



RUSH

EMPOWERING ALL TO BE HAPPY, HEALTHY AND SAFE

Annual Report 2024-2025



INVESTORS IN PEOPLE
We invest in people Standard





In the words that follow, this young person brings our values to life — trust, respect, unity, commitment, belief in change, and a celebration of individuality. Their journey reflects everything Rush House stands for: a safe place to belong, to be heard, and to build a brighter, independent future.

As you read on, we're proud to share how these values have shaped our work over the past year — and how they continue to guide everything we do at Rush House.



Tom's Testimonial

I have nothing but good things to say about Rush House / Brighter Futures as they have helped me in many ways to become the man I am today. When I first came to Rush House back in November 2023 I was struggling with alcohol abuse and my mental health due to relationship break down and no established support network. After talking to my Key Worker, Lynne about my issues, Rush House supported me to engage with ROADS (drug and alcohol support) and supported me with the GP in order to get me on the right medication.

I've been actively involved in a range of experiences during my time at Rush House, and I'm genuinely proud of the meaningful contributions I've made. Throughout my journey, I've consistently offered support to both my peers and the dedicated staff, always aiming to be a positive and reliable presence within the service. I've taken part in regular resident meetings, helping to voice not only my own views but also those of others, ensuring that everyone's perspectives are heard and considered. I've also contributed to various consultations, where I've had the opportunity to provide feedback and give ideas to help shape and improve the services offered.



In addition, I've been involved in external meetings such as those with Rotherfed, where we spoke about tenancy support and the wonderful service Rush House provides. One of the experiences I'm most proud of has been my active involvement in staff recruitment. I've had the privilege of sitting on the interview panel multiple times, helping to select new members of the team. This responsibility has helped me develop confidence, communication skills, and a deeper understanding of professional processes. Being trusted with this role has meant a great deal to me, and I've taken it seriously, knowing how important it is to help choose the right people to support the residents at Rush House. Overall, my time here has been incredibly valuable, and I'm proud to have contributed in so many meaningful ways.

The Life Skills Team at Rush House are truly fantastic and have played a huge role in creating a positive, supportive environment. They offer a wide variety of engaging activities and sessions, including cooking and baking, arts and crafts, wellbeing walks, Self-Care Sundays, Boys Group, and many more thoughtful and creative opportunities. These sessions are not only enjoyable but are also designed to help us build essential life skills, connect with others, and improve our overall wellbeing. I made it a priority to get involved in as many of these sessions as I possibly could, as I saw them as a valuable opportunity to step out of my comfort zone, grow in confidence, and gain new skills that I can carry



with me into the future. Each session helped me develop personally and socially, and I'm truly grateful for the support and encouragement provided by the team along the way.

Rush House has partnered with a range of organisations and charities such as Endeavour, Grimm & Co, The Rainbow Project – Rotherham, ROAR (Rotherham Open Arts Renaissance), and Rotherham and Barnsley MIND to deliver a variety of engaging sessions. These experiences have helped me develop new skills, boost confidence, and explore my creativity. Endeavour provided outdoor activities like abseiling, outdoor cooking, bouldering, and hiking, while also teaching the importance of protecting our green and blue spaces. Grimm & Co led a creative writing project where I worked with my peers to produce a short book expressing our thoughts on Rush House and mental health. It was a powerful and rewarding experience that I'm proud to have been part of.



As part of my journey to build confidence and work toward my career goals, I was referred to Brighter Futures, where I had the pleasure of working with my coach, Michelle. She supported me in exploring courses that would strengthen my CV and help me move closer to my goal of becoming a Youth Worker or Support Worker. Through this process, we discovered Northern College in Barnsley, where I've since completed several courses aimed at supporting my career development.

In addition to my studies, Brighter Futures also helped me secure an Art Internship through the Children's Capital of Culture initiative. This opportunity allowed me to collaborate with a professional artist to create artwork for the historic Old Town Hall, giving me valuable experience in a creative and community focused setting.



Nick Knowles Chair of Rush House Board of Trustees



It's been a year of challenges and change. A submission was made to change our Objects with the Charity Commission, this will give us the opportunity to share the excellent APOYO (A Place of Your Own) educational system to a much wider geographical audience as well as make us better prepared for any future developments or opportunities. A real win going forward.

Thank you to everyone who took part in the Investors in People review, the feedback has been very positive and shows we continue to support our colleagues. The feedback has demonstrated that our staff believe Rush House is an inclusive environment in which to work, with a culture of ownership, trust and empowerment for everyone, something that the management team strive for every day. It has also given the Board an opportunity to reflect upon how we review and value the work of our board members, some interesting opportunities to come from that as we move forward.

Thus far we haven't yet purchased any new properties, not that it means Rush House has been resting on its laurels, far from it. Some new, diverse properties are being added to the portfolio, offering some exciting opportunities in the near future and diversifying who we can offer accommodation to. It has meant additional work but has created a real buzz about the continuing development of Rush House.

Last year I recall commenting on the fact that we had completed our registration with Ofsted, it has created a huge amount of work and led to improvements in the way we work such as the revision of the handover system. It does feel like progress is a little glacial, but that isn't down to Rush House, it's the complexities of implementing such a massive national change that is aimed at protecting young people. We'll get there in the end because of the tenacity of all those contributing at Rush House.

The new IT system, Inform, is being implemented. It will lead to easier input, data recording and retrieval. The final bugs are being ironed out, as is required with any new system as it is used and feedback provided. Another nod to future proofing the organisation as we move forward.

None of the topics I have touched upon have been small projects, yet our hard working staff have continued to develop these projects whilst still managing to deliver, to a level of excellence, all the day to day deliverables, seek new networking and development opportunities and provide accommodation and support that gives young people the stable and nurturing environment they require in order for them to flourish.

I know it may sound glib, as I say this every year, but on behalf of the board we really want to praise all the hard work and dedication of Rachael Wilson CEO and all the Rush House staff. Down to each individual, we give a heartfelt and genuine thank you for making Rush House a place people want to work, young people want to stay and that other organisations turn to as a trusted partner. *Nick Knowles*



Rachael Wilson CEO

I start this year's report by thanking my colleagues here at Rush House. Without them and their commitment, enthusiasm and passion for improving the lives of those most vulnerable none of our achievements this year would have worked so well.

The year has been one of challenge, opportunities and development. All of which have been embraced and acted upon with the usual tenacity, passion and commitment from the team at Rush House. Our property portfolio has increased in size to offer 36 units of fully furnished supported accommodation to young people and we expect that to increase again in April 2025 by a further 14 units taking our offer up to 50 units. The generous donation we received from the Abstract Foundation has allowed us to take calculated risks by investing in new roles and properties and furnishing those properties to ensure they are warm, welcoming and homely to the young people living in them.

Following last year's registration with Ofsted, we have continued to review our policies and procedures to ensure any young person living in our accommodation receives the support they want and has their voice heard. The feedback from colleagues, commissioners and more importantly, young people, has been extremely positive. Young people tell us they feel safe, secure and settled while living with us and that the support they receive meets their needs.

Thanks to funding from Leeds Building Society, the development of our, 'A Place of your Own' (APOYO), tenancy skills training programme, has gone from strength to strength. Our APOYO co-ordinator Dave, has worked hard to review and update the content. Dave has worked closely with our IT support to ensure the training is available in 20 of the most commonly spoken languages in the UK. In October 2024, we were informed the tender application I had submitted to RMBC had been successful, allowing Rotherham based people access to the programme free of charge. The next step is to develop our Home Ownership section, which will give people the basic information they need if they are considering buying a property.

Moving forward we hope to share this training with many more people, but noted that work needed to be completed to update our Charity Articles to allow us to do this. This is now close to completion and once approved, we will be taking the next steps to get APOYO licensed, before we move on to start promotional work with other local authorities.

The Senior Leadership Team and Management Team have undergone a thorough review of roles and responsibilities. This has led to changes for some, and has given clarity to each role, with a clear purpose and playing to their strengths. Our longstanding colleague Lisa has taken on the new role of Head of EET & Life Skills using her years of wisdom and knowledge, of working with vulnerable people to adapt those services to the ever changing demands of the people using them. Jamie, using his extensive knowledge of housing and property investment has been able to focus on property acquisitions and quality support as our Head of Housing and Development. Sarah, our Head of Finance and Administration is currently reviewing the roles and tasks within her team to allow her to focus her financial expertise, on providing monthly management accounts, which we hope to start seeing mid 2025. The year has seen me complete many tender and grant applications, including 4 successful local authority tender applications, 2 for supported accommodation provision, 1 for floating support and 1 for tenancy skills training.

A successful grant application to South Yorkshire Violence Reduction Unit has allowed us to branch out and deliver Outreach support to vulnerable groups using the town centre. A grant application to CenterPoint's 'More than a Roof' scheme allowed us to provide 25 residents with a £200 budget each to purchase household items for their space to make it homely. The items are then theirs to take with them when they move on.

We have developed a great relationship with our local Asda Community Champion Tracey, who regularly visits us to donate goodies for our residents, and keeps in touch to tell us about grant funding opportunities from the ASDA foundation. One of which, I successfully applied for in September which allowed us to provide food and toiletry packages to young people in need.

This year I have also been able to accept invitations from Louise Oliver CISI and President of BAWE (British Association of Women Entrepreneurs) to join them in London to find out more about the work they do, and tell them more about our work here at Rush House. Between them, they have a wealth of experience and knowledge in business that they freely share to support each other to grow and develop their businesses.

I have also been fortunate to be able to continue to work alongside the Centre for Social Justice (CSJ) to contribute to their latest report 'The Lost Boys'. The report reveals some shocking truths about how boys and young men in Britain are struggling; they have lost hope, aspirations and feel isolated. The project focuses on what is going wrong for these boys and why they are falling behind. Just a few of the shocking statistics include:

- Over 150,000 young men are NEET (Not in Education, Employment, or Training)
- Child criminal exploitation most likely victims are British boys aged 17 or under
- Between 15-19, for every girl that takes her own life, almost 3.5 boys do likewise
- 96% of the prison population is male
- Boys achieve half a grade lower than girls in every subject at GCSE
- Boys are twice as likely to be in the growing number of school exclusions than girls

Something needs to change for our boys and I look forward to continuing my work with the CSJ to find practical workable solutions to present to Government and ensure that this much needed change becomes a reality.

This year has also seen me step down from my role as Chairperson of Rotherham Children, Young People and Families' Consortium after 10 years in the role. The Consortium brings together over 30 Voluntary and Community Sector (VCS) organisations to work together to raise standards and build resilience to improve the lives of children, young people and families in Rotherham. Over my time with them, I have seen the Consortium grow, develop, and deliver some of the most beneficial and impactful support services to local people. More recently in our lottery funded Smiles for Miles project over 3500 young people have been supported with a variety of activities including mental health support, outdoor activities, life skills training, wellbeing sessions and having their voices heard. This goes to show the vital role the VCS in Rotherham holds and its commitment and passion to improving lives and I am extremely proud to have played a small part in that.

At the start of my report I mentioned the year had been one of challenges, opportunities and development so I'd like to thank our Chairman Nick and the trustees for their unwavering belief in my ambition to see Rush House expand and develop, to reach out and deliver quality support through a variety of services to the most vulnerable. I am very grateful for their trust in my decision making and their commitment to helping us achieve our strategic aims.



Lisa Rachieru Head of Services

Education, Employment & Training & Life Skills

Well this year has proven to be another year full of exciting developments and new connections. I am thrilled to be able to reflect back on the last year and acknowledge our success across EET and Life Skills.

Life Skills Overview

We took the decision to promote Cassie to a Life Skills Co-Ordinator role after many busy months of developing and delivering projects to our young people. Cassie has really stepped into the role with ease and efficiency, taking the lead on our in house activities with accommodated young people and also coordinating and leading on numerous other small projects.

Our focus for the coming year is very much about continuing to develop our Life Skills offer, specifically for our accommodated cohort to ensure they are getting the best possible start to independent living. Whilst we offer a lot in terms of Life Skills what we feel is required going forward is a clear, coherent life skills package that is delivered to all accommodated young people to prepare them for those next steps. We are very much looking forward to trialling one of those programmes with our colleagues over at Leaving Care with a cohort of looked after children/young people starting in June 2024, and very much in keeping with the strong collaboration we have had with our statutory colleagues at The Journey, for many years.

Smiles for Miles 2:0

As we near the end of the first year of delivery on the National Lottery funded, Rotherham Children Young People and Families' Consortium collaboration project, we are thrilled at our progress so far. Our offer is to provide a number of girls and boys personal development groups throughout the year. Each group will be structured using carefully selected AQA modules to deliver positive learning and development opportunities with the aim of increasing their social skills, self-esteem and confidence.

We have successfully delivered a number of groups to young people accommodated at Rush House and have also been joined by a number of young people referred by our VCSE (Voluntary, Community, and Social Enterprise) colleagues. We are particularly thrilled that a number of previous Girls Group alumni (from our Smiles for Miles 1:0 pilot Girls Group) returned to Rush House to complete our revamped programme and a number of these young women have gone on to join the project wide Smiles for Miles Voice Hub. This year has seen us really turn the dial up on cross-sector collaboration with Cassie delivering a particular impactful girls group down at Aspire which resulted in one young lady achieving an additional AQA in Peer Mentoring which was a great addition to her CV and helped raise her aspirations to work in this sector.

A Place of Your Own (pre-tenancy course) & Leeds Building Society Collaboration

Our funding from the Leeds Building Society Dragons Den project came to an official close, although our collaboration and connection continues to remain strong. The development of the Home Ownership module for A Place of Your Own (APOYO) gathered momentum in September when Dave (Tenancy Skills Coach) and I spent a fantastic day over in Leeds with a select group of LBS colleagues who had volunteered their time and expertise to support the development of the content.

We had a great day sharing our knowledge and experience of home ownership from both a personal and professional perspective and from that developed a framework for the module based on the 4 P's:

- Person
- Property
- Product
- Process

A succinct and focused way of structuring what we know will be a very informative module into 4 specific areas that individuals need to consider when purchasing their own home.

Brighter Futures Development

As we entered into year 2 of our Brighter Futures delivery we continued to go from strength to strength.

My focus as Head of EET/Life Skills was to continue to build connections with local businesses. I am pleased to say that we have collaborated with Rotherham Hospice over a number of months to create our **Thrive Together** project whereby people working with our Brighter Futures team who want to develop their skills in readiness for future employment can sign up to a ½ day taster session over at the new Rotherham Hospice Hub.



Looking ahead we continue to seek and engage connections with local business to sign our pledge to support Brighter Futures clients into employment.

Much work to do but we know that Rotherham has a great collection of businesses that can support our service.





Networking & Connection – I have continued to build upon existing connections and to develop new ones by attending multi agency meetings, networking events and specifically social value events.

My colleague Dave and I were thrilled to attend a Charity Networking Event hosted by Leeds Building Society. It is always great to connect with the LBS team as they put so much effort into supporting charity partners. We look forward to that relationship continuing.

In April I will have been invited to attend the AGM for The Feoffees – Rotherham’s oldest charity dating back to the 14th Century. They kindly donated £1500 to Rush House in 2024 and I am pleased to attend their meeting and feedback to the Trustees the impact this donation has had on our vulnerable service users.

Health & Wellbeing – our commitment to the health and wellbeing of our clients continues with our Life Skills team hosting a number of events throughout the year to focus on both physical and mental wellbeing.

After nearly a year of ongoing research and learning on my part and after a lot of conversations with our staff, I was finally able to launch our Menopause Policy on World Menopause Awareness day 18th October 2024. In February of 2025 I was pleased to attend an online training course with South Yorkshire Integrated Care Board and upon completing this I am now able to confidently state that I am a menopause advocate and get to use this lovely logo.



Other Health and Wellbeing Highlights:

- Renewed our provision of Westfield Healthcare for another year
- An extra day off for Health and Wellbeing
- Student counselling placement offering counselling sessions for staff and clients



Jamie Prescott Head of Development & Housing

This year certainly felt, if you will excuse the stolen quote, like a game of two halves. The beginning of this financial year at times, felt like a series of stalled and failed opportunities.

With the success and enthusiasm for Clara Place we looked for suitable accommodation across South Yorkshire, which would allow us to emulate the Clara place model. RMBC were particularly keen to fund this through a Block Booking arrangement.

Frustratingly, several failed attempts to procure suitable properties followed. Holly Crescent Development, Rawmarsh Hill Development, St Ann's Road, Whitehall Lane and several others including some Barnsley properties all fell through for various reasons and at different stages of the process. The risk of missing opportunities was very real.

We also had an offer to purchase a property accepted, only to have to withdraw the offer following an unsatisfactory survey.

However, the second half of the year saw much more positive outcomes and two properties were secured through private rents:



Property 1

This property is for 3 people and was taken on by Rush House on 1st October. Although the property was high specification, it was felt that there was some decorating required as well as furnishing.

Property 2

This is a 2 bedroom property procured through a private landlord in the Whiston area. The property was taken on by Rush House on 28th October and is finished to a high standard.

Negotiations with RMBC Social Care saw both properties (5 bed spaces) taken on a block booked basis, initially for 12 months for Unaccompanied Asylum Seeking Children (UASC). After a huge effort from our Maintenance Team, the properties were occupied in the week beginning 4th November, our Keyworkers are now supporting the clients.



Property 3

Is a 1 bedroom apartment in Kimberworth, procured from South Yorkshire Housing Association (SYHA) This property required considerable refurbishment and on completion a placement was quickly secured.

New Opportunity 1

This opportunity presented itself at the end of the calendar year and was most definitely a 'project' in terms of refurbishment. This will provide us with 4 bed spaces and some office space. We were asked to consider using this property as a 24 hour support provision (Lot 1) for Care Leavers accommodation for RMBC.

After exploring the possibility, Rachael Wilson was successful in tendering for Lot 1, with this important news coming through in March 2025.

We were successful in negotiating with the landlord to grant us access to start works before taking the lease on. We hope to be 'live' offering a Housing First 'style' project, with intense wrap around support within the first quarter of the next financial year.



New Opportunity 2



Rush House were one of several providers offered the chance to express an interest in taking over the management of this block of 10 self-contained apartments with additional staffing areas.

It was agreed this was an exciting opportunity we could not ignore, and every effort was made to secure the tenure.

We received exciting news in January that Rush House were the preferred providers to take over the management of the building from 1st April 2025.

Once again, we were able to secure block funding from RMBC for 8 of the apartments, which will commence in the next financial year.

It is our intention to use the remaining 2 apartments to support a national campaign (Make Work Pay), to address the issue of working whilst in supported accommodation.

Staffing Capacity

With the addition of these buildings and more next year, we turned our attention to recruitment, with a view for staff to start early April and early May.

We have recruited:

- 5 Support Workers
- 1 Key Worker
- 1 full time Maintenance Operative.



Domestic Staff

We will also require around 16 more hours of cleaning services. Our current domestic staff was not interested in additional hours, preferring to seek work elsewhere.

Invites to pitch for the cleaning contract were sent out and 4 companies were interviewed with IPM (Intelligent Protection Management Group Ltd) being successful. Contracts have been agreed and they will start at the beginning of the new financial year.



As you may have gathered the next financial year is already pencilled in to be very busy indeed, and that's before giving consideration to the further plans we have for 2025/26...



Steve Harris Registered Manager Supported Housing

Richard Price Team Leader



2024/25 has been an incredible year, with so many exciting things happening throughout Rush House.

Key Achievements/Highlights

We are into our second year under Ofsted regulations and we are constantly learning, developing and improving to reach the highest standards.



Our first inspection was a positive experience that provided us with some excellent feedback as well as useful suggestions for areas of improvement. These were gratefully received and as a direct result, a new handover document was designed and implemented.

The Management Team have collectively reviewed the guidance and policies and procedures, ensuring Ofsted regulations are incorporated and adhered to.

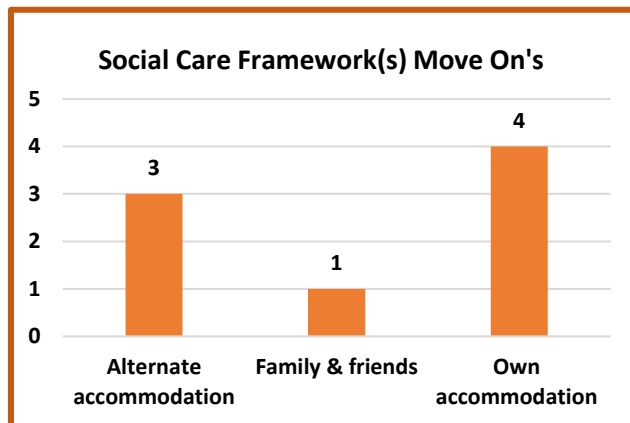
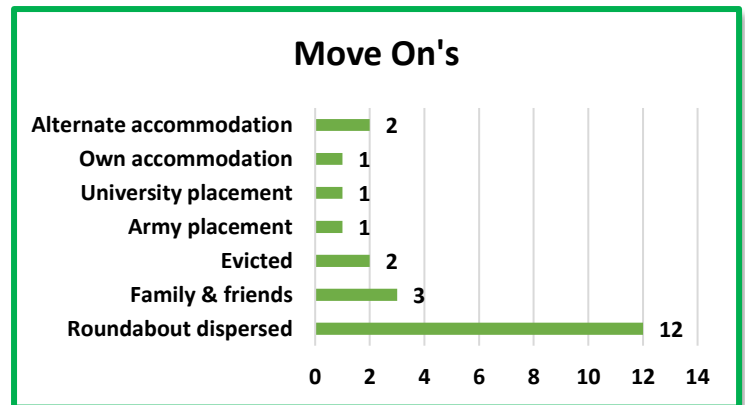
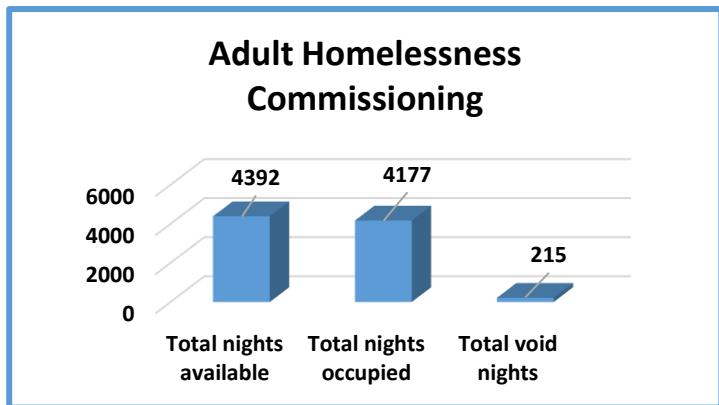
Accommodation

One of our main objectives was to improve the standard of our existing property portfolio, as well as ensuring any new procurement was of the highest standard. To aid us in ensuring we provided a Psychologically Informed Environment, where choice is a key element to our offer, we successfully applied for funding from CenterPoint's, 'More Than a Roof' grant. This enabled us to offer each resident the chance to choose items that personalised their accommodation, creating a home. In addition all these items belong to the young person, who will take these items when they are ready to move on.

Unaccompanied Asylum Seeking Children (UASC) - We have continued in our offer with supporting UASC young people, procuring specific properties and providing additional specialised training to staff.



Statistics



Learning

Rush House continue to promote training opportunities that enhance staff knowledge beyond those mandatory training requirements. These include examples such as:

- UASC specific training
- Extremism Risk training
- LGBTQI awareness
- ADHD awareness
- Fire Safety for vulnerable people
- Trauma informed approaches
- Supporting and understanding colleagues
- Young people with mental health challenges.



Consultations / Feedback

We believe the voice of clients is incredibly important and we take regular opportunities to consult with them to improve our service offer as well as to engage them in having influence on wider issues that impact them.

Here are a few quotes from our young people:



Young people are supported to engage and partake in any recruitment for new staff at Rush House. Through a series of group work activities, specific interview questions are identified as being important to the cohort. A panel of young people are then supported and trained to conduct part of the interview process and score the applicant fairly.



Viv Flinders Property Standards Manager

New Properties

The procurement of additional properties has been exciting but challenging. We have risen to this challenge to ensure the highest possible standards are met — including Health and Safety, required certifications, Ofsted expectations, and commissioning regulations. The refurbishments covered vital repairs, redecoration, new flooring, and furnishings throughout.



Environmental Safety

- ✓ Communal areas are cleaned regularly and individual rooms when they become void.
- ✓ Infection control measures are in place, including hand sanitising stations and appropriate waste disposal.
- ✓ No signs of pest activity have been reported. Preventative measures are in place and the buildings are inspected quarterly by a licenced pest control service.
- ✓ Timer booster packs have been fitted to properties to ensure heating is not left on unnecessarily, reducing cost and aiding to reduce Rush House's carbon footprint.



Conclusion

Rush House remains compliant with Health and Safety standards. Ongoing vigilance and proactive measures are essential to maintaining a safe and supportive environment, providing a high standard of accommodation.

The future is exciting, and the Maintenance Team are looking forward to future growth, recognising that developing systems and procedures to support our work is essential to ensuring quality is maintained.





Michelle Corker Brighter Futures Project Manager

Service Report

In this reporting period, the funding has enabled us to work with 67 people. Of these, 57 improved their basic skills and 32 returned to education or completed a training course. 36 moved closer to their desired goal, whether it be entering education, training or employment. In addition, of those actively engaging with Brighter Futures, 28 reported a positive change in their mental health and wellbeing.

What has gone well, the challenges, and what have we learnt

From consulting our clients we know that the flexibility and the person centred approach of the service suits their needs. Supporting them at their own pace and focusing on their personal targets and goals is what truly makes the difference and works for them. The 'In Work' support offer as been very beneficial, coupled with the barrier busting budget, it has enabled us to provide financial support to buy work wear, training courses and to cover travel expenses.

Our collaborations with businesses to offer our clients placements at The Chef's Counter and Rotherham Hospice's 'Thrive Together' programme have been very beneficial to the clients who have participated. The clients advised their wellbeing, confidence and their employability skills have vastly improved.

Our recent partnership with Marvel Training is going well. We can now offer our clients online training courses to upskill themselves, or for some, to start their educational journey.

We have faced some challenges on the way, client engagement being one of them, however the team continue their hard work trying to engage and motivate clients, as in any other reporting period.

Some of our clients who live in supported accommodation face challenges, as in, increased rent charges if they are in employment. After completing better off calculations, they would only be a few pounds better off each week, which does not motivate people to go to work. In these situations we try to encourage clients to upskill in education, and attend training courses, so they could be in a better position when able to apply for paid roles.

In this reporting period two of our clients applied and secured a Young Artists Internship via Children's Capital of Culture (CCoC). This was a great opportunity for the young people, however the placement was for 6 weeks and the hours were ad hoc. At first they were reluctant to apply because of disruptions to their benefits which made them anxious. Staff discussed this situation with the Program Manager of CCoC and we negotiated payments for their time to be made in gift vouchers, so their benefits were not affected.

Consultations, Collaborations & Connections

After reviewing our consultation methods as part of ongoing development, we have had to consult our clients in a different format. The team created and have been using an online jot form. Survey results are reviewed and the feedback we receive is actioned if needed. The team have been out and about attending networking and recruitment events at DWP (Department for Work and Pensions),

Restart, Employment Solutions and Northern College. The events attended have been very beneficial for us, learning about new training providers and projects and being able to speak to partners about Brighter Futures.

The consistently strong partnership with DWP is very beneficial to Brighter Futures as a source of referrals. The team regularly attend their Employability Lounge and their Youth Employment events, where we get to speak directly to people about our offer.

The team have been attending Shiloh and Action Housing's breakfast club on a bi monthly basis. We feel we are in the community to offer our support. This has generated a small number of referrals but for people that perhaps required a more bespoke, broader support offer from our team.

The regular meetings with the Rotherham Recruitment and Employability group has been very useful. This group is Health and Social Care focused. It has enabled us to be a part of their widening participation agenda

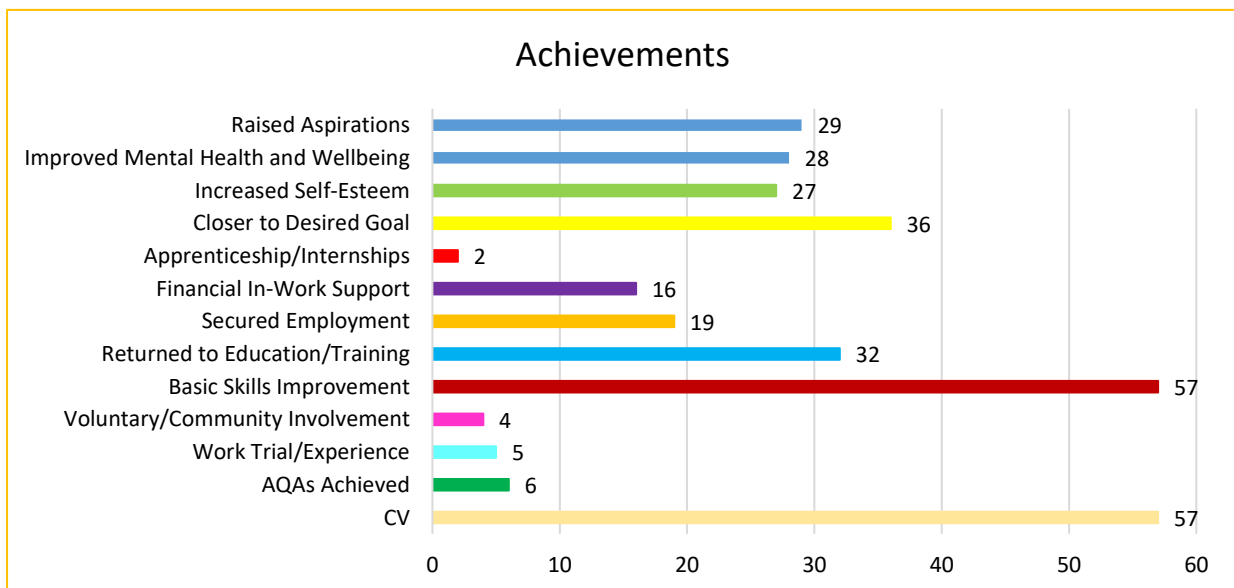
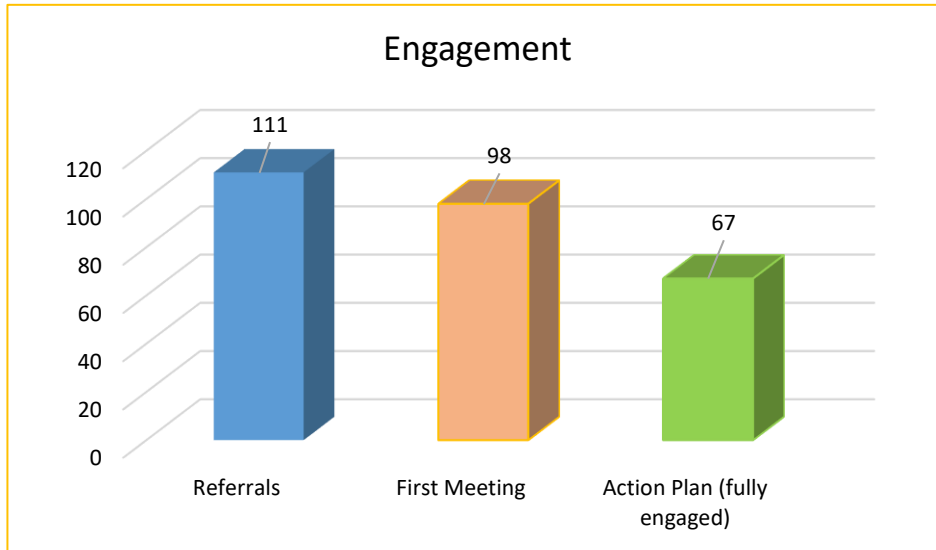
which helps remove some barriers when clients are applying for roles within the NHS and RMBC.

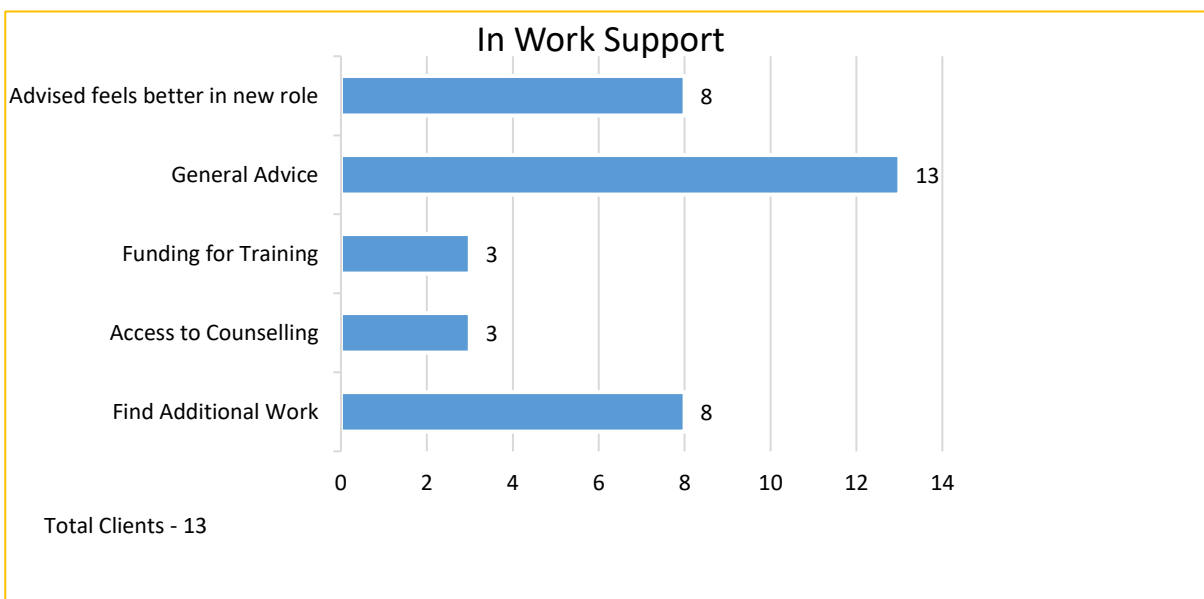
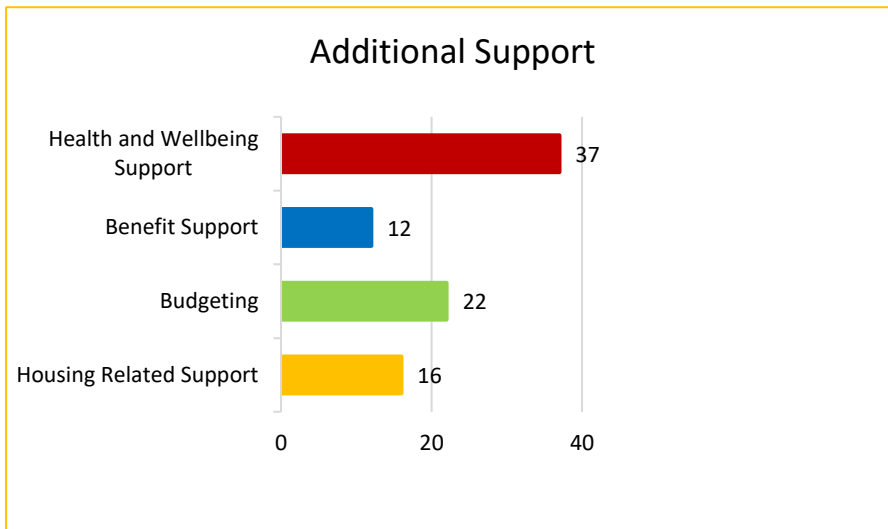
Our hope is for us to connect with more social groups and partners in the community, enabling us to signpost clients to appropriate services that meet their needs.



Client Achievements

Below are a series of graphs to highlight client achievements and additional support given/received from 1st April 2024- 31st March 2025.







Cassie Kelly Life Skills Co-Ordinator

We partnered with Aromaglow to deliver 3 'Sessions for Wellbeing', 14 young people attended.

We partnered with Endeavour for 3 sessions, 2 walks in the Peak District with one including weaselling (going into cave areas) and an abseil. Across all sessions, 11 engaged from supported accommodation and 9 from dispersed (UASC).

193 Sessions delivered!

547 Young people engaged across all sessions

Rush House's story book publication day



After the successful completion of our work with Grimm and Co, we were invited for lunch and cake for our book launch at their new location, across from the Town Hall. 3 of the 5 young people, who took part in creating the book, attended.

We invited in Changing Lives, to deliver a session around 'Online Harms', for our young people, which went really well with 4 attending and getting lots from the session.

Always and Alternative (AAA) came in to deliver their project, 'What's the Point' – whereby we gave them a bunch of pointed knives to take with them, and they exchanged those knives with rounded knives. This session went really well with a lot of great discussion from young people and Ant from AAA.

Always an Alternative – Knife Crime session led by Ant from AAA



Our young people were offered an opportunity to go to Adventuring Angels which is a project around sustainability and providing outdoor bush crafts and lots of other stuff. Our young people were able to get involved and make a fire, and cook their lunch on the day. They enjoyed it and said it was very life-skills oriented.

We attended WOW Fest (Women of the World Festival) and Roots Carnival in Rotherham Town Centre.

We delivered awareness sessions throughout the year – some of these sessions focussed on stress, mental health, alcohol, Black History Month and more.



Reclaim the Night Session

At Christmas we offered our young people Christmas Dinner, whereby 7 young people attended and 3 staff members supported. We also took 8 young people go karting.

Rotherham Open Arts held 6 sessions at Rush House for our young people whereby 18 young people engaged across all sessions.

Mesmac delivered 4 drop in sessions at Rush House and 11 young people attended across all sessions and Hep (Hepatitis) C Trust delivered a session.

We delivered several Wellbeing Walks across the year, these are often our most engaged wellbeing sessions, where we access public transport to attend and support young people in developing their skills and knowledge around independent travel. They all enjoy getting out into nature and exploring. We have been to Rivelin, Ulley, Weston Park and more.



Ulley Reservoir Wellbeing Walk

Outreach – delivered by Cassie & Lukas

During the 6 months we supported 199 young people and 460 adults over the age of 25. We supported 176 women, this is quite low in comparison to the amount of men supported at 483.

We collaborated with Safe Haven throughout the project which strengthened the relationship between Rush House and Safe Haven. Safe Haven provided valuable feedback at the end of the project and were really grateful for the support while the project lasted.

Our collaboration with Clifton Learning Partnership (CLP) for this project showed longevity in our relationship in terms of having the opportunity to work with them more in the future. As part of the end of the project our team spent some time in Eastwood working with young boys from CLP, to engage them in boys group as part of the Smiles for Miles project.

At the end of the project we partnered up with the Rough Sleeper Initiative to provide a walk around with them, to show them the challenges we face in terms of identifying those who need support with access to housing, and those who were begging. This showed great insight and helped with knowing what support was required for individuals.

We faced a lot of challenges in terms of hate speech and issues in the town centre. This project highlighted the need for more targeted work that is needed in town. There is a lot of racism between White British community and other communities, specifically amongst those frequenting the town centre. There was a clear 'Us Vs Them Mindset'. Lukas experienced first-hand not only direct racism but also subtle indirect racism that he did not quite see all the time. He reported two hate crimes to the police. Cassie experienced misogyny.

Overall, the project worked really well and showed how Rush House can work in the community to provide support using our ethos of 'Empowering all to be Happy, Healthy, and Safe'.



Social media

Facebook

On Facebook we have increased our reach by 57.5%, our content interactions increased by 4.3% and our watch time increased by 34.8%. We currently have 1,052 followers on Facebook.

Our top content was our Christmas appeal, which was viewed 6,233 times, and reached 4,046 people, and had 32 interactions. (Just as a rule of thumb interactions mean very little as per recent training we have had in terms of if people view, see and actually like the content, people do not always like the post even if they have liked the content).

Vacancy posts were our second most reached posts and lastly the donation by Unity Boxing was also highly interactive with lots of engagement and reach.



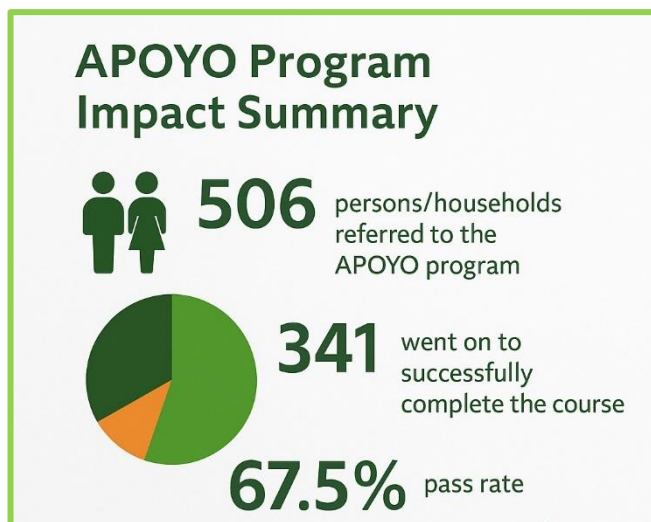
Instagram

Our reach on Instagram has increased by 180.1% and our total interactions have increased by 100%. We currently have 368 followers on Instagram.

Our highest reaching post on Instagram was our Christmas appeal, Aaron Joy's fundraiser post and our Christmas Day post featuring Steve H and Jamie P.

LinkedIn

Our LinkedIn up until late 2024 has not been regularly updated as such the current outlook in terms of engagement is quite poor in comparison to Facebook and Instagram, with some work this will increase over time. On LinkedIn you can only view data from up to a year ago from the date of looking. As such this data is from 25.05.24 – 31.03.25. Our data shows, 4,431 Impressions 146 Reactions 21 Comments 9 Reposts. We currently have 183 followers on LinkedIn.



Impact Study Report

This report has been produced by Rush House in the final two weeks of January 2025. The data was collected by means of an electronic questionnaire, sent out to all those who had successfully completed the APOYO pre-tenancy training course, between the dates of 01/01/2024 and 30/06/2024. The responses were submitted anonymously.

The resulting information has proved to be a very positive set of responses in favour of the APOYO program and its effectiveness. When measured as a learning tool, users were in total agreement that the lessons within the course were excellent. In their entirety the group felt APOYO had increased their knowledge and understanding of the essential skills required to manage and sustain their long term housing goals. When asked these questions:

Has the course helped you to better understand the rights and responsibilities of a tenant?

Has completing APOYO helped you to better understand household budgeting and finances?

Has completing APOYO helped you to better understand what is considered antisocial behaviour?

APOYO scored ...



Case Study

Conducted during the same period were efforts to create a case study. Hundreds of APOYO graduates were invited to share their experience of the pre-tenancy training and their own story both before, and after the course. From the replies received, a case study of a young woman who had previously had a council tenancy was produced. Unfortunately she then got involved with what she called the 'wrong people' and subsequently lost the tenancy.

'Before I could never keep a tenancy, I kept messing up!' - Megan, October 2024

Later she was referred to APOYO, after completing the course, and with the lessons she learned, she was able to secure another council tenancy. She now has a safe, comfortable home for herself and her three children and is extremely grateful for the APOYO project.

'Thank you so much APOYO for helping me secure a tenancy and helping me get where I am today!' - Megan, October 2024

Website Development

Language Translation - One of the first areas identified for improvement and increasing the sites accessibility was the fact it was originally only available in English. For those referred without English as a first or second language, or the digital skills to source a basic translation through Google, this did prove a barrier to their successful completion of the course. With the assistance of our web developers at Dark Cherry Creative we added a language translation feature to the APOYO site. A great deal of research and consultation on the quality of the translation and the most appropriate languages to include followed. The course can now be accessed in the 20 most commonly spoken languages in the UK with 40 languages in total.

APOYO Review - A full review of the APOYO website highlighted content elements that were out of date, or rendered obsolete by changing technology and changes in legislation. The content has now been amended and updated accordingly. The upcoming Renters Rights Bill has been identified as a source of change that will require large scale amendments to the site.

New Home Ownership Section

The section has been developed with the aid of Leeds Building Society (LBS). Much time has been dedicated by ourselves and LBS. A series of meetings and email exchanges led to the formation of a team of the building society's experts. Their efforts provided us with extensive information on the house buying process and a 4 P's (person, product, property and process) format. We took the information and developed it in a way that will seamlessly fit with the current APOYO website/sections.

The content created for the new section has been reviewed by LBS, Rush House Management and relevant staff, amendments have been made in line with the suggestions received. We have consulted with Dark Cherry Creative and the new content will become active on the site in the next few weeks.



AQA Unit Delivery

Rush House has continued into its 4th year of being a registered delivery centre delivering AQA units to our young people and the wider community.

Rush House has delivered AQA units to numerous individuals, integrating them into our projects such as Brighter Futures and Smiles for Miles.

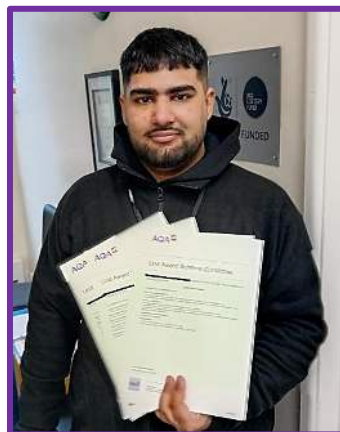
We currently have 41 AQA units available. The focus on the AQA's is that of supporting individuals to develop and enhance their life skills both for independent living and the world of work. Some examples below were specifically for the Smiles for Miles project, with a focus on developing self-esteem and confidence:

- Healthy relationships AQA
- Unhealthy relationships AQA
- Resilience AQA
- Tree of life AQA
- Mental Health Awareness AQA
- Mental Wellbeing Unit 2 – Coping Strategies
- Personal Development Group AQA.

As part of our Environmental Leadership work, we continued with our commitment to environmental issues, delivering the AQA, **'Introduction to Recycling'**, to all our new residents. We have really seen this have a positive impact on educating our residents, on how they can make a small difference to the environment, just by following this simple programme.

In this reporting period, we proudly submitted **98 completed AQA units**, supporting individuals to gain recognition for their learning and development.

We will continue to focus on creating new AQA content that best meets the growing needs of our client cohorts, as well as meeting Ofsted and Local Authority requirements. For example, this coming year, to align with new projects that are in development, and in response to current issues, we will create content on, vaping awareness, knife crime, new risks about online safety and new substances.



Our Outreach Worker, Lukas, with some completed AQA's

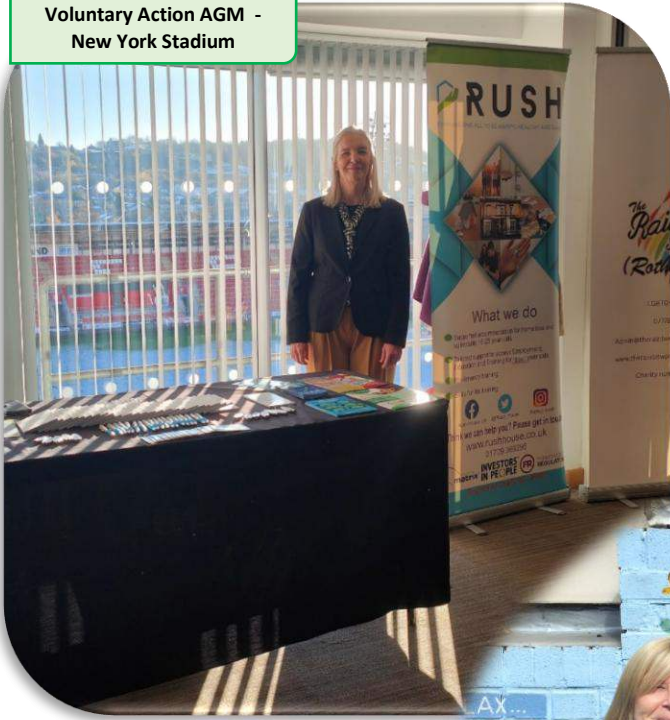
Sarah Miller Head of Finance & Administration



Rush House Ltd					
Balance Sheet					
31 March 2025					
	Notes	Unrestricted fund £	Restricted funds £	2025 Total funds £	2024 Total funds as restated £
CURRENT ASSETS					
Debtors	13	155,379	-	155,379	130,590
Cash at bank and in hand		352,135	48,105	400,240	284,621
		<u>507,514</u>	<u>48,105</u>	<u>555,619</u>	<u>415,211</u>
CREDITORS					
Amounts falling due within one year	14	(87,167)	(2,671)	(89,838)	(27,460)
		<u>420,347</u>	<u>45,434</u>	<u>465,781</u>	<u>387,751</u>
NET CURRENT ASSETS		<u>420,347</u>	<u>45,434</u>	<u>465,781</u>	<u>387,751</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>420,347</u>	<u>45,434</u>	<u>465,781</u>	<u>387,751</u>
NET ASSETS		<u>420,347</u>	<u>45,434</u>	<u>465,781</u>	<u>387,751</u>
FUNDS					
Unrestricted funds	16			420,347	324,214
Restricted funds				45,434	63,537
TOTAL FUNDS				<u>465,781</u>	<u>387,751</u>

Highlights

Voluntary Action AGM - New York Stadium



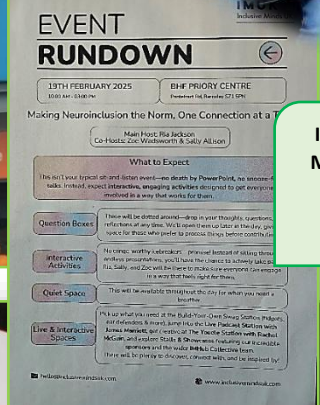
Barnsley and Rotherham Chamber of Commerce Social - New York Stadium

Launch of Rotherham Hospice Hub & Start of our Partnership for Thrive Together



Sue's Leaving 'Do'

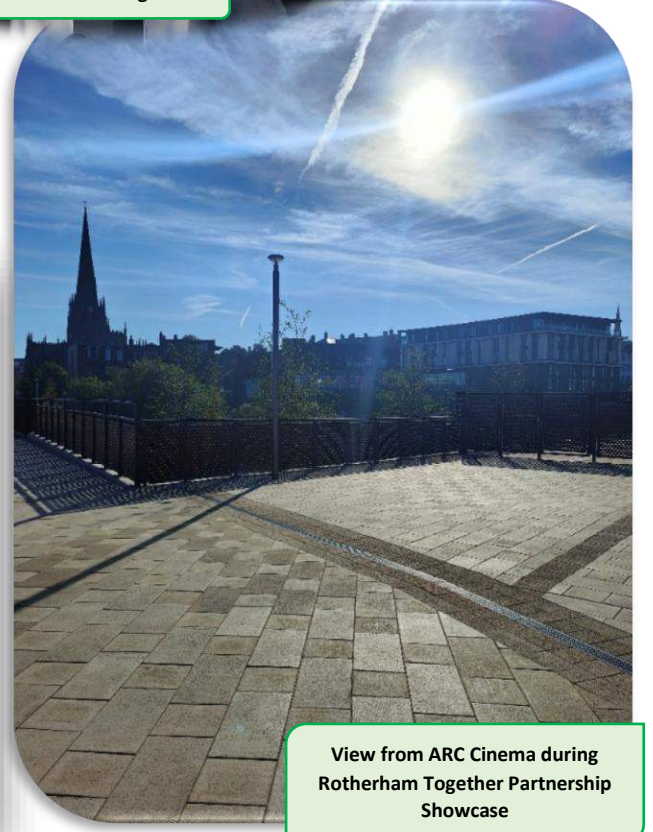
Inclusive Minds UK Hub Launch



Rotherham Together Partnership Showcase



View from ARC Cinema during Rotherham Together Partnership Showcase



Rush House Board of Directors 2024 -2025



Chair – Nick Knowles



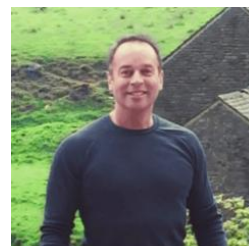
Vice Chair – David Homer



Karen Shaw



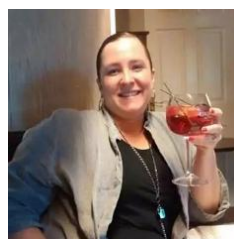
Rose Martin



Alan Heppenstall



Clive Jones



Secretary – Sarah Miller

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Registered charity number: 1044911

Company limited by guarantee number: 3022267