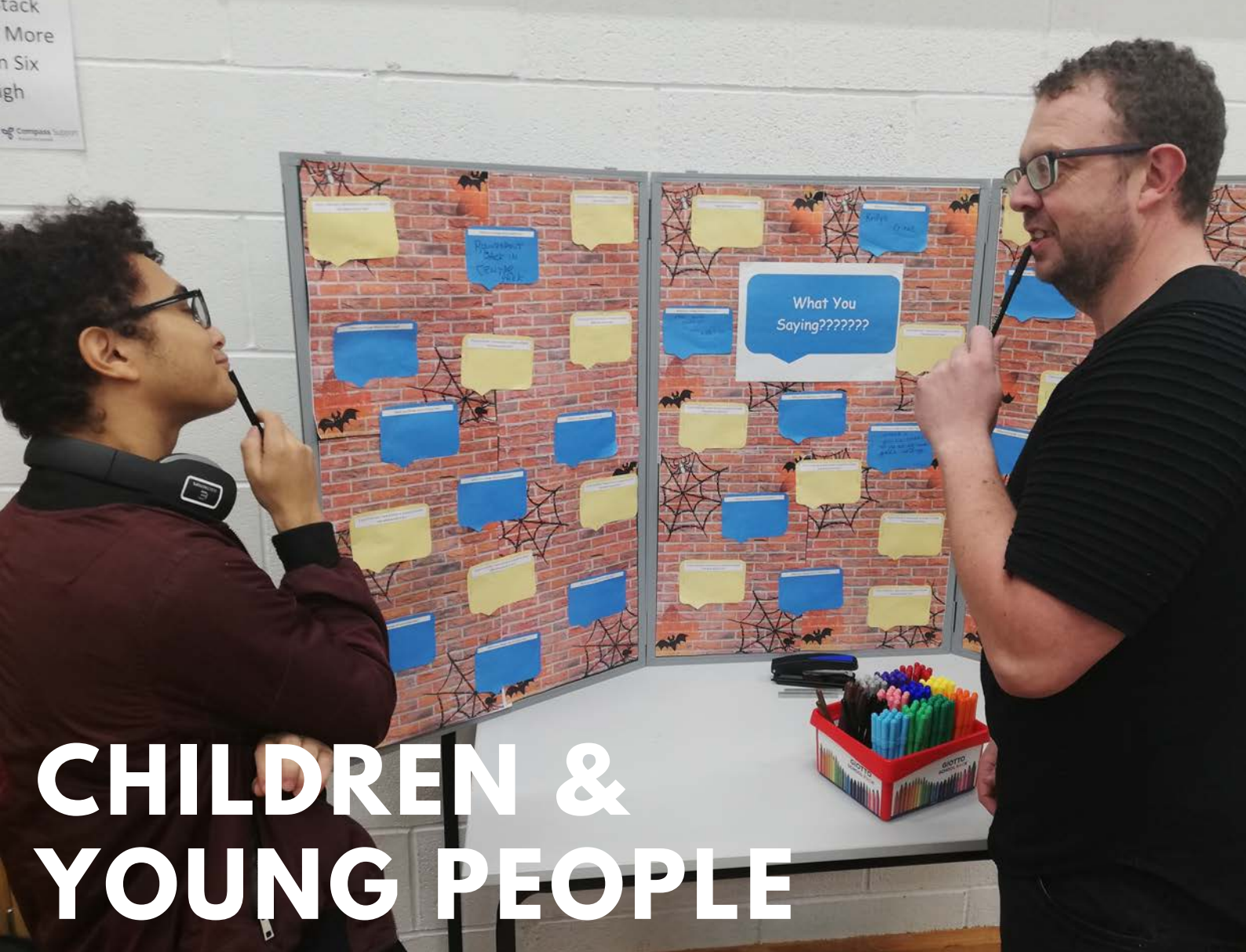
School leavers went into Employment Education Training

92%

“I approached Compass Support when I was looking for work. I had a conversation with Rob and on the day I met him he helped me create a CV on the same day. He then came across a job advert he thought would suit me, helped me prepare for the interview and I got the job! I start work today and can't thank Rob enough for all the help and support he's given me.

EDUCATION & EMPLOYMENT SUPPORT SERVICE USER





# CHILDREN & YOUNG PEOPLE

Our universal offer continues to be well attended and there has been engagement with new young people in a range of targeted projects. Our 'Cul-de-sac' programme, focussing upon knife crime, provided a real insight into the culture of knife crime, gangs and the judicial system. This, alongside our Young Leaders project, provides positive activities which enables a meaningful relationship to be developed to focus upon more intensive support needs, if required. Our on-going school holiday programme and universal youth service across north Birmingham means we can actively encourage engagement across geographies and age ranges – with joined up delivery on some of our health and well-being projects leading to inter-generational support. We continue to lead on agenda's relating to children, young people and families via a city-wide network, ensuring priorities for this age group are progressed.

“ I started going to the Sanctuary a couple of years ago when I was in foster care, I was getting into trouble at school and I got help from my youth worker for issues with my anger. They have supported me through lots and given me the chance to do some great things like a residential and set up my own projects. I am now a young leader at the centre and help out in school holidays with the younger children and I really enjoy it.

**YOUTH SUPPORT SERVICE USER** ”



## REDUCING THE RISK OF YOUTH VIOLENCE WITHIN COMMUNITIES

This year saw the introduction of the Cul-De-Sac programme to the youth work offer, this is a targeted project aimed at reducing youth violence and creating awareness of the danger of knife crime. In its first year the programme has been a massive success with over 700 young people engaging in activities delivered as part of the project around the North of Birmingham. This has included delivering 6 targeted 12 week projects to young people at risk of exclusion, all young people completed the project and remained in education. The launching of 5 social action campaigns to raise awareness in communities which included guest speakers, a youth conference and the creation of a gameshow which will be made available to local schools and youth centres later this year. The programme has also seen 2 young people receive awards for the impact their engagement has had in their school and community.

## THIS YEAR WE ...

**95%**  
POSITIVE FEEDBACK

We have worked with over 1000 young people this year and over 950 reported a positive outcome thanks to engaging with our services.

**400**  
HOURS

Our young leaders have volunteered a total of over 400 hours of their time to help out in the community this year.

**100**  
OLDER RESIDENTS SUPPORTED

The young people have supported over 100 local older residents with food hampers and various intergenerational sessions.





# The Lodge

Community Hub

Compass Support



## EMPOWER COMMUNITIES AND IDENTIFY COMMUNITY DRIVEN SOLUTIONS

We have continued to work collaboratively with key partners and local residents in our priority neighbourhoods; Castle Vale and Falcon Lodge. Community and Business Plans have been developed and implemented and many actions taken forward to achieve positive outcomes. We will shortly be handing over the Chair position of the Falcon Lodge Community Forum to a local stakeholder, and we know this will be in safe hands to continue to drive the agenda forwards.

### PARTNERSHIPS

We continue to engage in and lead partnerships within north and east Birmingham such as the East Employment and Skills Board and a city-wide Children, Young People and Families Network.

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NEW OPPORTUNITIES  
SECURED THROUGH  
PARTNERSHIPS

“ I use the centre weekly to regularly attend a community group activity. I have been going for over four years now. I started attending the group there because I suffered with depression and was isolated. I don't know what would have happened to me if I hadn't have gone and still go. ”

**CENTRE USER**

# FUNDERS

We are exceptionally grateful to our funders as well as to the many others who have supported us in the past. Their generosity has made it possible for us to deliver a wide range of resources and projects to the community.



Supported by the  
**HS2 Business &  
Local Economy Fund**



The  
Henry Smith  
Charity  
founded in 1628



**Football**   
**Foundation**



## FUTURE PLANS

The charity has clear objectives for the year ahead, which are based upon our strategic priorities. The charity has also considered the external environment to be able to progress business critical activities to ensure the sustainability of the organisation.

### OUR PRIORITIES FOR 2020-21 ARE:

- STRATEGIC REVIEW
- COMMUNITY HUBS REVIEW AND BUSINESS PLAN
- QUALITY ASSURANCE
- CUSTOMER VOICE/INSIGHT
- TRUSTEE RECRUITMENT

