



**Impact report  
2020-2021**

# Introduction to Sheffield Futures

Sheffield Futures is a young people's charity. We support young people to achieve their full potential in learning, employment and life to secure a positive future.

We've been supporting young people in Sheffield for 26 years. As their needs have changed, so have we.

We are here for everyone, and in particular, we give help and guidance to disadvantaged young people. Whatever their situation, Sheffield Futures will make sure they are given every opportunity to achieve a better future.

## Contents

---

Introduction to Sheffield Futures	2
Introduction from the CEO and Chair of the Board of Trustees	3
Careers Education, Information, Advice & Guidance in schools	4
Doing Good Business	6
Project Apollo	7
Door43	8
Social Prescribing	9
Counselling service	11
Youth work	12

---



## CEO's introduction

### It is my pleasure to introduce the Sheffield Futures Impact Report 2020-2021.

It's been a significant year for our charity. Supporting some of our city's most disadvantaged young people during a global pandemic and managing large scale structural change was a challenge our talented team took on with incredible strength and commitment; and we're so proud of what they achieved.

In March 2020, we transitioned to a workforce working safely from home in just one week. Our already innovative workforce has become even more flexible, embracing technology to reach more young people in desperate need of support during an incredibly difficult time, and still creating meaningful connections.

In October 2020, our 18-years delivering Youth Services for Sheffield City Council came to an end, although our partnership continues.

We took the opportunity to review the knowledge and experience our charity has

accumulated over a quarter of a century delivering in the city, spotlighting our core strengths and how we could best use them.

The outcome is a more streamlined organisation that can facilitate a smoother journey for young people seeking help for their wellbeing, their self-confidence and their progression into education and work.

We know Covid-19 has created challenges for us all. For young people, it has been particularly hard. Many were isolated from support networks, unable to connect with their friendship groups, trusted teachers and professionals. Many have lost job opportunities or had their journey into further education interrupted. We know the impact on mental health and wellbeing has been huge, and the effects will be seen for some time to come.

*After a year of hard-won lessons, we are facing the future with renewed determination and dedication. The work we do to support young people in Sheffield is more important than ever.*

**Karen Challis,**  
Chief Executive Officer at Sheffield Futures



## Chair's introduction

Last year was an eventful one. We saw our CEO of six and a half years, Gail Gibbons, pass over the baton, and I want to take this opportunity to thank her for her hard work and dedication throughout her time with Sheffield Futures. Gail's strong leadership saw our charity take on some really innovative projects, such as Project Apollo, funded by social investors, and the launch of our award-winning Door 43 wellbeing service.

*These new ways of working set the stage for the transformation our organisation is currently driving forward, with a new leadership team, led by Karen Challis as our CEO.*

The Board of Trustees understands that transforming services takes time. The global pandemic has created the momentum for us to create multiple access routes to our services, and the change in

the breadth of our work has allowed us to focus on a strong and unified offer. Looking back, making these changes at speed was sometimes uncomfortable and often worrying, although it's clear to see now that the outcomes from our radical change of approach have been positive. What we have learned over the past year has made our charity, our team and our services stronger and more resilient.

I want to commend everyone at Sheffield Futures for all they've achieved throughout these difficult times, and I'd also like to thank those colleagues who transferred to the City Council during this period – their work has helped shape our services and many of them continue to support young people in their current roles.

I am excited for the new operating year and meeting the challenges head on.

**Chris Humphreys,**  
Chair of the Board of Trustees

# Careers Education, Information, Advice & Guidance in schools

We offer professional careers guidance and planning to schools to help their students to have the best start in life.

The Covid-19 pandemic interrupted so much of school life this year, and our team quickly adapted to continue providing advice and guidance to students on line. As a result, engagement with parents greatly increased, and it was a real honour to be able to digitally 'meet' so many families, to talk about the aspirations and plans of their young people. Thank you for welcoming us into your homes.

## Our careers advisers are:

- **Professionally qualified** to at least Level 6 and registered with the national professional body, The Career Development Institute
- **Independent** – we are not affiliated to any learning provider or employer
- **Up to date with latest practice** with access to continuous training and professional development
- **DBS approved** with enhanced status

## Our impact in 2020-2021

Sara Roberts, Sheffield Futures Careers Adviser says:

*I worked with a year 11 pupil who was missing a lot of school. He had a lot of challenges at home including drug related issues.*

It was difficult to engage him in planning for his future, and it took a long time to build up his

trust. Eventually we visited a training provider together and he loved it. I helped him to fill in the application forms and he has been there ever since, attending all classes and really engaging with the course he chose. These are the kinds of outcomes that make my role so special!"

Charlotte Lake, Careers Leader at Handsworth Grange School

*Sheffield Futures offer excellent support to our staff and more importantly, the pupils in our school.*

Their support and knowledge has been and will continue to be invaluable. Their experience and advice is excellent and has assisted so many pupils in choosing and pursuing the next stage of their education and training."



## CAREERS

We supported:

# 3,500

Young people through careers appointments, interviews and drop-in sessions

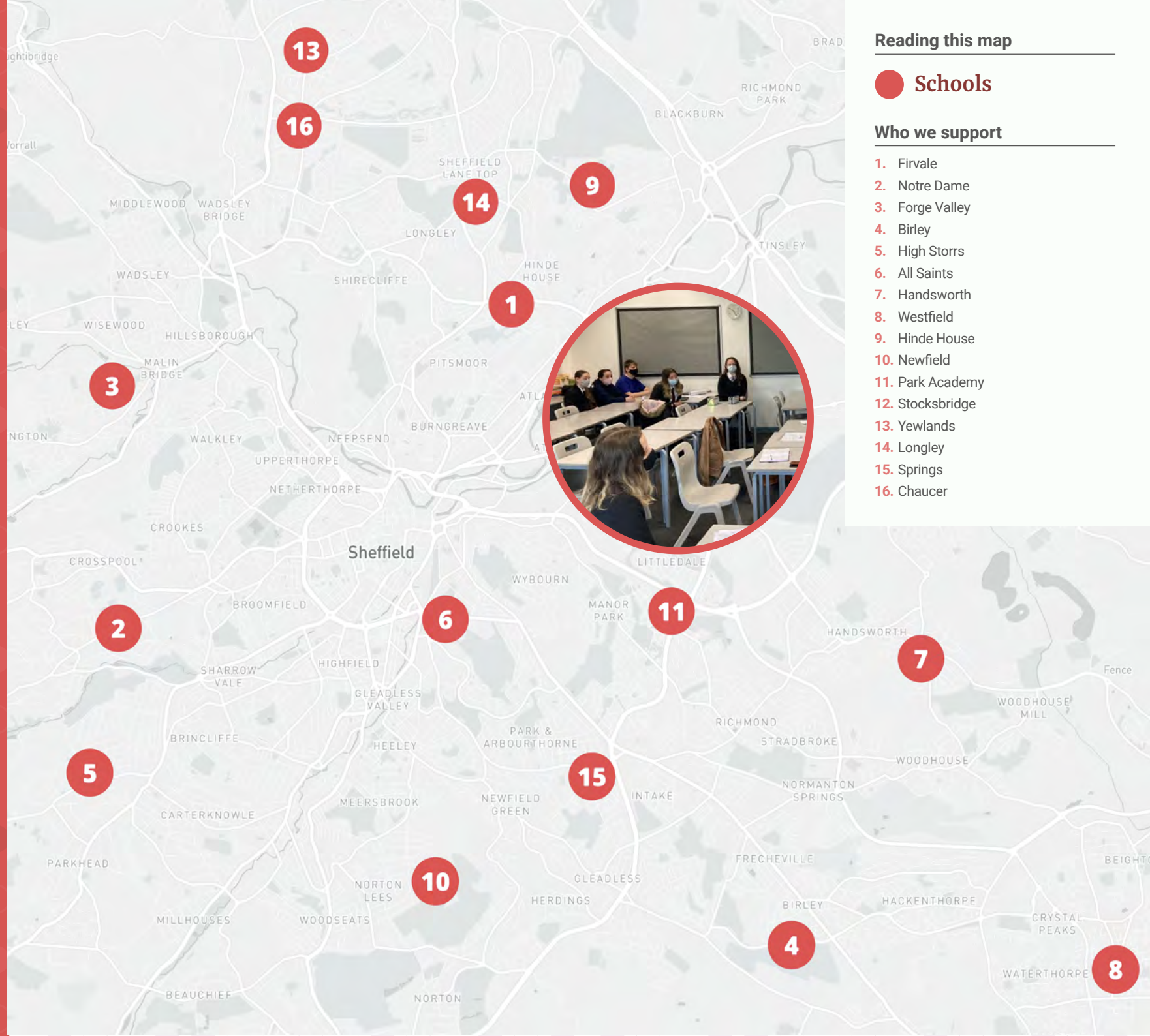
# 15

Schools

# 1

Further education college

5



## Reading this map

### Schools

### Who we support

1. Firvale
2. Notre Dame
3. Forge Valley
4. Birley
5. High Storrs
6. All Saints
7. Handsworth
8. Westfield
9. Hinde House
10. Newfield
11. Park Academy
12. Stocksbridge
13. Yewlands
14. Longley
15. Springs
16. Chaucer

# Doing Good Business

Working across South Yorkshire, we facilitate the delivery of enterprise programmes supporting adults with physical or mental health disabilities, and those over 50.

Doing Good Business is funded through the European Social Fund and The National Lottery Community Fund as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England, and is now in an extension phase.

Despite the difficulties of the past year, the programme's coaches have adapted ways of working to ensure that individuals are still supported, moving to telephone and online support as necessary, and maintaining face-to-face contact when it was safe to do so.



## Our partners

The project is delivered by our partners, **Clowne Enterprises** and **The Coalfield Regeneration Trust**.



## Our impact in 2020-2021

58

positive outcomes have been achieved, including:

40 individuals moving into employment or self-employment

11 into education or training

7 into job-searching activities

### Anne Marie's story:

Self-belief had always been a problem for Anne-Marie. She knew she wanted to get into arts and crafts, but her high levels of anxiety made breaking into the industry a challenge. That all changed when she attended a computer access session and met an Employment and Skills Coach through Doing Good Business, to discuss her career goals with.

Anne-Marie, said:

*"I had this feeling of belonging. I wasn't judged. I was accepted as part of something. The programme provided me with contacts to help me access other services to support my wellbeing. I felt supported with help and information for making choices."*

# Project Apollo

Our Project Apollo programme works with care leavers aged 18-25 to support them into employment, education and training.

Data shows that care leavers are three times more likely to be “NEET” (not in education, employment or training) than their peers. This much-needed programme provides local care leavers with a dedicated coach who will offer them long term support to help them get to where they want to be.



## Award winning

In 2020, Project Apollo was the winner of the Opportunity Sheffield (SCC) Innovation in Delivery Award, as well as the Career Development Institute Award for its ‘Innovative and Impactful Employer Engagement’ work. We couldn’t be prouder of the team!



## Our partners

Project Apollo is delivered in partnership with **Sheffield City Council** as part of a national Social Impact Bond pilot, funded by DfE, Big Issue Invest and Sheffield Futures

## Our impact in 2020-2021

### Tony’s story:

Tony joined Project Apollo in March 2019. At the time, he was self-employed as a handy man, but was interested in working in finance. The Project Apollo team introduced Tony to a local employer a few months later and he was employed in their finance team.

Tony wanted to gain accountancy qualifications, so the Project Apollo team arranged for him to start a Level 3 Accountancy Apprenticeship with his employer. In February 2020 he completed his Level 2 Bookkeeping exams and started on his Level 3 Accountancy qualification.

*“Project Apollo has been instrumental in helping me after leaving care. They’re run by an amazing and dedicated team of people who aim to provide as much assistance as possible. I’m very thankful to have been introduced to them.”*

*\*This young person’s name has been changed to protect their identity*

This year, after being supported by Project Apollo coaches:

24

Care-experienced young people entered employment

11

Care-experienced young people began education and training

# Door43

**Our mental health and wellbeing service supports young people aged 13-25 who need a little extra support, and is called Door43.**

The name was chosen by young people because our team is based at 43 Division Street, in Sheffield city centre, and our door is always open for any young person who needs us... that is, until the Covid-19 pandemic meant we had to keep it closed, temporarily.

However, our team aren't so easily stopped in their tracks. They quickly switched to supporting young people online and by phone, to keep everyone safe. They even got behind the camera from their own homes to keep in touch with young people through social media, and talk about the things we were all struggling with through lockdown. Our team kept talking to young people about the hard stuff in life, and they also hosted film clubs, quizzes, filmed bake-alongs and wacky challenges (how many pegs can you fit in your beard?) to remind young people they were not alone, despite how lonely lockdown could feel.

**We provided:**

**634**

**Wellbeing Wednesday sessions, for young people that needed ad-hoc support during tough times**

**1,696**

**One-to-one sessions with young people who needed emotional support**

## Our impact in 2020-2021

**Lacey's\***, story:

In the months before she got in touch with Door43, Lacey had been hospitalised following a suicide attempt and whilst she had moved on from this level of suicidal ideation, she was still feeling very low and confused.

**Lacey had recently been given a diagnosis of autism and, at the age of 20, was working hard with a therapist (outside of Door 43) to process this life changing diagnosis. With the team at Door43 she wanted to focus on her low mood and self-harming.**

The team worked with Lacey to create a safety plan that she could use when she became overwhelmed with the urge to hurt herself, and then moved into looking at some psycho education around self-harm. Through this work, Lacey discovered that her self-harm was a way of coping with the high levels of anxiety she felt on a day-to-day basis. At this point she would barely go out of the house, her relationship with her boyfriend was complex, she didn't engage in any hobbies and the idea

of meeting up with her good friends was too overwhelming.

During her weekly sessions, Lacey started to slowly unpack her relationships with others and her relationship with herself. She shared that she rarely felt loved, good about herself or close to other people.

Growing up with undiagnosed autism had impacted her and it was only now that she was learning more about it, she was able to understand why she'd struggled in certain areas.

During her final session, Lacey said that she felt something had shifted within her. She felt more loved, a little bit more confident and her views of herself had improved. Her self-harming reduced, her low mood and anxiety improved, and suicidal ideation was no longer a risk factor for her anymore.

As a result of this shift within herself she was able to open up her life to other people more. She has started to see her close friends again, she started a flexible job and has taken up playing volleyball with her Mum as part of a local team.

*\*This young person's name has been changed to protect their identity*



# Social Prescribing

Our social prescribing team works with young people aged 13-25 in Sheffield to help them with issues such as low mood, loneliness and anxiety.

Our Young People's Social Prescribing Link Workers work closely with young people to find out about the things they enjoy (or have done in the past) and about their values and the things that matter most to them, so they can be best supported on their journey to feeling well.

## What is Social Prescribing?

Social prescribing is a way of supporting people with their wellbeing. Simply put, social prescribing finds non-medical solutions to problems people are experiencing.

Rather than writing a prescription for a medication, a Social Prescribing Link Worker can signpost to a source of non-medical support locally, such as a community group or class. Taking part in sport, cycling, walking, creative arts and volunteering are all examples of activities someone might be 'prescribed'.

## Our impact in 2020-2021

**Chantelle**, 17-year-old

*Chantelle's\* GP referred her to Sheffield Futures for support with her wellbeing.*

Chantelle was referred due to experiencing low mood, anxiety and poor sleep. During her first few sessions with a Young Person's Social Prescribing Link Worker, Chantelle decided that she wanted to focus on reducing her anxiety - she described this as "excessive" and said she wanted "the world and negative thoughts to stop". Chantelle also wanted to focus on improving her low mood and sleep which she felt were significantly impacting her anxiety.

Together, Chantelle and her Link Worker worked on building a trusting and open relationship, and on establishing her interests, so she could begin using these more productively to help her to relax. An ongoing theme around Chantelle's lack of self-esteem started to emerge.

Chantelle was helped to reframe the perceptions she had of herself, challenging her thoughts on a daily basis and keeping a 'Positive me' journal to help her to log her strengths each day. She also joined a group called 'Together Women', who work specifically with young women around improving self-esteem. Through attending this regularly and keeping a journal, Chantelle started to feel some changes. Chantelle said that she was benefitting from having these strategies and that they had made her feel more confident and proud of what she'd achieved.

**Dr White**, from the West 5 Care Primary Care Network

*"Social prescribing through Sheffield Futures has really been a game changer in the support we have been able to offer young people."*

Previously distressed young people were facing incredibly long waits for any intervention or were lost in confusing systems. The direct and timely help Sheffield Futures has been able to provide has been an amazing improvement in the help and support we can provide young people. The team has also been able to liaise with other services, including schools, to ensure the best care is being provided. This is really helping to reduce GP workload. It is a fantastic service."



## MENTAL HEALTH

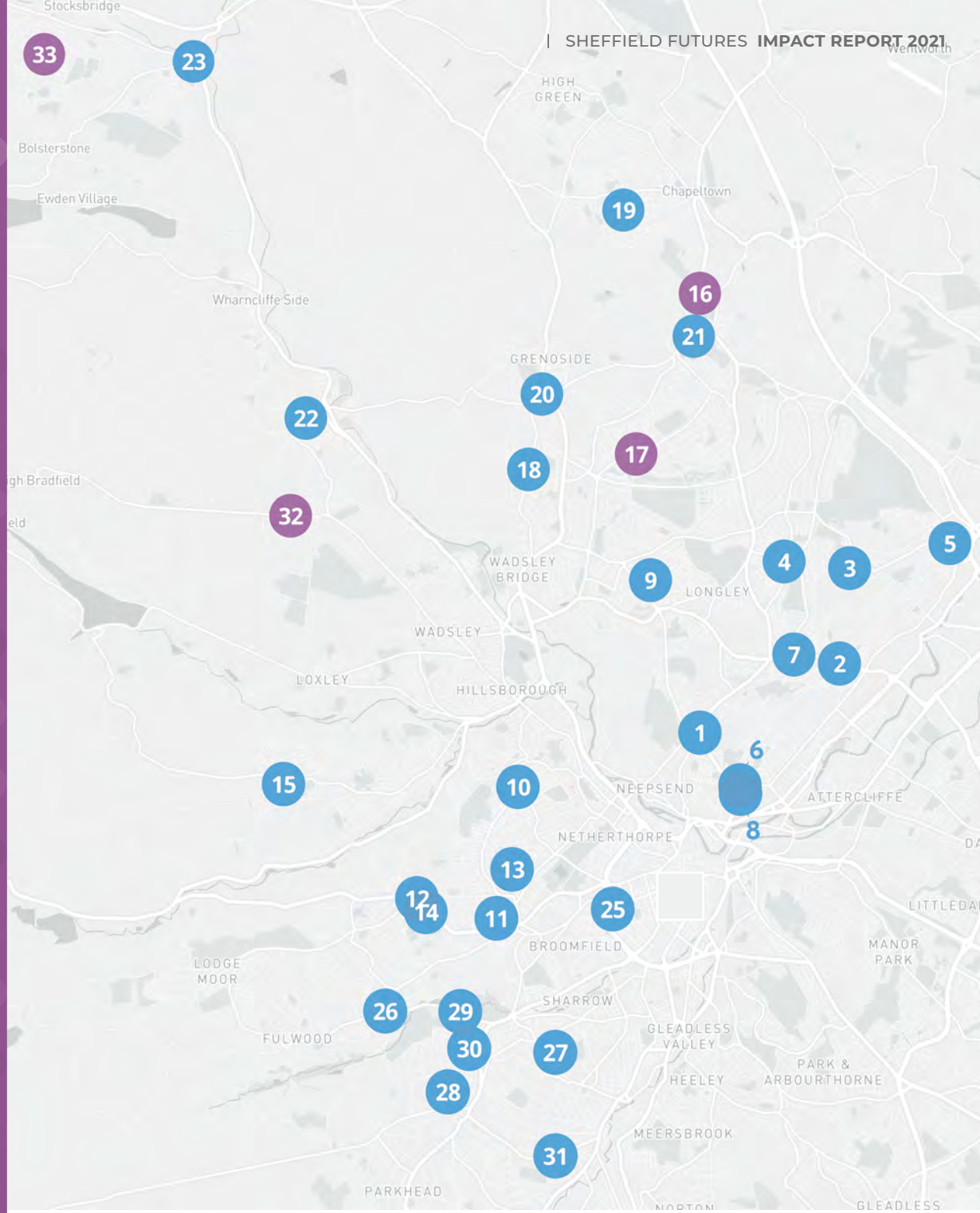
### Our achievements

# 326

Referrals received for young people who needed support

# 40

GP surgeries across 8 Primary Care Networks in Sheffield were used to reach young people.



### Reading this map

-  Gps
-  Schools

### Who we support

1. Pitsmoor Surgery
2. Upwell Street Surgery
3. The Flowers Health Centre
4. Firth Park Surgery
5. Wincobank Medical Centre
6. Burngreave Surgery
7. Page Hall Medical Centre
8. Sheffield Medical Centre
9. Southey Green Medical Centre
10. Walkley House Medical Centre
11. Broomhill Surgery
12. Manchester Road Surgery
13. The Crookes Practice
14. Selborne Road Medical Centre
15. Stannington Patients (LIS)
16. Ecclesfield School
17. Yewlands Academy
18. Foxhill Medical Centre
19. Chapelgreen Practice
20. Grenoside Surgery
21. Mill Road Surgery
22. Oughtibridge Surgery
23. Deepcar Medical Centre
24. Valley Medical Centre
25. University Health Service Health Centre
26. Nethergreen Surgery
27. The Hollies Medical Centre
28. Falkland House
29. Rustlings Road Medical Centre
30. Greystones Medical Centre
31. Carterknowle And Dore Medical Practice
32. Bradfield School

# Counselling service

Our counselling team support young people aged 13-25. The team of five counsellors joined us in 2020, expanding the wellbeing support we were able to offer young people across the city during a very challenging year.

In 2020-2021 our team provided:

314

Counselling sessions for young people who needed emotional support

70

Counselling sessions with young people who were experiencing grief



## Our partners

Thanks to Children in Need, we were also able to provide specialist grief counselling for young people who had experienced a bereavement and loss during the pandemic.

Sheffield City Council have committed to continuing and extending this provision.

## Issues we support young people with during counselling:

- Feeling sad, unhappy or lonely
- Depression and/or anxiety
- Stress about school, exams or work
- Bullying or abuse
- Grief, after someone has died
- Problems in relationships with friends, family or partners
- Sexuality or gender
- Self-harm
- Suicidal thoughts or feelings

## Bethany's story\*

Bethany was referred for counselling after her grandmother passed away during the Covid-19 pandemic, following a degenerative illness that spanned several years.

Bethany was very close to her grandmother and witnessed her deterioration first-hand; she and her family had moved into her grandmother's home to support her during her final months of life. Because her grandmother died during lockdown, Bethany was not able to attend her funeral or say a proper goodbye.

When Bethany first started counselling sessions she was very upset, her mood was low and she said she was having difficulties concentrating. She said that she had "lost interest in everything" and did not have the energy or motivation to go to school or engage in her school work at home.

Bethany said that she was still struggling with the death of her grandmother and distressing memories of the past few months.

Through video call with her counsellor, Bethany has been able to talk in depth about her grief, as well as difficulties at home and how these impact her school life and relationships with friends. Bethany expressed gratitude to have someone to listen to her and said she saw the sessions as a time that she could release the difficult things that were on her mind.

Through counselling, Bethany has shown improvements in her ability to cope when things go wrong and an increase in feeling able to talk to someone and ask for help. She also was also feeling less distressed by thoughts. Bethany continues to work with her counsellor and now feels much more positive about the future.

*\*This young person's name has been changed to protect their identity*

# Youth work

**For 18 years we delivered youth services for Sheffield City Council, providing young people with safe spaces, positive experiences and opportunities to thrive all across the city.**

We also supported young people looking for learning and work, and those with Special Educational Needs in specialist learning provision.

In April 2020, the Council began the process of in-sourcing these services as part of its young people's strategy, and in October, some of our long-serving colleagues left Sheffield Futures to join the team at Sheffield City Council.

Although we were sad to see several of our teams leave us, we continue to work in partnership through our shared aims of supporting young people in our city. It's been an amazing two decades, and now we're looking forward to what's next.



 Photo of young people taken before social distancing regulations

## What did youth services look like through the beginning of the pandemic in Sheffield?

All youth centres across the city temporarily closed to keep young people and staff safe and comply with lockdown restrictions from March 2020 onwards. However, it was clear that young people would still need to be supported during this time – perhaps more than ever. Many young people found that the services they usually depended on were no longer available or were limited in many ways. This created a confusing, isolating and stressful situation for many young people.

The importance of youth work was recognised by the government when they granted youth workers 'key worker' status, so they were able to engage with young people safely through 'detached youth work' – which involves teams being visible in communities across the city and supporting young people who may be out and about in the streets, with nowhere else to go.

**Our youth workers were fundamental in helping young people to understand the restrictions that were changing regularly, so they knew how to stay safe and act responsibly.**

Our Missing Young Person's team, Amber Project (a sexual exploitation prevention team) and Community Youth team, continued to protect those most at risk through the pandemic, supporting those young people who were in difficult

situations, often made more challenging because of Covid-19.

Our Targeted Youth Support service moved to online working and established a helpline to support young people who were Not in Education, Employment or Training (NEET), and the Careers Advisers working with young people in specialist learning settings, and their families, were switched to digital interviews wherever this was possible.

We're incredibly proud of the professionalism, commitment and hard work demonstrated by our teams during this very difficult time.

## What does youth work at Sheffield Futures look like now?

Youth work remains a core part of our well-being services. As a charity, we have more than a quarter of a century of experience working with young people, and we will continue to use this wealth of knowledge and expertise to support young people across the city, alongside the many other wonderful services and organisations that exist in Sheffield.

Throughout the beginning of 2021, we began to build our new team of youth workers and grow our Youth Participation Team, so we can better meet the needs of young people in our changed world, post pandemic.

**Stay tuned to hear about the projects and programmes we've been developing!**

The work we do to support young people across our city would not be possible without the help of all those who fund, partner, champion and assist us.

