

INSPIRE
NORTH

CREATING A WORLD WHERE EVERYONE MATTERS



ANNUAL REVIEW 2024/2025

WELCOME

Welcome to our 2024/2025 Annual Review – a year of transformation, collaboration, and continued commitment to creating a world where everyone matters.

This year marked a significant milestone in our journey, with the successful transition from three organisations, Inspire North, Foundation, and Community Links into one Community Benefit Society (CBS) Inspire North on 31 March 2025. This bold step strengthens our sustainability in a climate of financial uncertainty, and reinforces our mission to serve communities with integrity, compassion, and innovation.

We have continued to embed social value into everything we do - launching the Going for Gold project, rolling out our Social Value Playbook, and aligning our work with the Social Value Framework 2024–2029. These initiatives reflect our belief that growth must be inclusive, purposeful, and people-centred.

Despite sector-wide challenges, our teams have delivered outstanding service, recognised once again through the Customer Service Excellence standard, with 12 Compliance Plus areas. We have also upheld our commitment to excellence through ISO 27001:2022 accreditation and strengthened housing compliance to ensure safe, secure homes for our tenants.

From the Leeds Stop Smoking Service to the inspiring work of our dementia hubs and the creative energy of our internal grants scheme, our services continue to innovate and empower. We have celebrated Foundation's 40th birthday, CLEAR's 10-year anniversary, and the bravery of our fundraisers - all reminders of the passion and dedication that define Inspire North.

Thank you to our employees, volunteers, partners, tenants and clients for being part of this journey. Together, we look ahead with confidence, ready to build on our achievements and embrace the opportunities of the year to come.

RUTH KETTLE

Chief Executive Officer



INTRODUCING

the Senior Leadership Team



Ruth Kettle
Chief Executive Officer



Donna Gooby
Director of People and Culture



Sinéad Cregan
Director of Development and Innovation



Adam Miller
Chief Finance Officer



Will Goode
Director of Operations



Kira Moxon-Lumb
Director of Operations

BOARD MEMBERS

Claire Vilarrubi

Chair, Inspire North, Community Links and Foundation

Karl Milner

Vice Chair, Inspire North, Community Links and Foundation

(Retired 28th June 2024)

Margaret Iyekowa

Vice Chair, Inspire North, Community Links and Foundation

(Appointed 27th September 2024)

Lisa Bradley

Chair of Audit Risk & Resources Inspire North

Philip Turnpenny

Inspire North

Olivia Bradshaw

Inspire North

Duane Samuels

Inspire North

(Resigned 21st October 2024)

Kate Cooper

Inspire North

(Appointed 28th March 2025)

INDEPENDENT BOARD MEMBERS

Dave Roche

Foundation

Vijay Assani

Foundation

Sharon Whitehurst

Foundation

Sade Ladejobi

Community Links

Brad Strutt

Community Links

Samantha Hagan

Community Links (Appointed 13th December 2024)

OUR PURPOSE, VISION AND VALUES

OUR PURPOSE

Creating A World Where Everyone Matters.

OUR FOUR VALUES ARE



People

We will always treat you as an individual



Integrity

We will always do the right thing, even if it is hard



Collaboration

We will always achieve more together



Passion

We will always go the extra mile

WHAT'S NEW

Embedding Social Value at Inspire North: A Year of Momentum

This year, Inspire North took bold strides in embedding social value across everything we do. Following our Silver Accreditation from the Social Value Quality Mark® in October 2023, we launched the Going for Gold Project in April 2024 - an 18-month project to make social value a core part of our culture and everyday practice.

Key milestones this year include

- ★ Launch of the Social Value Playbook – empowering teams to integrate social value into meetings, supervision, and service delivery.
- ★ Social Value Framework 2024–2029 – aligning with our Inclusive Business and Growth Strategy, and supporting our strategic aims: Thriving Workplace, Influencing and Inspiring, Innovating, Sustaining.

Key Value Indicators Review Completed – ensuring our Key Value Indicators stay relevant and impactful.

- ★ Client Satisfaction & Impact Report – capturing real-life stories and outcomes beyond traditional metrics.
- ★ New E-learning Package – Understanding and Delivering Social Value is now mandatory for all employees and part of our induction programme.
- ★ With a 3-month extension on our Silver Accreditation due to the amalgamation, we are on track to achieve Gold by January 2026. Social value isn't just a project - it's how we grow, lead, and make a difference.

CUSTOMER SERVICE EXCELLENCE



Holding Ourselves to Higher Standards

Delivering outstanding services is at the heart of everything we do at Inspire North—and our continued recognition under the Customer Service Excellence (CSE) standard proves it.

Following our latest assessment in August 2024, we achieved 12 Compliance Plus areas—a mark of excellence that highlights where we consistently exceed expectations. This places us well above the national average and reflects the dedication of our teams to putting people first.

What is CSE?

The Customer Service Excellence (CSE) Award is a nationally recognised standard that evaluates how well organisations understand and meet client needs. It looks at everything from accessibility and communication to employees' professionalism and continuous improvement.

Why it matters

- ★ It confirms we are delivering services that are responsive, inclusive, and high quality.
- ★ It shows we are listening to our clients and acting on their feedback.
- ★ It drives us to keep improving and innovating in how we serve our communities.

We are proud of this achievement and proud to be among the top-performing organisations in customer service and we are committed to learning, improving, and staying ahead.

ON 1ST OCTOBER 2024

Inspire North reached a significant milestone as the Group Board of Trustees approved the conversion of Inspire North, Community Links, and Foundation into Community Benefit Societies (CBS). This marked the beginning of a two-stage process which led to the amalgamation into a single CBS, Inspire North.

The move aimed to secure a sustainable future for the group and improve how services were delivered to clients and tenants. A CBS is a

not-for-profit organisation registered with the Financial Conduct Authority, designed specifically to benefit the community and confirmed by HMRC as exempt charities.

Service delivery remained unchanged, and the group continued working with all regulators, including OFSTED, CQC, and the RHS. The full amalgamation was completed on 31st March 2025.

BEST COMPANIES 2024/25



Inspire North was awarded a 2* Best Companies Status in October 2024 and we were thrilled to learn that we had climbed all the tables nationally, regionally and moving up in the charity sector to 12th best in the UK.

ISO STANDARDS

Excellence in Security and Sustainability



At Inspire North, we are proud to uphold internationally recognised standards that reflect our commitment to doing things right—for our people, our partners, and our planet.

ISO 27001:2022

Information Security Management

This standard sets the benchmark for managing sensitive company and client information. Our continued compliance confirms that we have robust systems in place to protect data, manage risks, and respond to threats. Our accreditation is valid until 24 October 2027, reaffirming our dedication to maintaining the highest levels of information security.

In December, we were thrilled to announce that Inspire North ranked number 10 in the 2024/25 Inclusive Top 50 UK Employers List (IT50), acknowledging organisations which are most consistent throughout the whole of their organisation and encompass all elements of diversity.



PRIDE AT INSPIRE NORTH/LGBTQ+

In July 2024, Inspire North proudly joined the Leeds Pride Parade, celebrating inclusion, visibility, and community. Employees, volunteers, and clients came together in a vibrant show of solidarity. With flags flying and spirits high, our presence at Pride reflected our ongoing commitment to LGBTQ+ equality and the power of being seen, heard, and celebrated. It was a joyful day filled with colour, connection, and pride in who we are and what we stand for.

Throughout June, a series of Lunch and Learns were hosted across the organisation with themes ranging from Trans Rights to Understanding the Plus (+) in LGBTQ+. They proved very useful to enriching understanding for all those that attended.

HOUSING COMPLIANCE

Building Trust Through Standards and Accountability

At Inspire North, housing compliance is not just about ticking boxes - it's about creating safe, secure, and well-managed homes that tenants can rely on. We take our responsibilities seriously and continue to strengthen our approach to meeting regulatory standards.

Here's how we are doing it:

- ★ **Consumer Standards Assessment Completed.** We have reviewed our housing services against the Regulator of Social Housing's Consumer Standards and developed a clear roadmap and action plan to ensure we meet - and exceed - expectations.
- ★ **Tenant Satisfaction Measures (TSMs) Submitted for the Second Year.** Our 2024/25 TSM report is now live on our website. These measures help us track how tenants feel about key areas like repairs, safety, and communication. We have refined our feedback processes and strengthened tenant involvement to ensure services are shaped by those who use them.
- ★ **Spring 2025 Perception Survey Planned.** As a smaller landlord, we are using the flexibility offered by the Regulator to time our next survey for maximum engagement and insight.
- ★ **Governance That Drives Improvement.** TSMs are embedded into our internal Housing Governance Group, helping us stay focused on continuous improvement and tenant satisfaction.

AS OUR DIRECTOR OF OPERATIONS SHARED

"This report reflects our commitment to listening, learning, and improving - placing tenants at the heart of everything we do."



On 31st March 2025 Foundation, Community Links and Inspire North officially amalgamated to form one unified organisation: Inspire North.

This moment marked the culmination of a journey that began in 2018, when we first brought together the expertise of Community Links and Foundation under the Inspire North umbrella. With decades of experience in mental health and housing, our goal was simple - work together to deliver the very best for the communities we serve.

This brought about a few important aesthetic changes to the organisation. First and most notably, the large-scale rebranding, with a strong look which has been well received. With brand-new eye-catching external signage across our services, we are one unified Inspire North.

So, was it worth it?

Absolutely. The benefits of amalgamation are already clear. We are stronger - financially, culturally, and structurally. We are better positioned to weather future challenges and seize new opportunities. Most importantly, we have truly brought together Community Links and Foundation into one organisation, ready to thrive and maximise our impact for clients and tenants.



Sleep Out for Homelessness took place again in January 2025, hosted by the Yorkshire North and East Methodist Church. We are very thankful for the donations received and the total came to an impressive amount of £4,600. This donation was split between Inspire North, SASH and Carecent.

INTERNAL GRANTS SCHEME

Octavia House was granted funding for instruments, allowing clients to discover and share music which has several therapeutic benefits.

"This project has made me more motivated; I started practicing an hour every day. I finished making 2 songs."

"This project has helped me keep some dexterity in my fingers since I have neuropathy and diabetes. Enjoyable pastime you can do with a group of people."

"It's fun, I find it therapeutic, sitting there and playing bass guitar, it stimulated my creative side

EQUALITY, DIVERSITY, AND INCLUSION

In August 2024, Inspire North marked South Asian Heritage Month with a special "Lunch and Learn" session, bringing colleagues together to explore and celebrate the rich cultures, histories, and contributions of South Asian communities.

The event created space for reflection, storytelling, and shared learning. Employees heard personal experiences, explored cultural traditions, and discussed the importance of representation and inclusion in the workplace. It was a vibrant and thoughtful session that sparked meaningful conversations and strengthened our commitment to equity and diversity.

Events like these are part of our wider inclusion strategy - ensuring that everyone at Inspire North feels seen, heard, and valued. We are proud to continue building a workplace where difference is celebrated and learning never stops.

WORK WITH UNIVERSITIES

Dementia Services collaborated with the University of Leeds on "Talking about Things" Exhibition which took place at Leeds Central Library. "Talking about things" raised awareness of the significance of everyday/personal objects valued by people with dementia. The project developed a range of pieces that explored memory and belonging from across our West Yorkshire dementia services.

Our Leeds Early Intervention in Psychosis Service - Aspire – provided teaching to University of Leeds and Leeds Beckett University around the subjects of Occupational Therapy and Counselling in relation to Psychosis, creative interventions for Psychosis and raising awareness of "At Risk" Mental



FOUNDATION

Inspiring independence. Transforming lives.

WHAT'S NEW

Foundation's 40th Birthday!

In September 2024, Foundation marked a major milestone - 40 years of supporting people across the North of England. What began as a small charity with a big heart grew into a vital part of many communities, delivering housing and support services that change lives every day.

The celebrations took place across the organisation, from Scarborough to Durham, teams came together with cakes, quizzes, shared lunches, and heartfelt memories. Directions hosted a community lunch, Our Way Leeds held a team away day, and Foundation Scarborough pulled out all the stops with a buffet and baby photo quiz.

At Head Office, former Foundation CEO Steve Woodford joined employees to cut a giant birthday cake, with colleagues dressed in a wash of pink and purple to honour the occasion.

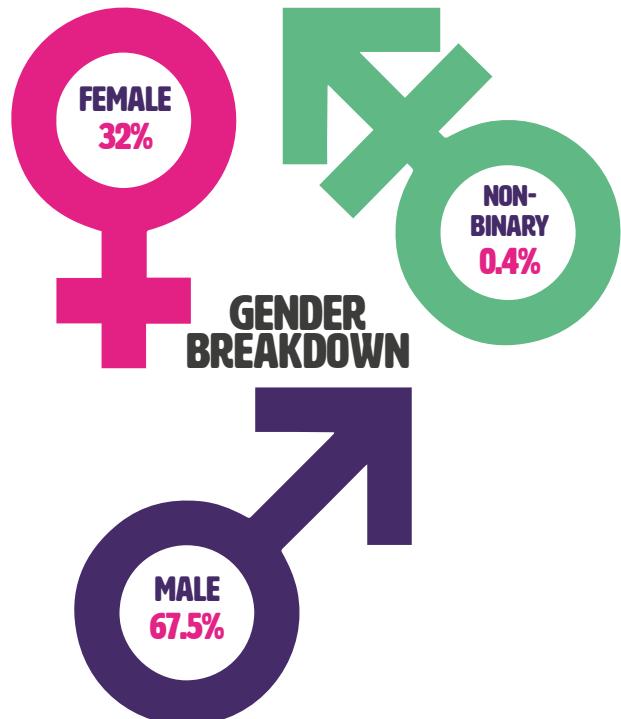
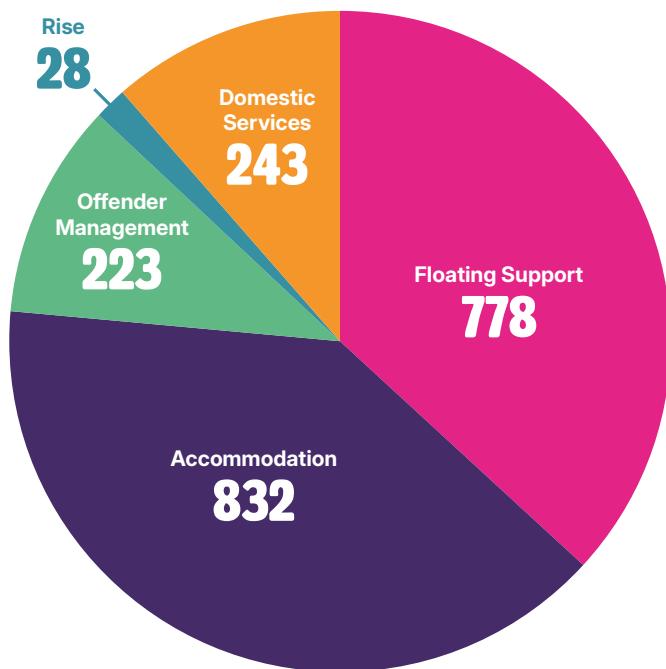
It was a joyful moment to reflect on Foundation's journey - from its grassroots beginnings to becoming a cornerstone of Inspire North. The anniversary was not just about looking back - it was about recognising the people, passion, and purpose that continue to drive Foundation forward.



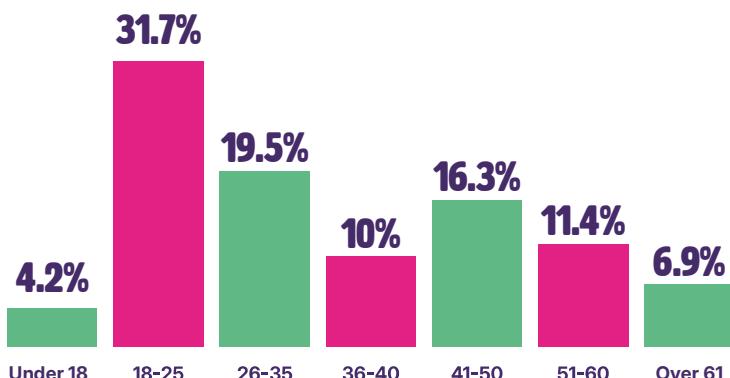
OUR CLIENTS, RESIDENTS AND TENANTS: An Overview

Client Snapshot 2024/2025

TOTAL CLIENTS = 2104



AGE BREAKDOWN



SEXUALITY

Heterosexual	LGBTQ
76%	5%
Not Asked	Not Stated
12%	6%
Other	
1%	

ETHNICITY BREAKDOWN

WHITE 85.40%	BLACK 3.02%	ASIAN 2.32%
DUAL HERITAGE 3.34%	OTHER 3.23%	NOT KNOWN 2.69%



25% of clients identified themselves as having a disability

Q1

OVERALL SATISFACTION 86%

FOUNDATION ANNUAL SATISFACTION Questionnaire 23/24

HOW DO YOU FEEL ABOUT US?

81% I feel that my story is shared appropriately so I don't have to repeat myself.

82% I make my own choices and feel supported through the choices I make.

85% I believe that workers go the extra mile - no one gives up on me.

86% I value the relationship with my worker and feel listened to when I have ideas.

86% I am treated as a person and with dignity and respect.

DO YOU KNOW HOW TO MAKE A COMPLAINT? **77% YES**

CLIENT RESPONSE RATE 2%



HOW DID WE DO?

76% Any needs or preferences in relation to culture, faith, age, disability, sexuality, etc, were taken into account.

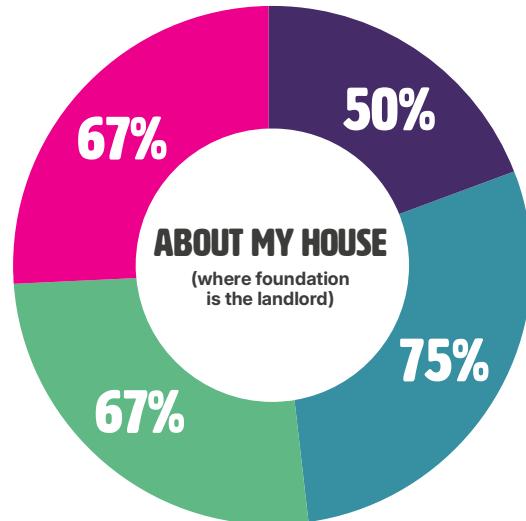
85% The Service was easy to get help from.

85% I was given the information before I made a decision, and it covered the things that matter to me.

86% I understood the information I was given about how the service could help me.

85% Did you feel your views were encouraged, valued and used to inform decisions within the service?

86% Did you feel confident that the organisation and/or your key worker(s) had the skills and ability to help you?

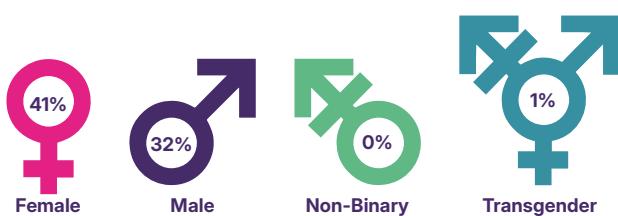


My repairs and maintenance were done quickly

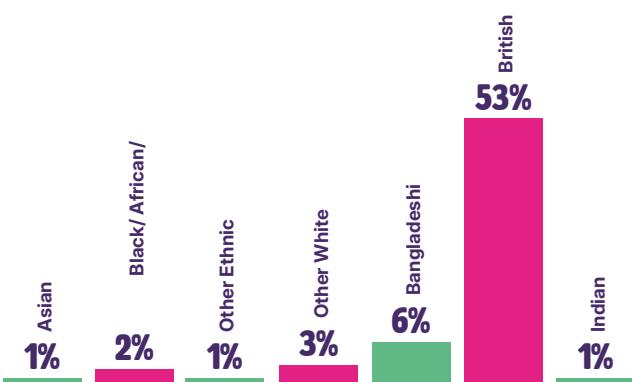
My accommodation is at a high standard (i.e. it is clean and comfortable)

My accommodation is easy to heat

I feel safe and secure where I live



DIVERSITY OF RESPONDERS



92% WOULD RECOMMEND US TO FRIENDS AND FAMILY

Q2

OVERALL SATISFACTION 88%

FOUNDATION ANNUAL SATISFACTION Questionnaire 23/24

HOW DO YOU FEEL ABOUT US?

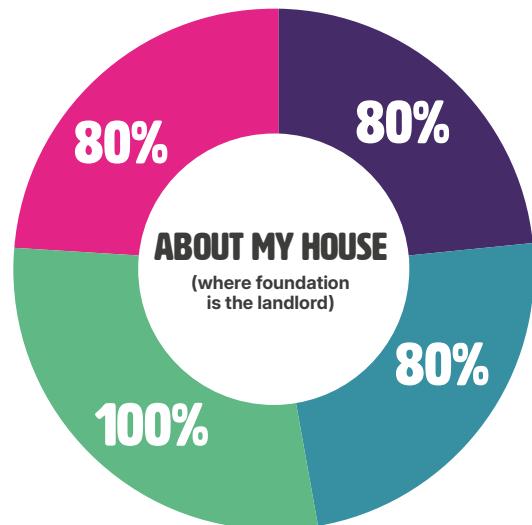
- 83%** I feel that my story is shared appropriately so I don't have to repeat myself.
- 86%** I make my own choices and feel supported through the choices I make.
- 87%** I believe that workers go the extra mile - no one gives up on me.
- 87%** I value the relationship with my worker and feel listened to when I have ideas.
- 87%** I am treated as a person and with dignity and respect.

DO YOU KNOW HOW TO MAKE A COMPLAINT? **85% YES** **CLIENT RESPONSE RATE 2%**

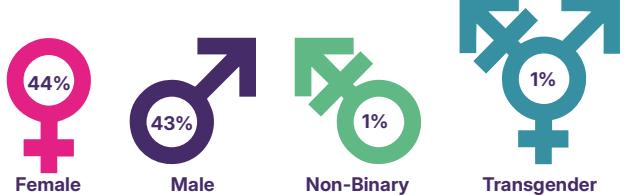
Heterosexual or Straight 66%	Gay 2%	Bisexual 1%	Other 1%	Not Stated 2%
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HOW DID WE DO?

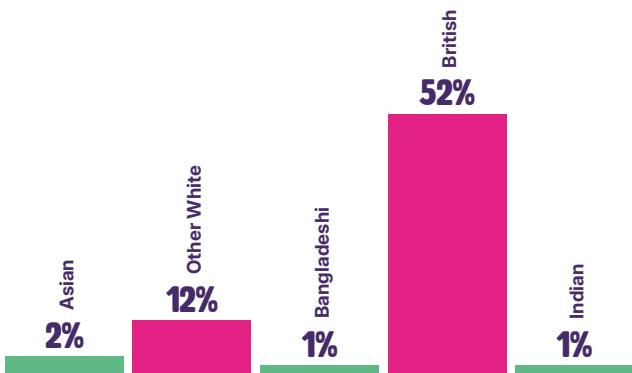
- 72%** The Service was easy to get help from.
- 85%** I was given the information before I made a decision, and it covered the things that matter to me.
- 85%** I understood the information I was given about how the service could help me.
- 85%** Did you feel your views were encouraged, valued and used to inform decisions within the service?
- 87%** Did you feel confident that the organisation and/or your key worker(s) had the skills and ability to help you?



- My repairs and maintenance were done quickly
- My accommodation is at a high standard (i.e. it is clean and comfortable)
- My accommodation is easy to heat
- I feel safe and secure where I live



DIVERSITY OF RESPONDERS



97% **WOULD RECOMMEND US TO FRIENDS AND FAMILY**

Q3OVERALL SATISFACTION **98%**

FOUNDATION ANNUAL SATISFACTION

Questionnaire 23/24

HOW DO YOU FEEL ABOUT US?

92% I feel that my story is shared appropriately so I don't have to repeat myself.

97% I make my own choices and feel supported through the choices I make.

97% I believe that workers go the extra mile - no one gives up on me.

98% I value the relationship with my worker and feel listened to when I have ideas.

98% I am treated as a person and with dignity and respect.

DO YOU KNOW HOW TO MAKE A COMPLAINT? **88% YES** **CLIENT RESPONSE RATE 2%**



HOW DID WE DO?

85% Were any needs or preferences you have in relation to your culture, faith, age, disability, sexuality, etc taken into account?

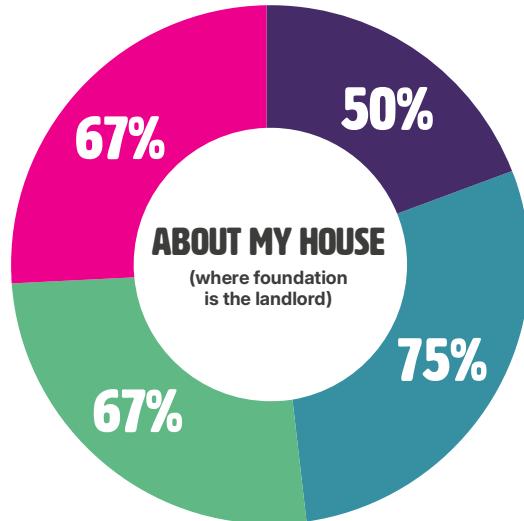
94% The Service was easy to get help from.

96% I was given the information before I made a decision, and it covered the things that matter to me.

97% I understood the information I was given about how the service could help me.

93% Did you feel your views were encouraged and valued?

96% Did you feel confident that the organisation and/or your key worker(s) had the skills and ability to help you?

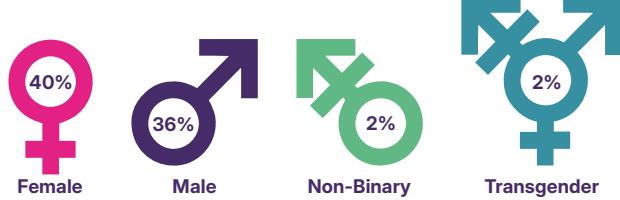


My repairs and maintenance were done quickly

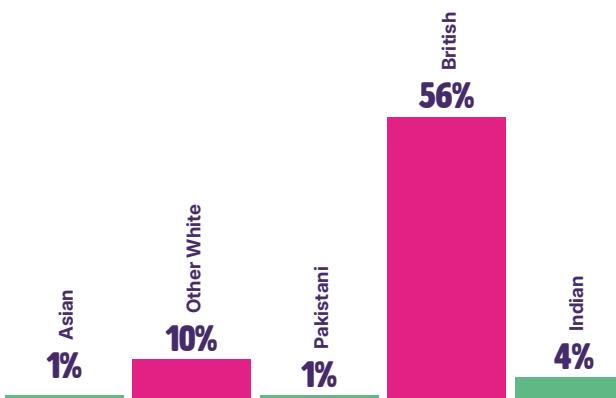
My accommodation is at a high standard (i.e. it is clean and comfortable)

My accommodation is easy to heat

I feel safe and secure where I live



DIVERSITY OF RESPONDERS



96% WOULD RECOMMEND US TO FRIENDS AND FAMILY

Q4

OVERALL SATISFACTION 94%

FOUNDATION ANNUAL SATISFACTION Questionnaire 23/24

HOW DO YOU FEEL ABOUT US?

83% I feel that my story is shared appropriately so I don't have to repeat myself.

85% I make my own choices and feel supported through the choices I make.

88% I believe that workers go the extra mile - no one gives up on me.

89% I value the relationship with my worker and feel listened to when I have ideas.

90% I am treated as a person and with dignity and respect.

DO YOU KNOW HOW TO MAKE A COMPLAINT? **85% YES** **CLIENT RESPONSE RATE 2%**

Heterosexual or Straight 78%	Gay 0%	Bisexual 9%	Other 1%	Not Stated 3%
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HOW DID WE DO?

80% Were any needs or preferences you have in relation to your culture, faith, age, disability, sexuality, etc taken into account?

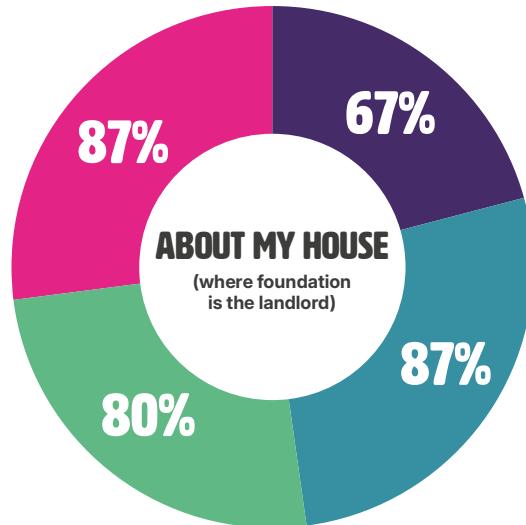
88% The Service was easy to get help from.

87% I was given the information before I made a decision, and it covered the things that matter to me.

90% I understood the information I was given about how the service could help me.

90% Did you feel your views were encouraged and valued?

88% Did you feel confident that the organisation and/or your key worker(s) had the skills and ability to help you?

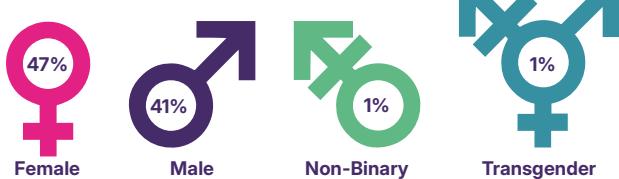


My repairs and maintenance were done quickly

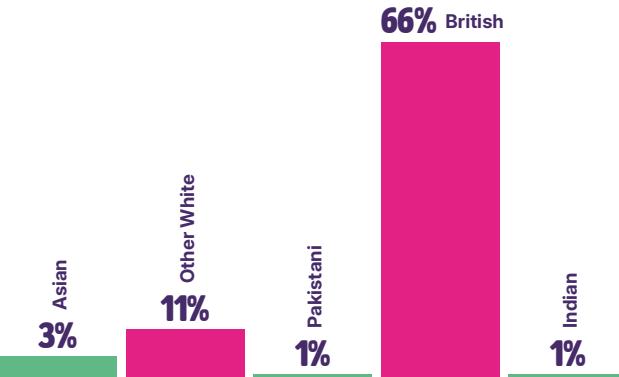
My accommodation is at a high standard (i.e. it is clean and comfortable)

My accommodation is easy to heat

I feel safe and secure where I live



DIVERSITY OF RESPONDERS



93% WOULD RECOMMEND US TO FRIENDS AND FAMILY

COPRODUCTION

In Richmond, clients helped to co-produce and decorate a disused office space into a brand-new support room to help with support sessions and promoting a positive atmosphere where the client's input was valued. The "Zen Den" has been a real hit with one client saying they loved the support they had received.



YPP Richmond applied to the Internal Grants Scheme to fund gym passes to be shared between residents. This is a creative solution using a local partnership and benefitting clients physical and mental wellbeing.



"I FEEL STRONGER, MORE POSITIVE, AND MORE MOTIVATED. IT MAKES A BIG DIFFERENCE TO MY MENTAL HEALTH."

"THE PROJECT IS FOSTERING HEALTHY ROUTINES AND ENCOURAGING PHYSICAL ACTIVITY, WHICH ARE LIKELY TO HAVE LASTING BENEFITS AS MORE CLIENTS PARTICIPATE."

"THE GYM HAS BECOME A REALLY IMPORTANT PART OF MY WEEK."



YPP Harrogate Outdoor Space -
Coproduced the sprucing up of our outdoor space at one of our hostels in Belmont Road. Clients and employees now have an outdoor space which is private (thanks to the screening) with enough seating, lovely plants and lighting. Employees use the space to take a break from screens and to enjoy some fresh air. Clients now have a space to sit outdoors and together if they'd like to.

SOME QUOTES FROM CLIENTS

"WE ENJOY SITTING IN THE AREA AND CAN DO THIS EVEN LONGER NOW BECAUSE THERE IS LIGHTING"

"I DIDN'T USED TO SIT OUT BUT NOW I DO"

"IT GIVES ME THE OPPORTUNITY TO SOCIALISE WITH OTHER TENANTS"

"THE FLOWERS ARE SO PRETTY AND LIFT MY MOOD"

"LOVE THE PRIVACY THAT THE SPACE OFFERS"

"MORE SEATING WHICH IS FOR EVERYONE – I SIT OUT THERE WHILE I AM WAITING FOR MY FOOD TO COOK"



CLIENT INTERVIEW

Case Study: X – Client in Dispersed Accommodation

X was referred to Inspire North following a criminal conviction and prison sentence, which resulted in a Sexual Harm Prevention Order (SHPO) that prevented him from living with his family. He had experienced a difficult upbringing, including abuse from his father, and was living with mental health challenges and limited mental capacity. X also felt isolated and vulnerable, particularly due to hostility from people in his hometown who had learned about his offence.

From the outset, X's support focused on helping him manage his money, plan healthy food shopping, engage in community activities and work, improve his mental health, and comply with the conditions of his probation. The approach used was similar to motivational interviewing but adapted to X's needs, with simple language and prompts to help him identify goals and the steps needed to achieve them.

A support plan was developed by encouraging X to talk about how he was feeling and what might help him feel better. These conversations led to the creation of SMART goals that were specific, achievable, and relevant to his situation. A multi-agency approach was key to X's progress. While X could express his emotions, he often struggled to pinpoint the causes of his distress. Regular communication between his Support Worker, Probation Officer, and Social Services helped build a clearer picture of X's needs and ensured he received appropriate referrals and support.

Through these interventions, X gained access to services that helped him build essential life and social skills. He began participating in activities that boosted his confidence and gave him a sense of purpose. With consistent support, X successfully completed his probation order and learned to budget and manage his bills, with assistance from his mum, who acts as his Lasting Power of Attorney. His mental health improved significantly, and he developed tools to manage it independently.

X has become more confident in social situations, including speaking on the phone and forming healthy relationships. A recent example of this was his participation in a woodwork placement, where he built a friendship with the facilitator, attended regularly, and showed commitment and enthusiasm.

X now speaks positively about his future and is exploring ideas for work. Although he still experiences occasional dips in his mental health, he is better equipped to manage them, even after losing contact with his Probation Officer, who had been a key source of support.

Due to his limited mental capacity, X will continue to need some support to stay engaged in work or volunteering, but this is now minimal, and he is increasingly able to take initiative.

Having been supported by Foundation since 2021, X is now ready to move from supported accommodation to floating support provided by the council or another organisation.

CLIENT QUOTE

**"FOUNDATION HAS BEEN
VERY SUPPORTING. I AM
LOOKING FORWARD TO
MOVING ON AND FINDING
SOMEWHERE PERMANENT
TO LIVE."**

FOUNDATION EMPLOYEES OVERVIEW



NUMBER OF EMPLOYEES

212



FULL TIME PART TIME

65 147



Achievements



Accredited
Until 2022



CUSTOMER
SERVICE
EXCELLENCE



CSE



WHAT'S NEW

Dementia Action Week May 2024 – "Diagnosis, Support and Advice"

Calderdale Dementia Hub

They kicked off their Dementia Action Week by hosting a dementia friendly cinema showing of Mary Poppins at Hebden Bridge Picture House. Service manager Neil made a great effort of dressing up as a chimney sweep.



Calderdale Dementia Hub teamed up with the rugby league side Halifax Panthers to help bring awareness of Dementia across the district. This was presented with a string of videos involving players from the team providing tips and advice about reducing the risk of dementia but also advice about keeping yourself well after diagnosis.

At the end of the week, they attended a Social Inclusion & Dementia Day event at Rastrick Fire Station. It was the perfect way to round off a busy week of networking, informing and engaging in the local community.

Bradford Dementia Hub

Over in Bradford, the team took to community settings to raise awareness throughout Dementia Action Week. First up, a visit to Ilkley's Clarke Foley Centre for an awareness session and then followed up with a stall in Keighley in partnership with Dementia Friendly Keighley at the Airedale Centre. Both were great opportunities to raise awareness in the community and meet with people to show them what support is available.

They also attended a local group for African and African-Caribbean elders where they asked questions and had some very positive discussions about dementia.

Kirklees Dementia Hub

In Kirklees, Dementia Action Week proved very busy. They hosted a "Day out to Sheffield" for their Thursday Group – a group run by Kirklees Dementia Hub for people with dementia and

their carers. This proved great experience for those involved and an opportunity to enjoy a day out as a group.



Throughout the week at the Huddersfield Royal Infirmary, they hosted an information stall to help raise awareness to those passing through the hospital. This was in partnership with the Admiral Nurses who provide tailored emotional and clinical support to people living with dementia and their families to help them manage complex needs and live well with the condition.

To round off the week they launched a new DEEP Group for the Kirklees District that allows for discussion, planning and action for people with dementia.

Young Dementia Leeds

In Leeds, Young Dementia Leeds hosted a 1980s themed party at their hub where people they support and their carers could come together, enjoy some food, music and reminisce about some of the famous events and people of the 1980s. It was well attended and some of the employees at Young Dementia Leeds were sporting some great outfits.

Octavia House celebrated Pride

raising LGBTQ+ flags and sharing rainbow colour foods. They shared conversations about what "pride" and "love" meant to clients and colleagues. It was a great way to celebrate and promote inclusivity within the service.



CLEAR attended Kirklees

Pride at Huddersfield Town Hall where there was a full day of activities taking place. CLEAR hosted an information stall to help build referrals and raise awareness of the service whilst providing a host of rainbow colour fruit.



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Aspire 'Adventure Therapy'

Residencies in June and September 2024 were a great success. Each was a two-night stay in the Yorkshire Dales with 4 employees and 10 clients. The activities included walking up Ingleborough (one of the Yorkshire Three Peaks), caving, rock climbing and then canyoning. This was all in collaboration with the Yorkshire Adventure Company. Clients reported a range of benefits, including increased confidence in social situations, cooking skills, pushing their limits, a greater understanding of the outdoors and an increase in motivation in general.

In October 2024, a team leader from the NHS Hub (CMHT) provided a guest lecture at Leeds Beckett University. Caroline Burnley, Senior Lecturer for Psychological Therapies & Mental Health shared the below feedback on how it went.

"The team leader provided a guest lecture for BSc Counselling and Mental Health studies at Leeds Beckett University, providing valuable research insights into evidence-based perspectives on working as a community mental health practitioner working within a CMHT, as part of a third sector collaboration with the NHS under the Transformation plan.

The team leader was able to share authentically his academic and professional background, and career progression with emphasis upon the values of working for a third-sector organisation, Community Links, and the benefits of this for service users.



Furthermore, they were able to convey practice insights into Mental health tribunal processes held within the Mental Health Act and consider service user and cultural awareness perspectives within this. Thank you so much for your valuable contribution to this lecture, which has genuinely enhanced the student learning experience."

Our Community Mental Health Practitioners at the NHS Hub have been embedded into the Transformation work happening across our partnership with LYPFT. SS, our Community Mental Health Practitioner shared the value of working together in partnership with LYPFT and other organisations across the city. SS shared:

"I'M GENUINELY OPTIMISTIC ABOUT THE TRANSFORMATION AND OUR ENCOUNTER WITH THE NEW HATCH TEAM. THE ATMOSPHERE HAS BEEN WONDERFULLY UPLIFTING, AND THE COLLABORATION WITH LYPFT, PCMH, CWC, TOUCHSTONE, PEER SUPPORT, AND COMMUNITY LINKS HAS BEEN TRULY REWARDING. EXPLORING EACH OTHER'S ROLES AND DISCUSSING OUR COLLECTIVE APPROACH HAS BEEN REALLY ENCOURAGING."



In October 2024, Bradford Dementia Hub Opened their Shop Front in Bradford City Centre. An open day was hosted to officially open the shop front to the public after a lot of hard work went in to get the shop decorated in line with co-produced colours. The open day saw all the partner organisations of the Bradford Dementia Hub - Khidmat Centres and Bradford Bulls - come together to celebrate.





Men's Talk Support the White Ribbon Campaign

CLEAR's Men's Talk Digital project has begun work to support this year's White Ribbon Campaign - "It Starts with Men". Following discussions, the group agreed to show their support as allies, by producing a short video to highlight the campaign.

"THREE IN FIVE WOMEN HAVE EXPERIENCED SEXUAL HARASSMENT, BULLYING OR VERBAL ABUSE IN THE WORKPLACE"

"63% OF MEN AGREE THAT MEN ARE NOT DOING ENOUGH NOT ENSURE THE SAFETY OF WOMEN AND GIRLS"

"NEARLY A QUARTER OF GIRLS IN MIXED SEX SCHOOLS SAID THEY'VE HAD EXPERIENCES OF UNWANTED SEXUAL TOUCHING IN SCHOOL"

In March 2025, CLEAR celebrated their 10-year anniversary at Brian Jackson House in Huddersfield. This was a brilliant day, full of celebration and reflection of how far the service has come over the last decade. This included client testimonies as well as a performance from CLEAR Men's Talk to really show how impactful the service is. It was also brilliant to see a visual exhibition detailing the journey over the last 10 years of photos and case studies all built into one great event. Over the last decade, CLEAR has grown into a cornerstone of its community. Empowering clients and volunteers alike.

In the early months of 2025, preparations began for the mobilisation of the Inspire North Leeds Stop Smoking Service, specialising in mental health and long-term health conditions to help residents of Leeds quit smoking for good. Preparations included development of materials and a promotional video for the service. There will be plenty more to come from the Leeds Stop Smoking Service with a partnership already in place with Leeds Rhinos Foundation who will host match day activities to build a closer relationship with the Leeds community.



Fundraising

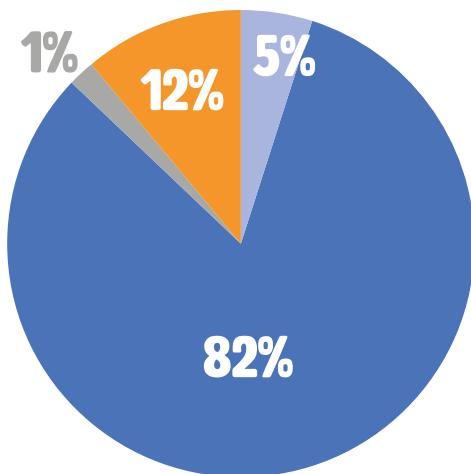
In October 2024, Vicki and Sharon from Young Dementia Leeds took part in a sky dive to raise funds for Young Dementia Leeds and St Gemma's Hospice. They managed to not only sky dive from 10,000 feet but also raised almost £2,500! An incredibly show of bravery that is raising money for some hugely important services.



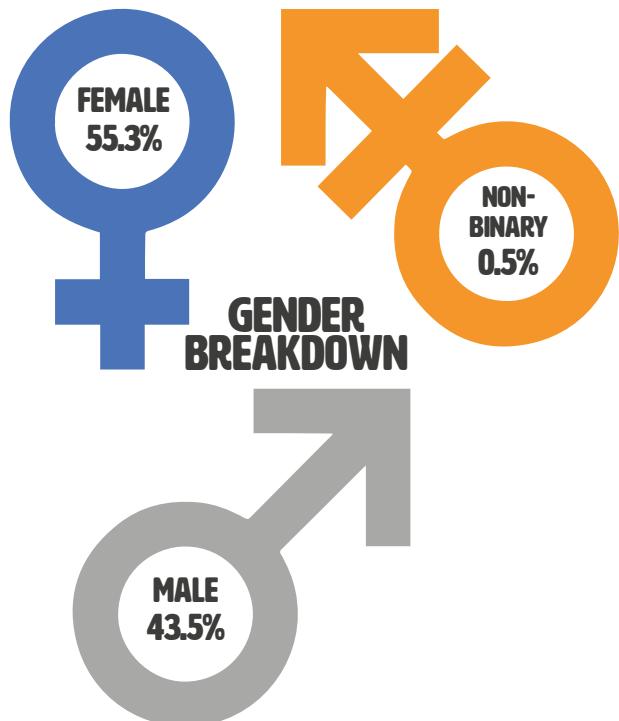
OUR CLIENTS, RESIDENTS AND TENANTS: An Overview

Client Snapshot 2024/2025

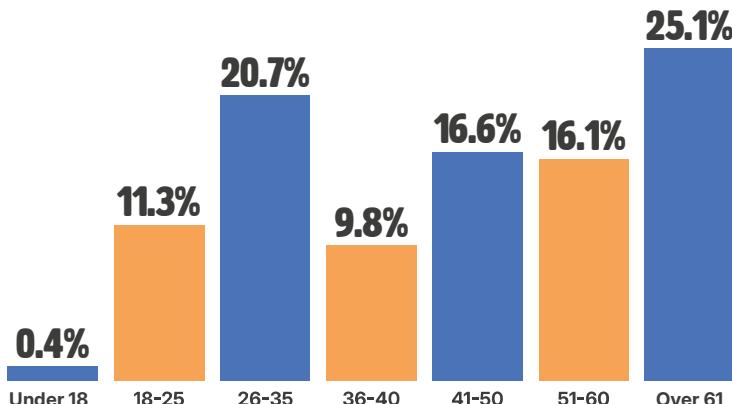
TOTAL CLIENTS = 10327



Residential - 493
Community - 8522
Dual Diagnosis - 64
Dementia Services - 1248



AGE BREAKDOWN



SEXUALITY

Heterosexual **76.3%** LGBTQ **7.2%**
Not Asked **6.8%** Not Stated **9.4%**
Other **0.3%**

ETHNICITY BREAKDOWN

Ethnicity	Percentage
WHITE	70.0%
BLACK	6.5%
ASIAN	12.2%
DUAL HERITAGE	4.9%
OTHER	3.4%
PREFER NOT TO SAY	3.0%



44.4%
of clients identified themselves as having a disability

COMMUNITY LINKS CLIENT SATISFACTION

Questionnaire 23/24



I feel that my story is shared appropriately so I don't have to repeat myself

93%

I make my own choices and feel supported through the choices I make

97%

I believe that workers go the extra mile - no one gives up on me

98%

I value the relationship with my worker and feel listened to when I have ideas

97%

I am treated as a person and with dignity and respect

99%

My repairs and maintenance were done quickly

100%

My accommodation is at a high standard (i.e. it is clean and comfortable)

100%

I feel safe and secure where I live

100%

Would you recommend?

96%

Were you satisfied?

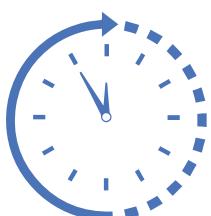
99%

COMMUNITY LINKS EMPLOYEES OVERVIEW



NUMBER OF EMPLOYEES

299



FULL TIME

195

PART TIME

104



Achievements



WHERE TO FIND US



Inspire North Head Office

3 Limewood Way, Leeds, LS14 1AB
Tel: 0113 273 9660
Email: info@inspirenorth.co.uk
www.inspirenorth.co.uk

SERVICE LOCATIONS

Batley	Huddersfield
Bradford	Hull
Calderdale	Kirklees
Craven	Leeds
Darlington	Richmond
Dewsbury	Scarborough
Doncaster	Scunthorpe
Durham	Selby
Grimsby	Wakefield
Harrogate	York



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