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Positive Steps has continued to deliver well and support young people, adults and families to reach their full potential.

Our purpose is to support people to succeed; challenge things that limit potential; and help people to change and take control of their lives.

We are proud of our achievements during 2016/17; the next few pages are to celebrate where we have helped people to make a positive difference to their lives.

Bernie Keay
Chair, Board of Trustees

Steph Bolshaw
Chief Executive
We’re delighted to announce that Positive Steps is in ‘The Sunday Times 100 Best Not-For-Profit Organisations to Work For’ list for the second year in a row.

In fact we’re not just in the top 100 – we’re in the top 50!

Steph Bolshaw commented:

“I’m absolutely delighted that Positive Steps has again been ranked as one of the ‘Top 100 not for profit companies to work for’ – and for the second year running we are actually in the Top 50! This is an accolade to all who work at Positive Steps. The Sunday Times uses an anonymous questionnaire to collect individual perspectives and staff are free to say exactly how they feel.

I am particularly delighted that we have managed to retain this kite mark given the uncertain times we are delivering services in. Positive Steps has a strong set of values and staff continue to believe in the work they are doing and the difference they are making to people’s lives”.

PERFORMANCE AGAINST CONTRACTS

Positive Steps has a long history of hitting and exceeding targets and the past year has proved no exception. During the April 2016 to March 2017 period, we delivered a comprehensive, integrated range of services which helped young people, adults and families reach their full potential. These included:

- Career Information, Advice and Guidance
- Crime Prevention
- Sexual Health, Drugs & Alcohol Support
- Employment & Skills
- Health & Wellbeing
- Early Help
- Young Carers
- Youth Justice

Our approach throughout has been to understand and break down the barriers individuals face in reaching their goals.
Positive Steps delivers the statutory Youth Justice Service in Oldham and this year we have achieved the following:

Reduced the number of young people reoffending to the lowest in GM and in our comparative group

Maintained the number of offences committed as the lowest in GM and lower than all in our comparative group

Expanded the work of our partnership with ‘Communicate’ to improve the skills of young people.

Improved the understanding of young people who are subject to court proceedings through the ‘Clear Cut’ materials

Successfully led the bid for a ‘Knowledge Transfer Partnership’ to create stronger links between research and practice within Greater Manchester

Secured provision for young people with speech and language difficulties though a PhD partnership with Manchester University

Realigned the service to deliver early help assessments and interventions for those at prevention level

SHOWING THE WAY NATIONALLY

Positive Steps were highlighted as leaders within their field at the national Youth Justice Conference which was held in Milton Keynes on the 29th and 30th November 2016. We have developed a range of innovative tools to help prevent young people being drawn into child sexual exploitation, organised crime, domestic violence and substance misuse under the brand ‘Which Way’.

During his address to the convention Lord McNally, Chair of the Youth Justice Board, singled out Positive Steps for praise and advised government ministers to visit the organisation to witness the excellent work being delivered.

Paul Axon, Director of Targeted Services and Head of Oldham Youth Justice Service at Positive Steps, was pleased to see the hard work of staff and young people recognised: ‘It’s fantastic that Positive Steps is getting national recognition for its hard work. I witness the dedication and expertise of our staff daily and couldn’t be more proud to lead such an exceptional team. The work has been a real partnership effort with Haydn Roberts from Greater Manchester Police, the Community Safety and Cohesion Partnership, and most importantly young people themselves involved in its development. We would welcome any national or Greater Manchester leaders to come and see how Positive Steps does things differently to make a difference in our community’.

YOUTH JUSTICE CONVENTION 2016
SUPPORTING FAMILIES

We are making over 12,000 contacts per quarter with the families we are working with.

1016 People have had a health check.

Client feedback: “Many thanks, the work you do is not recognised enough. They say people don’t care but you and your team prove them all wrong. Thank you for supporting this massive change in my life.”

Over 2000 stop smoking interventions.

We’ve developed community outreach Hubs across Oldham to help reach people in need of support and link with communities.
Every year in the UK thousands of people quit smoking during the Stoptober campaign. Everyone quits together, supported by employers, communities, charities and other partners. By accepting the challenge and making it to 28 days smoke free, people are five times more likely to quit for good!

Positive Steps deliver programmes to help people stop smoking through our integrated Early Help offer and as part of our contract we work with Public Health and partner agencies to ensure Stoptober is publicised in Oldham.

This year nearly a million people signed up in the UK and as part of our Early Help contract we did our bit in Oldham! Our Early Help staff were at Tommyfield Market and the Spindles talking to people about smoking, offering advice and taking referrals.

During October we supported those who are trying to give up. By joining in, our clients accessed a range of free support to help them through the month. But we didn’t stop there – our efforts to publicise the service and to help people to quit smoking continue throughout the year.
**YOUNG CARERS**

We deliver the Young Carers service in Oldham. It provides young people with a break from their caring duties and an opportunity to socialise and develop life skills.

- 50-60 Young Carers attend support sessions every week
- 86% of Young Carers progressed into learning when they left school
- All Young Carers’ families have been offered support through an Early Help assessment.

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**EMPLOYMENT AND SKILLS**

Provided mentoring support for the Inspiring IAG quality award in 43 schools

Delivered support around the Personal, Social, Health, Citizenship and Employability educational curriculum

Secured 1,880 work experience placements for young people.

Arranged 242 Mock Interviews

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**MISSING FROM HOME**

Since taking over the contract we’ve increased the percentage of young people interviewed and supported within 72 hours from 34% to 78%
WE’RE WINNERS AGAIN!

Our team who provide much-needed support and social activities for young carers in Oldham received a ‘Pride In Oldham’ Award.

The team, made up of project manager Martin Sutton, volunteer co-ordinator Eric Osazee, and young carer support workers Clare Boyle and Katy Peet, currently help around 56 young people a week, ensuring they have the support to cope with their additional responsibilities as well as getting the chance to relax and make new friends.

After receiving the award from Majid Hussain, chairman of Oldham Clinical Commissioning Group, Clare said:

"We’re all overwhelmed. We didn’t realise we were finalists until recently. We are delighted for all the young people in our group. We work really hard to provide respite and support for young carers in Oldham and we are lucky that we get to work with such a lovely group of young people. They are so supportive of each other all the time."

The Young Carers team also won the Social Care category in the POINT ‘Passion for Parenting’ awards.

Founded in 2010 with just 45 members, POINT Forum now has over 1,050 members and is Oldham’s Established Parent Forum for Parents and Carers of Children and Young People aged 0-25 with Additional Needs, who live in or access Services in Oldham.
9560 people came to a group session

1255 young people accessed our service for the first time

Delivery continued in Accident and Emergency settings with a registered nurse, employed by Positive Steps, offering support and aftercare to those young people presenting with substance-related health problems.

307 sexual health clinics were delivered – beating our target
CELEBRATION!

Just a few of the 24 volunteers who received Certificates of Appreciation for their commitment and enthusiasm at our recent Volunteers’ Celebration Event.

Volunteers contributed 9,810 hours of support to the people accessing our service areas

Here’s some feedback from one of our Early Help clients – who is now a Positive Steps Volunteer…

I was introduced to Positive Steps at a really low time in my life. I had lost a career that I loved due to an accident and my family was slowly sliding away from me. Also, my son was having real difficulties around his special needs. I just got to a stage where I was crying out for help and support. I felt isolated and alone. My mind was so full of negative thoughts and hopelessness that each day was a struggle to cope.

A lady from the Early Help Team came to visit me, she listened with compassion and understanding and never judged me. I felt at ease around her as she helped me unpick all the issues and worries that were clogging up my mind. She also offered practical solutions to support my son who is now doing really well! When I heard that Positive Steps needed volunteers I jumped at the chance, it was a real opportunity to give something back, and gain experience too.

There are lots of areas you can work in. I chose Early Help because they offered me that lifeline that helped us so much. The process is easier than you think. Now I am out there helping and supporting others and I feel wanted and valued. They need volunteers to carry on this positive work in the community. If you are reading this and you can help, then give them a call.

173 volunteers have passed their AQA level 1 in Safeguarding, Diversity, Professional Boundaries and Security award and 16 volunteers completed their AQA level 2 in Peer Mentoring
We deliver contracts in Oldham, Rochdale and Tameside. Last year we maintained our Matrix accreditation, increased the number of schools where we are delivering IAG services and delivered services at the University Campus Oldham (UCO).

We continued to keep 16-18 NEET figures low, while reducing the number of young people with who we had lost touch.
WORK PROGRAMME

PERFORMANCE LEADERS!

The Work Programme is a government welfare-to-work programme introduced in June 2011. Under the Work Programme the task of getting the long-term unemployed into work was outsourced to a range of public sector, private sector and third sector organisations. Positive Steps delivers the Work Programme in Oldham as part of the North West Supply Chain for PeoplePlus, who are a Prime Contractor delivering the Work Programme all over the country.

The programme has challenging monthly, quarterly and annual performance targets based on Job Starts, Job Outcomes (when a customer remains in work for 13 or 26 weeks depending on the benefit claimed) and sustainment payments (monthly payments made after reaching a Job Outcome). We were the highest achieving PeoplePlus branch in the North West (out of 18), and constantly over-achieved against all Key Performance Indicators (KPIs). We were also first for getting people into jobs in the North West and second out of 65 branches nationally.

RAISE

This ESF-funded programme is aimed at young people in danger of becoming NEET and began in January 2017. The Prime contractor (MGC) is delighted with our innovative approach to the programme that they believe adds value to the work being undertaken with young people.

Positive Pathways

This ESF-funded programme is aimed at NEET young people. We have been the highest performing sub-contractor for the last 12 months across Greater Manchester. We have consistently achieved sign up targets and by the end of the year we were at 100% against target. The Skills Funding Agency & Greater Manchester Combined Authority have both fed back how pleased they are with our achievement and consistent approach and we have supported other sub-contractors in developing their delivery.

FEEDBACK FROM TAMESIDE YOT

“Positive Pathways has made a real difference to the prospects of youth offenders in Tameside since it began. It is a co-ordinated and organised programme of support that increases the employability and job prospects/opportunities of the young people we work with, and has helped to enable these vulnerable young people to progress into education, employment and education. It has been a great programme, especially for those young people on ISS or completing Restorative Justice, as we have been able to timetable activities from the PP programme into their YOT timetable, which has in turn supported them with CV’s, interviews, qualifications and then job/college interviews. Thanks’’
We have successfully built links with local business, raising the profile of Positive Steps in the community.

We developed the new Healthy Schools for Oldham proposition and successfully implemented this in more than 20 Oldham primary schools.

We attended the 2016 Youth Justice Conference to launch the “Which Way?” series of products, and sold to Youth Offending Teams around the country.

POSITIVE CYCLES

Positive Cycles is a community-based project delivering affordable bikes to local people. We take old bikes, clean them up and then our volunteers and groups of young people fix them, gaining AQA qualifications in the process! The newly-refurbished bikes are then donated to local families, used in conjunction with the Transport for Greater Manchester “Bike to Work” scheme or sold with all profits being channeled directly back into the Positive Cycles project to buy better equipment and parts.

LAST YEAR WE COLLECTED OVER 200 BIKES FOR REFURBISHMENT!

If you would like to donate an old bike, purchase a refurbished bike or find out more about our AQA Bike Maintenance courses please get in touch!
Positive Steps is a registered charity that provides integrated support services for families, young people and adults.

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