



Annual report and social accounts

2018-2019

Who we are and how we help



"It's been five years since we began our journey and I'm so proud of how far **yes** has come. Since opening the doors to our Newton Heath office in 2013, we've helped hundreds of people across north Manchester to find work and this year has seen us take even greater strides towards supporting local entrepreneurs.

"Partnering with Prosper Associates and Northwards Housing, we've been able to offer a start-up business training course as well as grants to help people turn their ideas into reality. It's been a joy to watch these businesses take the first steps on their own journeys and we're excited to watch them grow.

"We've gone in some exciting new directions ourselves in the last year, too. We launched our Collyhurst branch and, just behind it, we are working with The Cube to help more people to get into the construction industry.

"Supporting people to get where they want to go in their lives is our bread and butter, but this year we were honoured to be able to literally help local people put affordable food on their plates. We started hosting a food pantry at our Collyhurst base, run by Wellspring Community Church, which has been hugely beneficial for many of our clients.

"It's been an exciting 12 months for us and I can't wait to see where the next year takes us. I hope you'll join us for the ride."

Diane Roberts, Chief Executive

Stops on our 2018/2019 journey



To help address the digital skills gap locally, we started our 'One Digital' programme with funding from Clarion Futures and support from Northwards Housing. This meant we could recruit a Digital Champions Co-ordinator, Marika Ellul, who's assembled a large team of volunteer digital champions. The champs share their skills in sessions across north Manchester, helping people with everything from specific queries to getting online for the first time.



Working with Prosper Associates and Northwards Housing, we were able to offer a training course and funding to people looking to set up their own businesses. The 12-week course gave participants the skills and knowledge to take their ideas from the drawing board to the high street. It was a great success, with 11 participants successfully completing the course. Five of the businesses are now up and running and we plan to hold further courses across north Manchester in future.



The Cube arrived in Collyhurst! We supply candidates to this specialist training facility, working in partnership with the Construction Industry Training Board, Re:Vision (who help fund and provide training for employability activities) and the Department for Education. It enables us to give people access to, and the skills to apply for, exclusive construction jobs and opportunities.



We had a lot to celebrate last year! We threw 'Our Blooming Great Big Bash' to not only mark our fifth anniversary, but also the third birthday of our Blackley branch at The Hive and the launch of our newest base in Collyhurst!



'Be Well', the social prescribing service we help facilitate, completed its first full year of operation. It's a partnership between ourselves, the Greater Manchester Mental Health NHS Foundation Trust, north Manchester GPs, Pathways Community Interest Company and Northwards Housing. Through 'Be Well', **yes** helps people referred by their GPs to get back into employment.



We welcomed three work placements from France! Jean, Jordan and Koffi each joined us for three months through the Erasmus Programme. They were a big hit with the clients at our Newton Heath branch and we look forward to welcoming more visitors to experience our work in future.



We were delighted to be shortlisted for the 2018 National Tenant Participation Advisory Service awards alongside Northwards Housing. We were nominated for "Excellence in Employment Skills & Training".



The 'Well of Hope' food pantry opened at our Collyhurst centre last summer. Run by Wellspring Community Church, this charity initiative helps support people on low incomes or claiming benefits. Working with FareShare and local supermarkets, they provide customers with a £30 weekly food shop for just £4.

Employers

This year we have continued to strengthen our relationships with a number of employers across north Manchester, whilst making new connections with many more. These relationships have allowed **yes** clients to access a range of fantastic local employment

opportunities and help many candidates achieve their goals and aspirations. We have supported the new North Manchester Business Network, a group of like-minded employers who want to bring extra value to their local community.

Partners

We would like to say a huge thanks to all of our partners for their continued support in providing their services and expertise to our clients.

It would be impossible to provide this level of service without the help of everyone involved and we look forward to continuing to work closely together in the future.

Funders

We are grateful for the continued support from our funders:

Core funding

- Northwards Housing
- Manchester City Council
- Re:Vision North

Direct project funding

- Collyhurst Big Local
- Clarion Futures
- Places for People
- Clothworkers Foundation
- Jigsaw Homes
- Mears

Contact us

yes @ Newton Heath

115 Briscoe Lane, M40 2TP
(Monday to Friday, 9.30am - 4.00pm)
Tel: 0161 720 4090

yes @ Higher Blackley

The Hive, Co-operative Academy,
Plant Hill Road, M9 6NP
(Tuesday, Wednesday and Thursday,
9.30am - 4.00pm)
Tel: 0161 974 0932

yes @ Collyhurst

35-39 Southchurch Parade, M40 7GE
(Monday to Friday, 9.30am - 4.00pm)
Tel: 0161 720 4990



Visit our website

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A huge thank you to Constructing Growth for their sponsorship which has funded the publication of this annual report

Why it pays to say 'yes'

We've helped a lot of people get to where they want to go...



Richard Jaworski, 45, from Crumpsall, came to **yes** after being made redundant. We helped him to get training, update his CV and successfully apply for a job as a warehouse operative.

I went to the job centre and they referred me to yes to get help with using computers, but I discovered it offers a lot more than just that. They're brilliant at making people more confident again.



Veronica Hill, 57, from Newton Heath, found work as a cleaner through **yes** after her hours were reduced at her old job.

yes helped me a lot. They've always got time for you. They're always willing to help you with absolutely anything: money problems, housing, bettering yourself, trying to get you interviews, socialising... everything!



Stuart Nuttall, 30, from Blackley, launched his business 'Exotic Getaways' after completing our business training course. He looks after people's pets when they go on holiday, especially exotic ones like reptiles.

Before I started the business, I worked in a pet shop, on peanuts basically. I learnt a lot through the shop dealing with different kinds of exotic animals and thought 'this is something I could pursue myself and I could live on it if I did it right!'



Kathy Morrison, 37, of Blackley, launched her social enterprise 'Morrisso Health' after completing our course, too. Her company uses its profits to fund health and wellbeing activities in north Manchester.

It was so nice to go into somewhere and not have to go 'yeah, I want to work for myself, here's my ready-made business plan for you' because I didn't have the skills or the confidence really to do that. yes helped to build my confidence so that I was able to get all those ideas onto paper and, by the end of it, I had a business plan and £1,000 funding.



Princess Sessay, 45, from Higher Blackley, came to the UK from Norway and visited **yes** when our Collyhurst office opened. At first, we helped her get a full-time job as a health care assistant (HCA) in a nursing home, but she'd always dreamed of working in a hospital. With our support, she's now due to start as a HCA at Manchester Royal Infirmary.

I can really recommend yes, especially to people who have just come to England and don't know where to start. If they come to yes, I think there will be great changes in their life.



Mother-of-five **Althea Barnett, 50**, of Collyhurst, also completed our business course. She's since opened her shop 'Upcycle Collyhurst', selling revamped goods and teaching people how to refurbish their own possessions.

I started from home and my friends would come in and say I should do it professionally. I just thought I'd like to do something working for myself and at my own pace, my own hours.

yes has helped me in so many ways: advice, use of their facilities, computers and such. The people are astounding.

Our new home in Collyhurst



Following on from the success of our branches in Newton Heath and Higher Blackley, we opened our third base in Collyhurst on 21 May 2018.

We're really pleased with what we've managed to achieve here in our first 10 months. We had a footfall of 5,178 customers coming through the doors – more than double what we were aiming for! We set a modest target of securing

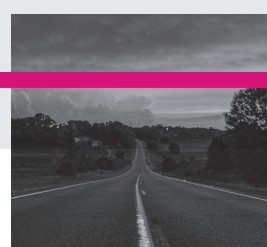
employment for 10 clients during this period, as we know it can be time intensive. We're thrilled to have been able to exceed this aim too, getting 21 local people into work during that time.

Key stats and our social value

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 £15,148,174.97 – an increase of £2,163,748 since last year!

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.

With the launch of our Collyhurst base, our core annual running costs are now £398,095 – an increase of £93,987. That means that every £1 spent = more than £38 of social value! This is slightly less than last year. However, due

to this extra investment, we did not expect to see a return in social value until the work is established.

Our total running costs (our core running costs, plus extra funding provided to run additional services, including Be Well and One Digital) this year came to £438,893.

Our accounts

Core Operating Costs £398,095

Total Operating Costs £438,893

Turnover £432,577

Loss After Tax £6,316

Our board had agreed to invest £20,000 of our reserves to support the opening of our Collyhurst centre. However, we were pleased to secure funding to cover these

costs and also to invest in much-needed new computer equipment for our Newton Heath centre, resulting in a much smaller loss than anticipated.

For every £1 spent,

yes delivered more than £38 worth of social value

We provided

1,022 hours of placement experience

1,162 people registered for our service

19,928 visits to yes in 2018/2019

Our volunteers donated
1,821 hours of their time

149 people found employment

Estimated social value of our activities:

£15,148,174.97

86 people gained training