

**INSPIRE
NORTH**

ANNUAL REVIEW 2025-26



**Creating a World Where
Everyone Matters**

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WELCOME

Welcome to our Annual Review 2025/26

This year has been one of the most significant in Inspire North's history.

Following the amalgamation of Inspire North, Foundation and Community Links, we entered 2025/26 as one Inspire North, united by a shared purpose: creating a world where everyone matters. Throughout the year, we have worked hard to bring that vision to life, strengthening services, building new partnerships and continuing to support thousands of people across Yorkshire, the North East and beyond.

While the year brought many opportunities, it also took place against a backdrop of increasing demand, rising complexity of need and continued pressure across health, housing and social care systems. Despite these challenges, our colleagues, volunteers, partners and supporters continued to demonstrate extraordinary dedication, compassion and professionalism.

This review highlights the difference that support can make. From helping people live well with dementia, recover from mental ill health and rebuild their confidence, to supporting victims of domestic abuse, providing accommodation and helping young people create brighter futures, every achievement in these pages is made possible through collaboration and a shared commitment to putting people first.

I am incredibly proud of everything we have achieved together over the past year and grateful to everyone who has contributed to our journey. As we look ahead, we remain ambitious for the future and committed to creating positive change in the communities we serve.

RUTH KETTLE

Chief Executive Officer



INTRODUCING OUR 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

Osamudiamwen Tosin (Margaret) Iyekowa

Lisa Bradley (Resigned Sept 2025)

Kate Cooper

Brad Strutt

David Roche (Resigned May 2025)

Dean Andrew-Cooper

Kate Forrester

Olivia Bradshaw

Philip Turnpenny

Omowunmi Afolasade Ladejobi

Sam Hagan

Sharon Whitehurst

Vijay Assani

OUR PURPOSE, VISION AND VALUES

OUR PURPOSE

Creating A World Where Everyone Matters.

OUR FOUR VALUES



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 WITH INSPIRE NORTH

ONE INSPIRE NORTH

April 2025 marked a defining moment in our journey as Inspire North, as Community Links, Foundation and Inspire North formally came together to become one unified organisation. Alongside the amalgamation, we launched a refreshed brand identity and completed our transition to a Community Benefit Society, creating a stronger and more sustainable organisation for the future.

Bringing our organisations together was about more than governance and structure. It reflected a shared belief that by working as one organisation, with one vision and one set of values, we could achieve greater impact for the people and communities we support. The move strengthened our ability to innovate, build new partnerships, respond to emerging needs and provide high-quality services across the North of England.

The amalgamation has enabled more flexible use of resources, improved efficiency and strengthened our long-term sustainability, ensuring we are well placed to continue creating brighter futures for years to come.



October 2024

Conversion to Community Benefit Society



31 March 2025

Community Links, Foundation and Inspire North formally amalgamate into one organisation



1st April 2025

Launch of refreshed Inspire North identity and beginning of a new era.

A NEW IDENTITY

To mark this significant milestone in Inspire North's history, a refreshed identity was introduced to bring the look of the organisation into the modern era.

Working alongside Danny Bulmer of The Purpose Designer and Nick Woodhead Design & Illustration, Inspire North undertook a significant brand development project designed to reflect the organisation's shared purpose, values and future ambitions. Through a series of collaborative workshops involving colleagues and stakeholders, the project explored what Inspire North stands for, how it supports people and communities, and how that should be represented visually and verbally.

The result was a refreshed identity that provides greater consistency across services, strengthens recognition amongst stakeholders and creates a clearer connection between services operating across Yorkshire and the North East.



A NEW DIGITAL FRONT DOOR

In April, we launched our new organisational website, creating a home for all Inspire North services, resources and information.

Developed with The Developer Society, the new website was designed to provide a more accessible, user-friendly and consistent experience for clients, professionals, partners and members of the public. Bringing together services previously delivered under multiple brands, the platform now provides a clearer route to support, helping people find information more easily and connect with the right service when they need it.

The project involved a complete review of our digital presence, including refreshed service information, improved navigation, enhanced accessibility features and full alignment with the new Inspire North brand identity.

Alongside the website launch, work began on several future digital developments. One of the most significant has been the development of a new Tenancy Portal, designed to give tenants easier access to information, guidance and self-service resources. While the portal will be formally launched during 2026/27, significant planning, content development and user testing took place throughout 2025/26, laying the foundations for a more connected and accessible experience for tenants.

FROM BRAND TO SIGNAGE

A large-scale programme of signage and environmental branding was delivered across accommodation, wellbeing, mental health, dementia, domestic abuse and community services. The programme involved the design, production and installation of new external signage, internal wayfinding, office branding and service displays. Alongside improving consistency, this work helped ensure services remained visible, welcoming and easy to identify for clients, professionals and partners.

The introduction of a unified visual identity has strengthened recognition of Inspire North's services across Yorkshire and the North East, helping communicate that they are all part of one organisation.



WCTS PARTNERSHIP

In October 2025, Inspire North welcomed Women's Counselling and Therapy Service (WCTS) as a subsidiary organisation, marking an important step in strengthening specialist support for women and girls across Leeds. Since 1982, WCTS has provided trauma-informed counselling and therapeutic support to women and girls experiencing the impacts of abuse, violence, neglect, trauma and mental ill health.

The partnership brings together two organisations with a shared commitment to mental wellbeing, inclusion and trauma-informed practice. By joining the Inspire North family, WCTS is better positioned to sustain and develop its services at a time when demand for specialist support continues to grow and voluntary sector organisations face increasing financial and operational challenges.

Throughout the year, work has begun to strengthen organisational support, communications, governance and collaboration, while ensuring WCTS retains its specialist expertise and identity. Together, Inspire North and WCTS are working to create more sustainable services, increase opportunities for growth and ensure women and girls can continue to access the high-quality support they need now and in the future.



"We're excited to welcome WCTS into the Inspire North family; this partnership comes at a critical time, when demand for trauma-informed, specialist support for women and girls is rising, but resources are under pressure."
Ruth Kettle, CEO

EMPLOYEE CONFERENCE

In May 2025, colleagues from across Inspire North came together at the Inspire North Employee Conference at Headingley Stadium in Leeds. It was a day dedicated to learning, collaboration, wellbeing and celebrating the start of life as a unified Inspire North. The event provided an opportunity for colleagues from services across Yorkshire and the North East to connect, share experiences and explore some of the opportunities and challenges shaping our future.

The conference featured a diverse programme of speakers and workshops designed to inspire, challenge and develop colleagues. Sessions included a leadership workshop from Jermaine Benjamin, an exploration of responsible and equitable artificial intelligence led by Tim Cook of AIConfident, and a keynote session from Alison Lowe OBE, Deputy Mayor for Policing and Crime in West Yorkshire, focusing on the Safety of Women and Girls agenda and the role organisations can play in creating safer communities. Attendees also heard from Leeds Rhinos legend and Inspire North Patron Jamie Jones-Buchanan and enjoyed a performance from the Gospel Choir at Music House Leeds.

Throughout the day, the conference reflected many of the themes that define Inspire North's work and culture, including leadership, innovation, inclusion, community safety, learning and wellbeing. The event also provided an opportunity to showcase events such as aspire's Voyage to Recovery, demonstrating the life-changing impact of our services and the dedication of colleagues who support them.

**"Really wonderful event.
An opportunity for me to
experience the whole
organisation again"**



320
attendees

QUALITY & COMPLIANCE

SOCIAL VALUE

Creating social value remains central to Inspire North's mission, and during 2025/26 we continued to strengthen the way we understand, evidence and improve the difference we make.

Building on the publication of our combined 2023/24 and 2024/25 Annual Social Value Report, we focused on embedding social value into everyday practice across the organisation. This included strengthening reporting processes, improving governance arrangements and providing clearer guidance to support services in capturing and demonstrating their impact.

One of the most significant developments was the introduction of a new Stakeholder Engagement Framework. This provides a more consistent approach to listening to the people who matter most, including clients, tenants, employees, volunteers, commissioners, partners and suppliers. By bringing these voices together, we are gaining a richer understanding of what works well, where improvements are needed and how feedback influences decisions across the organisation.

LISTENING, LEARNING AND BUILDING TRUST

Throughout the year, we strengthened the way we gather and use feedback, helping us better understand the experiences of clients, tenants, volunteers and partners.

Our Client and Tenant Experience work brought together over 540 survey responses and 61 in-depth interviews, providing valuable insight into how people experience our services. Feedback consistently highlighted the importance of compassionate, practical and person-centred support, with many people reporting increased confidence, improved wellbeing, reduced isolation and a greater sense of hope for the future.

The findings also demonstrated the importance of trust. People told us they trusted Inspire North because employees listened carefully, communicated clearly, followed through on commitments and treated them with dignity and respect.

540
SURVEY
RESPONSES

61
IN-DEPTH
INTERVIEWS

Our volunteers shared similarly positive experiences. Many described developing new skills, growing in confidence and feeling valued as part of the organisation. Across volunteer feedback, trust and satisfaction remained exceptionally high, highlighting the important role volunteers play in supporting our services and communities.

We also gathered feedback from commissioners, partners and professionals working alongside Inspire North. Their responses reinforced our reputation for collaboration, accessibility, safeguarding and trauma-informed practice, while helping us identify further opportunities to improve and strengthen our partnerships.

GOVERNANCE AND CONTINUOUS IMPROVEMENT

Strong governance and assurance help ensure that the people who use our services receive safe, high-quality support.

Throughout the year, Inspire North maintained internationally recognised standards for information security and environmental management, continuing our commitment to responsible, well-managed services. We also continued to strengthen our housing services.

Tenant engagement remained strong, with nearly half of tenants participating in the annual perception survey. Feedback showed high levels of satisfaction across key areas including respect, safety, responsiveness and involvement in decision-making.

Significant work was also undertaken to prepare for changes in housing regulation, including improvements to repairs processes, monitoring systems and policies designed to support tenants and maintain safe homes.

Complaints handling also improved significantly during the year. Following the amalgamation into a unified Inspire North, we introduced more consistent processes and strengthened oversight across the organisation. This helped improve responsiveness while ensuring feedback and complaints continue to drive learning and service improvement.

Together, these developments help ensure that Inspire North remains accountable, transparent and focused on delivering high-quality services.

INNOVATION AND IMPROVEMENT

Innovation continues to play an important role in helping us improve services and demonstrate impact.

During the year, we progressed several projects through our Innovation Fund, including the development of a suite of social value case studies showcasing the impact of services including Oakwood Hall, Rest Stop, Young People's Pathway and Linking Leeds. These case studies provide powerful examples of the difference our services make and help commissioners, partners and stakeholders better understand the outcomes being achieved.

We also worked with Social Value Business to develop a new Client and Tenant Engagement Survey, helping improve how feedback is collected, analysed and used across the organisation. This work will support more consistent data collection and stronger organisational learning in the years ahead.

These projects reflect our commitment to continuous improvement and ensuring that learning, evidence and innovation remain at the heart of what we do.



ACCREDITATIONS

INFORMATION SECURITY - ISO 27001

We retained our certification to ISO 27001:2022. This internationally recognised standard for information security demonstrates our strong information security management practices. We also hold Cyber Essentials Plus certification, providing independent assurance that our systems are protected against common cyber threats. Our Information Security Management System is supported by an organisation-wide IT strategy, developed with input from an external specialist, to ensure our controls remain robust, proportionate, and future-focused.



ENVIRONMENTAL STANDARDS

We published our Green House Gas Emission (GHG) Report on our website which presents a baseline for future emissions measurements. Following the report, we developed a full Carbon Management Reduction Plan which is published on our website. We anticipate achieving a 25% reduction in 2030, 60% in 2040 and Net Zero by 2045. Projects and ongoing reduction initiatives are driven by the Green Champions across our services to ensure reduction targets are met or reviewed where necessary.

GOOD BUSINESS CHARTER

During 2025/26, Inspire North achieved Good Business Charter accreditation, recognising our commitment to operating responsibly and ethically across all areas of the organisation. The accreditation reflects our commitment to paying the real Living Wage, valuing employee voice, protecting the environment, acting transparently and supporting ethical business practices.

This achievement demonstrates that our values extend beyond service delivery. It reflects a commitment to creating positive social impact through the way we operate, recruit, procure and engage with the wider community. By embedding these principles into everyday practice, we continue to build an organisation that is accountable, sustainable and committed to doing business the right way.

FUNDRAISING

Together, supporters helped raise £10,334.71, providing additional opportunities, activities and resources that enhanced the support available across the organisation.

This year saw a range of inspiring fundraising efforts from both individuals and organisations. As one of the Charities of the Year for Switalskis Solicitors, Inspire North benefited from a variety of fundraising activities, including a team of colleagues taking part in the Leeds 10K and raising £590 to support our work. At aspire, colleagues and clients came together to fundraise for the annual Voyage to Recovery sailing programme. A dedicated team member undertook the extraordinary challenge of running 714 miles, helping raise £1,094 towards a life-changing seven-day sailing expedition that provided clients with opportunities to build confidence, resilience and teamwork.

Fundraising income also enabled services to deliver new and innovative opportunities for clients. Significant grants included a £1,000 donation from Skipton Rotary Club to support Craven Mental Health Service and a £5,000 grant awarded to Men's Talk Digital through the University of Huddersfield's Cultures of Film programme. This funding will support the development of a new short film exploring mental health and lived experience, which is due to be screened later in 2026.

Alongside fundraising, Inspire North continued its commitment to reducing digital exclusion through membership of the Good Things Foundation National Digital Inclusion Network. During the year, 34 clients were supported to access free SIM cards, helping them connect with family and friends, access online services and improve digital inclusion.

The generosity of our supporters continues to create opportunities that extend beyond day-to-day service delivery. From helping people access technology and wellbeing activities to supporting recovery, creativity and personal development, every donation contributes to creating brighter futures for the people and communities we support.

**TOTAL DONATIONS
SECURED:**

£10,334.71



Switalskis Solicitors ran the Leeds 10K



INTERNAL GRANTS

Throughout 2025/26, Inspire North's Internal Grants Scheme continued to invest in ideas developed by colleagues and the people we support, funding projects that promote wellbeing, independence, creativity, physical health and community connection. Many projects were co-produced with clients, ensuring activities reflected their interests, aspirations and goals

SPRING 2025

At **Richmond Young People's Pathway**, funding was awarded to transform the garden into a vibrant outdoor space where young people could learn new skills, grow plants and vegetables, and spend time socialising together. The project focused on creating a functional and engaging environment shaped by the young people themselves.

At **Octavia House**, funding helped expand the successful Pluckin' Happy music project, providing new guitars to increase access to the therapeutic benefits of music and creative expression.

Changes launched a new cooking group, developed in partnership with clients to provide opportunities to learn practical cooking skills, improve confidence and enjoy the benefits of cooking together in a supportive environment.

Two projects were funded at **Scarborough RACS**. The first provided cooking classes delivered by a local training provider, helping clients build skills and confidence while strengthening a local community partnership. The second introduced flexible gym passes, allowing clients to access the wellbeing benefits of physical activity through a creative partnership with a local gym.

Funding was also awarded to **Directions** to improve its welcome space, creating a more comfortable and welcoming environment for clients and colleagues alike.



Richmond YPP's garden space project



SUMMER 2025

At **Octavia House**, clients were awarded funding to purchase robotic companion pets. Inspired by good practice seen elsewhere, the project aimed to reduce anxiety, increase comfort and bring moments of joy to residents through innovative companionship tools.

Alexander House received funding to transform an underused garage into a gym and leisure space, creating opportunities for residents to improve their physical health and wellbeing without leaving the service.

Meanwhile, **Scarborough Young People's Pathway** secured funding for the Focus to Fitness project, providing shared gym memberships through a local partnership arrangement, helping young people access regular exercise and improve their overall wellbeing.

WINTER 2025

At **Richmond Young People's Pathway**, enhanced gym memberships were introduced following feedback from young people who wanted greater access to classes and social opportunities alongside exercise.

Beacon received funding to redecorate communal areas within one of its supported accommodation properties. Clients were involved throughout the planning process and participated in the improvement work, creating a more welcoming environment while fostering a sense of ownership and pride.

CLEAR Men's Talk secured funding for costumes for its new theatre production, *Man Made*. The project was developed with participants and involved collaboration with a local sewing group, demonstrating the power of creativity and co-production in supporting mental wellbeing.

Live Well Leeds launched an arts and crafts programme with a strong commitment to inclusion and anti-racist practice. The project celebrated diverse artistic traditions and created opportunities for people to connect through creativity.

At **The Maltings**, funding supported a gardening project that transformed outdoor spaces through planting and landscaping, creating a more attractive and therapeutic environment for residents.

aspire introduced a mindfulness yoga group, designed to support emotional wellbeing and provide accessible opportunities for people to explore mindfulness, movement and recovery.

Clients from **Scarborough Young People's Pathway and Scarborough RACS** were also awarded funding to work alongside a local artist in creating a large collaborative artwork. The finished mural now helps create a more welcoming service environment while celebrating the creativity and achievements of the people involved.



SPRING 2026

At **Changes**, a wellbeing wall and mindfulness resources were developed following feedback from clients. The project transformed service spaces through sensory resources, mindfulness tools and activities designed to create a more welcoming environment.

Live Well Leeds received funding to support its growing allotment projects, helping clients access gardening activities and enjoy the benefits of spending time outdoors, connecting with others and learning new skills.

Building on the success of their allotment initiative, **Scarborough Young People's Pathway** secured funding for an educational trip to Sunken Island Exotics in Hull, allowing clients to learn about horticulture, explore tropical plants and bring new ideas back to their own community growing project.

At **aspire**, funding was awarded for a greenhouse to further develop the service's successful allotment project, increasing opportunities for clients to engage in recovery-focused outdoor activities throughout the year.

Rest Stop Service received funding to transform its outdoor space, creating new seating areas, pathways and planting opportunities to provide a welcoming and therapeutic environment for clients.

Finally, a young person supported by **Our Way Leeds (OWL)** received funding to begin working towards a driving licence, helping increase independence, confidence and future opportunities.

THE IMPACT

Throughout the year, the Internal Grants Scheme continued to demonstrate the power of small investments in ideas shaped by the people who use and deliver our services. From gardens and allotments to cooking groups, theatre productions, fitness projects and creative activities, these initiatives have helped improve wellbeing, strengthen independence, encourage participation and create more welcoming communities across Inspire North.

EQUALITY, DIVERSITY AND INCLUSION

We continued to foster a diverse, inclusive and equitable workplace. We were rated 23rd in the Inclusive Top 50 UK Employers Report for 2025-26, and we have 'Disability Confident Leader' status.

We have a workforce with 23% ethnic minority representation, 18% disability representation, 14% LGBTQIA+ representation and 45% of employees identify as having experienced mental health issues.

These figures reflect steady improvement in representation over the past five years. Visionary leadership, active employee networks, accessible policies and meaningful community engagement continue to create a culture where everyone can thrive.

GENDER & ETHNICITY PAY REPORT 2025

In September, we published our first Gender and Ethnicity Pay Report as a unified organisation. While gender pay gap reporting is a legal requirement for larger employers, Inspire North has continued its long-standing commitment to transparency and has also chosen to voluntarily publish ethnicity pay gap data as part of its wider anti-racism and inclusion journey.

The report showed a low gender pay gap, with a median pay gap of 1.2% and a mean pay gap of -2.6%, indicating broad parity between male and female colleagues across the organisation. Representation across pay quartiles also remained balanced, demonstrating our commitment to fair and inclusive employment practices at all levels.

The publication of our first ethnicity pay gap data provides an important baseline from which to measure future progress. The report identified a median ethnicity pay gap of 4.2% and a mean pay gap of 7.4%, reinforcing our commitment to understanding and addressing barriers to equality and progression. Alongside our Anti-Racism Steering Group, employee networks and wider inclusion initiatives, this data will help inform future action as we continue building an organisation where everyone feels valued, supported and able to thrive.

Throughout the year, teams marked a range of national awareness campaigns and cultural celebrations including Black History Month, LGBTQIA+ History Month, Pride Month, Eid, Ramadan, Diwali, Festival of Light, Trans Awareness activities and anti-racism learning events. These activities took place across services and communities, creating opportunities for learning, conversation and celebration while helping ensure people felt seen, respected and represented.

A number of services also developed more targeted inclusion initiatives. Inspire continued its successful Diversity Month programme and expanded specialist groups for people from ethnically diverse communities. Dementia services strengthened culturally appropriate support through advocacy training and partnerships with community organisations, while Working Together Better delivered anti-racism learning sessions, inclusive language workshops and awareness events designed to improve understanding of barriers experienced by underserved communities.



"We are proud to be an actively anti-racist organisation, committed to creating a workplace where everyone can bring their whole selves to work, feel a genuine sense of belonging, and have the opportunity to grow and thrive."

**Donna Gooby,
Director of People and Culture**

DEMENTIA SUPPORT

SERVICES

Bradford Dementia Hub
Calderdale Dementia Hub
Kirklees Dementia Hub
Young Dementia Leeds

Across Bradford, Calderdale, Kirklees and Leeds, our teams provide practical guidance, emotional support, community-based activities and opportunities for people affected by dementia to connect with others who understand their experiences. Working alongside individuals from the point of diagnosis and beyond, to help them navigate challenges, maintain independence and access the support that matters most to them.

This year, our Dementia Support services have continued to grow their reach and impact through strong partnerships, innovative projects and meaningful co-production with people living with dementia and their carers. From specialist support and awareness raising to volunteer-led activities and community events, our teams have worked to create more dementia-friendly communities where people feel informed, valued and supported.

WORKING TOGETHER

Partnership working has remained at the heart of our dementia services, helping us create stronger pathways of support for people living with dementia and those who care for them.

Throughout the year, our teams have worked alongside a wide range of organisations including local authorities, healthcare providers, universities, community groups, carers' organisations and specialist dementia services. These relationships have enabled us to extend the reach of our work, improve access to support and create new opportunities for people affected by dementia.

Across Bradford, Calderdale and Kirklees, partnerships have led to a variety of community initiatives, including dementia-friendly cinema screenings, community drop-ins, cultural celebrations, awareness events and fundraising activities.



Calderdale Dementia Hub - DEEP Group Exhibition 

Teams have also collaborated with organisations such as Touchstone, Living Potential, the University of Leeds, Stirling University, Carers Leeds and Alzheimer's Society to improve accessibility, strengthen community engagement and ensure services remain responsive to local needs.

Through its partnership with Living Potential, Young Dementia Leeds has provided opportunities for people living with young-onset dementia to connect with nature, develop new skills and build meaningful social connections. Regular visits to the farm have supported wellbeing, confidence and engagement through shared outdoor activities.

CO-PRODUCTION

People with lived experience continued to play a vital role in shaping our dementia services.

At Young Dementia Leeds, clients play a direct role in shaping activity programmes, choosing the groups, experiences and opportunities that matter most to them.

Across Calderdale, members of the Dementia Engagement and Empowerment Project (DEEP) have contributed ideas, developed activities and even written and performed in community productions.

This included contributing to "What We Wore" - an exhibition hosted at Bankfield Museum in Halifax, exploring fashion and the memories connected to it.

In Kirklees, people living with dementia have participated in research projects and helped identify priorities for future service development.

PERSON-CENTRED SUPPORT

Living well with dementia involves much more than managing symptoms. Our services take a holistic approach, supporting people to maintain independence, confidence, relationships and quality of life while helping carers navigate the challenges that dementia can bring.

This year, teams have supported people through information and advice, emotional support, practical guidance, peer support opportunities and a wide range of activities designed to improve wellbeing and reduce isolation. Gardening projects, community groups, tea dances, social activities, befriending programmes and creative sessions have all helped people maintain meaningful connections and stay engaged with their communities.

Alongside support for people living with dementia, we have continued to provide carers with guidance, reassurance and practical advice during what can often be a challenging and uncertain time. Feedback from across our services demonstrates the value of having someone who understands dementia and can provide both emotional and practical support.

By focusing on the whole person we have helped individuals and families build confidence, stay connected and continue living fulfilling lives.

CREATING LASTING CHANGE

This year, our dementia services helped create sustainable improvements for individuals, carers, professionals and communities.

This year, significant work has taken place to improve understanding of dementia across communities, workplaces and professional networks. In Kirklees alone, over 1,900 people became Dementia Friends through awareness-raising activities, helping to build greater understanding and reduce stigma.



Bradford Dementia Hub Community Engagement



Services have also delivered dementia awareness sessions for professionals, helping increase confidence and knowledge amongst those supporting people living with dementia. Through ongoing community engagement, training and partnership working, we have strengthened local systems of support while helping individuals and carers feel more informed and empowered following a dementia diagnosis.

INNOVATION

This year has seen our dementia services continue to adapt, evolve and develop new ways of meeting the needs of local communities.

Across services, teams have introduced new initiatives, expanded opening hours and developed specialist programmes designed to improve accessibility and enhance the support available to people affected by dementia. In Calderdale, funding was secured to introduce Cognitive Stimulation Therapy for people living with mild to moderate dementia. Demand also led to the successful creation of a new Dementia Engagement and Empowerment Project (DEEP) group in the district.



In Kirklees, innovative partnerships have enabled new dementia-friendly opportunities, including community drop-ins and cinema screenings specifically designed to be welcoming and accessible for people living with dementia. Across Bradford, teams have introduced cultural advocacy training and strengthened their focus on improving accessibility for underrepresented communities.

The introduction of a shared management structure across the Bradford, Calderdale and Kirklees Dementia Hubs has also created opportunities for greater collaboration, shared learning and service improvement, ensuring that innovation benefits people across the region.

IMPACT IN COMMUNITIES

Creating dementia-friendly communities remains a key focus of our work.

Throughout the year, our services have supported people to remain active participants in community life while helping increase awareness and understanding of dementia across local areas. From fundraising events and cultural celebrations to awareness campaigns and volunteer-led activities, our teams have worked to create environments where people affected by dementia feel welcomed, included and valued.

Community engagement activities have brought together people living with dementia, carers, volunteers, local businesses and partner organisations to build stronger networks of support. Events such as tea dances, community celebrations, gardening projects and awareness sessions have helped reduce social isolation while fostering meaningful connections.

Volunteers have also played a vital role in extending the reach of services, supporting activities, providing companionship and helping create opportunities for people living with dementia to stay connected with their communities.

Through these collective efforts, our dementia services are helping build communities where people can continue to live well and feel supported throughout their dementia journey.

CASE STUDY

When a daughter contacted Calderdale Dementia Hub, she was looking for support for her father, who had been living with Alzheimer's for two years. However, during the conversation it became clear that dementia was affecting the whole family. Her mother, who was his primary carer, was finding it increasingly difficult to cope with the emotional and practical demands of caring while also managing her own health and wellbeing needs. The family felt overwhelmed and unsure where to turn for support.

A Dementia Support Coordinator took time to understand the individual needs of each family member and worked with them to identify practical solutions that could ease some of the pressures they were experiencing. Advice was provided about local carers' support services, Talking Therapies, Gateway to Care assessments and additional support available through Carers Count. The family was also encouraged to explore opportunities that could help both the person living with dementia and his carers feel more supported and connected.

The coordinator suggested a range of practical approaches to improve day-to-day wellbeing, including creating a memory box to provide meaningful stimulation, using tools to help organise household routines and accessing befriending services to provide companionship and social interaction. Information was also shared about local dementia-friendly groups, wellbeing activities and day centre opportunities that could help reduce isolation while providing valuable respite for family carers.

Through personalised advice and emotional support the family gained a clearer understanding of the support available to them and felt more confident about managing the challenges they faced. By taking a whole-family approach, Calderdale Dementia Hub was able to support not only the person living with dementia, but also those caring for him.

"I feel empowered and positive with the information provided. Our confidence has increased due to hearing about supportive services and groups that will direct us to the right places."

CLIENT FEEDBACK

"We felt we were listened to and provided with useful information supportive of dementia. I would have no hesitation in recommending the Dementia Support Coordinators at Calderdale Dementia Hub to others. I feel empowered and positive with the information provided. Our confidence has increased due to hearing about supportive services, groups etc. which will direct us to the right places."

"I may have dementia, but I'm not facing it alone anymore."

"I have spoken to Kirklees Dementia Hub many times and got the help and advice I needed and more. They covered everything and mentioned things that we didn't even know about. All very helpful. Care and compassion and speedy support. I feel less alone in caring for my mother."

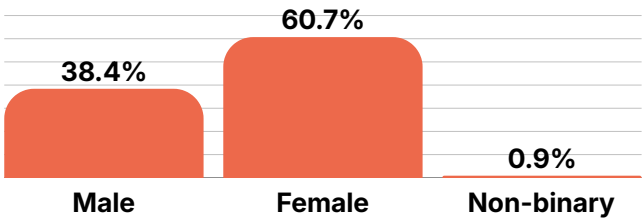


Young Dementia Leads - Living Potential Farming Project 

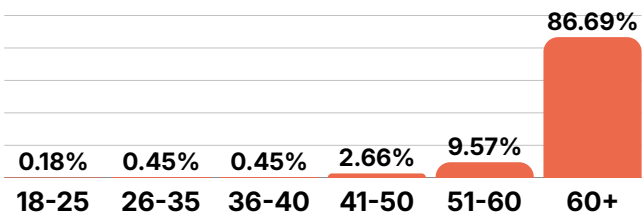
CLIENT STATISTICS



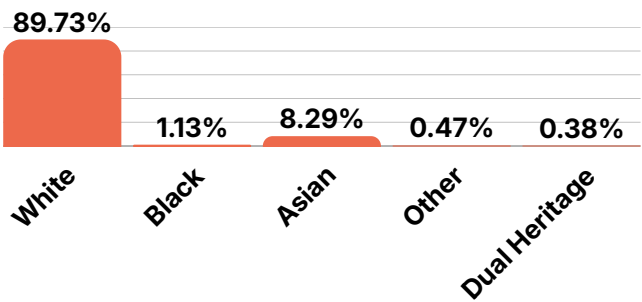
GENDER BREAKDOWN



AGE BREAKDOWN



ETHNICITY BREAKDOWN



79% of clients identified themselves as having a disability

52.3% of clients achieved their goals whilst in a service

29.8% of clients completed a program of support

DOMESTIC ABUSE

SERVICES

+Choices

Durham Domestic Abuse Navigator

Our Domestic Abuse Services support adults, families and communities affected by domestic abuse through prevention, intervention, advocacy and safe accommodation. Working alongside individuals at different stages of their journey, our services help people increase safety, access support, rebuild confidence and create positive futures.

WORKING TOGETHER

Throughout the year, +Choices continued to work with organisations including the University of Leeds, University College London, IDAS, Victim Services, North Yorkshire Police, local authorities, healthcare providers and housing partners. These relationships have strengthened prevention activity, research programmes and integrated support for families affected by domestic abuse.

The Durham Domestic Abuse Navigator Service also strengthened local partnerships through the successful extension and expansion of the service, increasing both support capacity and safe accommodation provision. The service additionally hosted social work student placements and began developing opportunities with Durham University to create resources that will benefit future residents and service users.

CO-PRODUCTION

At +Choices, clients have actively contributed to research projects exploring domestic abuse prevention and behaviour change, including participation in the University of Leeds' Changing the Narratives of Domestic Abuse project. The service has also begun developing a peer support model that will enable people with lived experience to support others, contribute to service delivery and strengthen recovery-focused approaches.



Across domestic abuse services, feedback from service users helps shape resources, interventions and future priorities, ensuring support remains responsive to the needs of those accessing services.

PERSON-CENTRED SUPPORT

+Choices provides tailored support for perpetrators seeking to recognise and change harmful behaviours. Through one-to-one interventions, group programmes, motivational interviewing and client-led support plans, individuals are supported to build healthier relationships and reduce the risk of future harm.

The service also works alongside an Integrated Support Service, ensuring that victim-survivors and family members are offered dedicated support and advocacy through a whole-family approach. This helps increase safety while recognising the broader impact domestic abuse has on families and relationships.

Meanwhile, Durham Domestic Abuse Navigator Service continues to provide practical support, safe accommodation and specialist guidance that helps people move towards stability, independence and safety.

CREATING LASTING CHANGE

During the year, +Choices received 165 referrals, supported 75 new engagements, and successfully signposted 100% of out-of-area referrals to appropriate services. Service outcomes remained exceptionally strong, with 100% of people providing feedback reporting positive experiences, meeting their support goals and stating they would recommend the service to others.

INNOVATION

+Choices has worked alongside researchers at University College London to explore technology-facilitated abuse and contribute to the development of new risk assessment approaches. The service has also moved from exclusively online delivery to a hybrid model combining digital and face-to-face group work, helping strengthen peer support and engagement.

The service also maintained its Respect Accreditation and continued preparations for re-accreditation, demonstrating its commitment to delivering high-quality evidence-based interventions.

IMPACT IN COMMUNITIES

Throughout the year, +Choices delivered awareness raising, professional engagement and educational activities across North Yorkshire and York. The service developed new prevention materials, attended police and partner events, strengthened relationships with social care and healthcare services, and increased awareness of domestic abuse within communities.

Looking ahead, the service aims to increase work with young people, universities, colleges and community organisations to promote earlier intervention and strengthen prevention activity.

CLIENT FEEDBACK

"You've helped me through all my feelings and validated me as a woman and a mother."

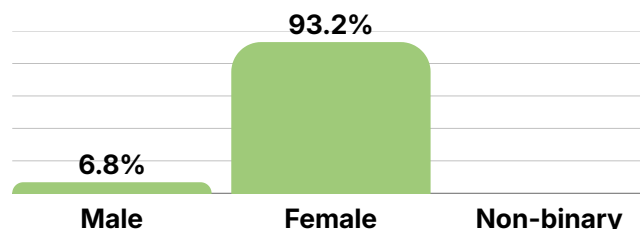
"It made the difference between feeling alone or not alone."

"I have learnt how to communicate in a healthy way."

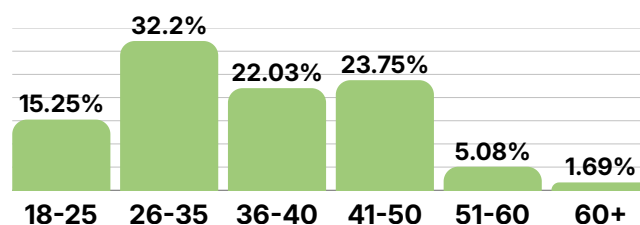
CLIENT STATISTICS



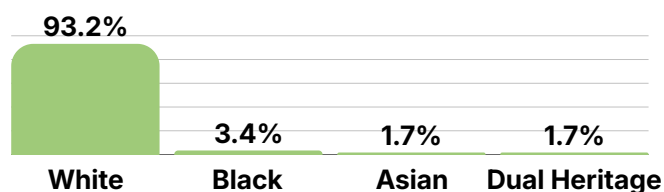
GENDER BREAKDOWN



AGE BREAKDOWN



ETHNICITY BREAKDOWN



8.5% of clients identified themselves as having a disability

17% of clients completed a program of support

MENTAL HEALTH

SERVICES

aspire

Changes

Clear

Craven Mental Health Scheme

Leeds Mental Wellbeing Service

NHS Hub

REST Stop

Across our Mental Health Services, we support people at every stage of their wellbeing journey. Whether through therapeutic support, peer-led groups, social recovery programmes, crisis alternatives, community outreach or creative activities, our teams help people build confidence, strengthen relationships and improve their overall wellbeing.

This year, our services continued to respond to increasing demand while developing innovative and inclusive ways to support recovery. From sailing expeditions and allotment projects to theatre performances, wellbeing groups and community outreach programmes, we have helped people discover their strengths, connect with others and find hope for the future.

At the heart of everything we do is a belief that recovery looks different for everyone. By listening to people's experiences and creating opportunities for participation, connection and growth, we help individuals build brighter futures and healthier communities.

WORKING TOGETHER

Partnership working has enabled our mental health services to reach more people and provide more holistic support than any organisation could achieve alone.

Throughout the year, teams have worked alongside NHS Trusts, social care services, universities, community organisations and voluntary sector partners to improve access to support and reduce barriers to recovery.



Clear Men's Talk were shortlisted for National Men and Boys Campaign of the Year 2025



aspire collaborated with organisations including Leeds Mind, Solace and local universities, while Craven Mental Health Scheme worked closely with Community Mental Health Teams, social care teams and debt advice services.

A significant example of collaborative working can be seen through the Working Together Better Partnership, where seven community mental health organisations come together to support adults across Kirklees. This partnership has developed a shared Theory of Change, introduced a streamlined internal referral system, carried out community consultation and established a participation strategy to ensure lived experience informs service development.

These partnerships have helped create smoother pathways between services, increased opportunities for people to access support and strengthened mental health provision across local communities.

CO-PRODUCTION

People with lived experience continue to play a central role in shaping our mental health services. Across services, clients have influenced activities, programmes and environments through feedback, participation groups and co-produced initiatives. Changes worked alongside clients to review group materials and shape wellbeing activities, while aspire's social recovery programme continues to be informed by the interests and experiences of participants.

At Clear, people accessing support have gone beyond participation to become leaders and facilitators within groups. Throughout the year, individuals designed and delivered their own sessions, including creative workshops, cooking groups and wellbeing activities, sharing their skills and experiences with others in recovery. This approach helps people recognise their strengths, build confidence and contribute meaningfully to the community around them.

Clear Men's Talk also demonstrates the power of co-production, with participants helping to develop theatre performances, podcasts and creative projects that explore mental health, identity and recovery through lived experience.

PERSON-CENTRED SUPPORT

Mental health recovery involves much more than addressing symptoms. Our services recognise that wellbeing is influenced by a person's relationships, confidence, physical health, living situation, sense of purpose and connection to their community.

Across our services, support extends beyond traditional mental health interventions to help people build fulfilling and meaningful lives. aspire's recovery programme included sailing experiences, gardening projects, yoga, walking groups and creative journaling activities, helping individuals develop new skills and reconnect with themselves and others.

Clear continued to provide a diverse programme of groups, courses and outreach activities that support recovery, confidence and social connection. Feedback from people using the service highlights the importance of both professional support and peer relationships in helping them manage anxiety, build self-esteem and feel less alone.

Meanwhile, Craven Mental Health Scheme, Rest Stop and NHS Hub Services continued to provide practical support around housing, stability, wellbeing and access to wider community services, ensuring people receive support that reflects their individual circumstances and aspirations.

CREATING LASTING CHANGE

Our mental health services are focused on creating sustainable improvements that continue long after support has ended.

Throughout the year, people consistently described feeling more confident, independent and hopeful about the future. Many reported improved relationships, stronger coping strategies and a greater ability to manage their mental health independently.

Clear service users spoke of overcoming anxiety, developing confidence, improving communication with family members and building lasting friendships through peer support groups. Several described how the skills they learned continued to support them long after completing courses and activities.

Across services, positive outcomes included successful move-ons into independent living, improved mental wellbeing, greater social connectedness and increased confidence to participate in community life. These changes help people not only recover, but thrive.

INNOVATION

This year, services introduced innovative approaches to improve engagement, accessibility and recovery outcomes.

aspire continued to lead the way with initiatives such as the Voyage to Recovery sailing experience, music therapy opportunities, creative journaling groups and specialist social recovery programmes. The service also contributed to national research projects exploring psychosis, sleep, diversity and mental health treatment.

LMWS expanded the HEROES group work programme and strengthened its employment support offer within Primary Care Mental Health services. Clear Men's Talk developed new digital and creative projects, including the Talking Bollocks podcast series and commissioned film work, using creative arts as a powerful tool to start conversations about mental health.

IMPACT IN COMMUNITIES

Mental wellbeing is strengthened when people feel connected, included and supported within their communities.

Throughout the year, our mental health services created opportunities for people to participate, contribute and build meaningful relationships. Clear Men's Talk delivered performances, workshops and community events that encouraged open conversations around mental health and wellbeing. aspire's allotment projects, community groups and recovery activities helped create supportive spaces where people could connect with others and build confidence.

Services also contributed to a range of awareness activities focused on inclusion and equality, including Black History Month, Pride, anti-racism initiatives, autism awareness and cultural celebrations. These activities helped promote understanding, reduce stigma and create more welcoming environments for the people we support.

Clear's Lantern Parade returned as part of World Mental Health Day celebrations, bringing people together in a visible and positive celebration of mental wellbeing. Through Working Together Better, services also delivered community events focused on International Women's Day, Carers Week, volunteering and mental health awareness, reaching people beyond traditional service settings.

Volunteers have played an important role in community impact this year, contributing hundreds of hours of support and helping deliver groups, courses and activities. Several volunteers progressed into employment within health and care settings, demonstrating the wider social value created through mental health support services.

Clear's Lantern Parade in October 2025



CASE STUDY

When this client was referred to the service, they had been in employment for 18 months but were facing increasing challenges at work due to Post-Traumatic Stress Disorder (PTSD). Symptoms including anxiety, sleep difficulties, reduced concentration and challenges with decision-making were affecting their confidence and ability to manage day-to-day work responsibilities.

Although the client had a generally positive relationship with their employer, there was a lack of understanding around their support needs and no formal arrangements in place to help them manage the impact of their condition at work. An Occupational Health assessment had been completed, but the effects of PTSD had not been fully considered. When the client raised concerns about difficulties prioritising tasks, they received negative feedback rather than support.

Working closely with the client, an Employment Advisor took time to understand both their role and the challenges they were experiencing. Together, they explored what workplace adjustments could make a meaningful difference. The Employment Advisor then collaborated with the client's therapist to develop a tailored recommendations letter for the employer.

The letter combined clinical insight with practical workplace recommendations, outlining how PTSD affected the client and identifying reasonable adjustments that could support their wellbeing and performance. Recommendations included flexible start and finish times, hybrid working arrangements, clear communication processes, a Wellness Action Plan and agreed responses for times when the client was experiencing increased difficulties.

The employer responded positively and quickly implemented the recommendations. Formal support arrangements were established, including weekly wellbeing and planning meetings with the client's manager.

As a result, the client felt heard, understood and supported, enabling them to return to work safely and with greater confidence. The intervention not only improved their working environment but also helped strengthen communication and understanding between employee and employer.

CLIENT FEEDBACK

"I am deeply grateful for the care, compassion, and dedication you showed during what has been a very challenging period in my life. Your efforts, from the assessments to the continued support during crises, made a significant difference, and I truly appreciate all the work that went into helping me through those times. It has been a comfort knowing I had such a committed team behind me, and I'm thankful for everything aspire has done to support my mental health journey."

"Coming to groups has helped me connect with people and talk to people. Now I am confident to talk to anyone."

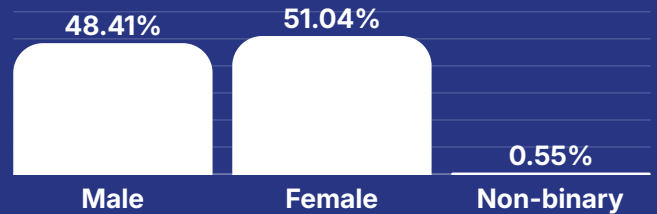
"I instantly felt listened to, cared about and understood in the first session I attended. I have not felt like this before."



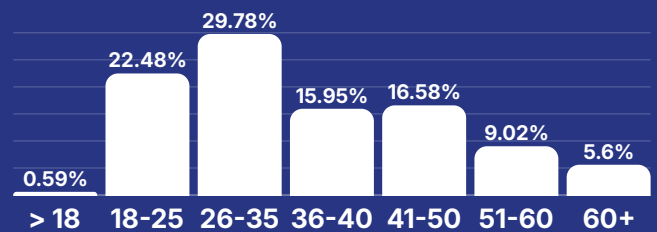
CLIENT STATISTICS

3583
Total Clients

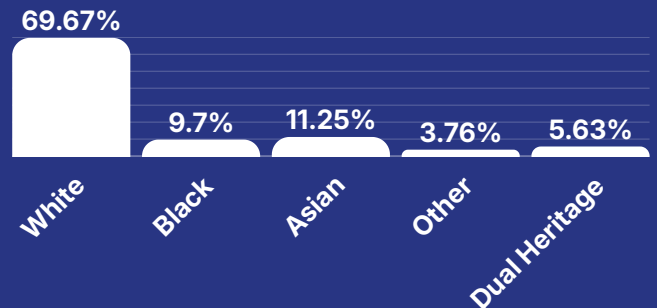
GENDER BREAKDOWN



AGE BREAKDOWN



ETHNICITY BREAKDOWN



30.2% of clients identified themselves as having a disability

53.1% of clients completed a program of support

INSPIRE NORTH RESETTLEMENT

SERVICES

Directions

Our Resettlement Services support people to navigate significant life transitions, overcome barriers and build positive futures within their communities.

Working alongside people affected by the criminal justice system, our teams provide practical guidance, advocacy, information and personalised support to help individuals access housing, healthcare, employment, education and community opportunities. By reducing barriers and strengthening connections, we support people to develop confidence, independence and the tools needed to move forward.

WORKING TOGETHER

Partnership working remains fundamental to the success of our Resettlement Services.

Throughout the year, teams worked closely with probation services, local support organisations, accommodation providers and community agencies to ensure people could access the services and opportunities they need. This included collaborative working with North Yorkshire Probation, Scarborough Probation Delivery Unit and specialist providers delivering advice, guidance and practical support to service users.

Our teams also continued to strengthen local relationships through regular attendance at Young Person's Hubs and probation-based initiatives, helping increase referrals, improve communication and ensure support is better connected across local systems.

Through strong partnership working, we are helping to create smoother pathways into support while enabling people to access a broader range of opportunities within their communities.



CO-PRODUCTION

This year saw the introduction of quarterly 360-degree feedback gathered directly from service users, providing valuable insight into what works well and where improvements can be made. This feedback is helping drive service development, employees learning and continuous improvement across the service.

Services have also continued to adapt environments and resources to better meet individual needs, creating more welcoming spaces and ensuring support is delivered in ways that are accessible and person-centred.

By listening to lived experience and acting on feedback, we are ensuring our services remain relevant, responsive and focused on what matters most to the people we support.

PERSON-CENTRED SUPPORT

Our teams recognise that people may require support with housing, finances, health, confidence, wellbeing, education, employment and community connections. Throughout 2025/26, Navigators worked with individuals to identify barriers, access support and build the skills needed to achieve their personal goals.

The development of expanded service and resource directories has helped employees connect people with a wider range of opportunities and specialist services, ensuring support is tailored to the needs of each individual.

Through practical guidance, advice and personalised support, we continue to help people build confidence, increase independence and improve overall wellbeing.

CREATING LASTING CHANGE

This year, services focused on maintaining momentum and reducing barriers through regular support, improved monitoring processes and proactive engagement. Monthly reviews of appointment gaps helped identify challenges early and ensure people remained connected to support when they needed it most.

The introduction of group work and enhanced advice and guidance opportunities has also given people additional tools and resources to support personal growth, self-development and independence.

By supporting people to access opportunities, develop confidence and engage positively with their communities, we are helping create long-term outcomes that support successful resettlement and reduce future barriers.

INNOVATION

A key achievement was the continued development of the services and resources directory, enabling Navigators to access up-to-date information, funding opportunities and local support services more easily. Work is now underway to expand and migrate the resource electronically, helping improve accessibility and future sustainability.

Client environments were also improved through the refurbishment of rooms in York and Scarborough, creating spaces that feel more welcoming, comfortable and person-centred. New tools and resources have been introduced to support more creative and dynamic engagement with service users during appointments.

Weekly caseload support meetings and regular team development days have further strengthened consistency, support and continuous improvement across the service.

IMPACT IN COMMUNITIES

Through collaboration with probation services, community organisations and local partners, our teams have helped people access opportunities, develop skills and increase their confidence in engaging with the world around them.

The introduction of group work and increased visibility within community hubs has provided valuable opportunities for people to learn from one another, build relationships and access support in welcoming environments.

By helping people overcome barriers and strengthen community connections, our Resettlement Services continue to create positive outcomes for individuals, communities and wider systems.

SUPPORTED ACCOMMODATION

SERVICES

Alexander House
Beacon
Blandford Grove
Brigid House
Craven RACS
Darlington Complex Needs
Durham Complex Needs
East Grange Drive
Hambleton & Richmondshire RACS

Harrogate RACS
Maltings Close
Oakwood Hall
Octavia House
Rose Villa
Scarborough RACS
Selby RACS
Wakefield
Walker House

A safe and stable home provides the foundation for recovery, independence and wellbeing. Our Supported Accommodation Services help people facing a range of challenges, including mental ill-health, homelessness, offending histories, complex needs and social exclusion, to access safe accommodation and build the skills needed for independent living.

From Yorkshire to County Durham our teams provide accommodation, practical support and person-centred guidance to help people develop confidence, sustain tenancies and work towards their future goals. Whether supporting someone to move into permanent housing, improve their wellbeing or reconnect with their community, our services focus on creating opportunities for lasting change.

WORKING TOGETHER

Throughout the year, services collaborated with probation services, social care, Community Mental Health Teams, leaving care teams, police, healthcare providers, employment services and numerous voluntary sector organisations. These partnerships enabled teams to provide coordinated support for people with complex and often overlapping needs.

Services such as the RACS programmes across North Yorkshire continued to work closely with probation and police services to support rehabilitation and reduce the risk of reoffending, while accommodation services across Leeds, Darlington and Durham

strengthened relationships with health and social care teams to improve referral pathways and service delivery. By working closely with partner agencies, our services have been able to provide holistic support that goes beyond accommodation alone, helping people access healthcare, education, employment and community opportunities.

CO-PRODUCTION

Across accommodation services, clients have helped design communal spaces, redecorated living areas, developed gardens, participated in improvement projects and contributed ideas through house meetings and consultation activities.



Scarborough Allotment



This year, residents worked alongside employees to redesign communal areas, improve gardens, create wellbeing spaces and develop activities that reflected their interests and aspirations. Projects such as allotments, gardening initiatives, decorating schemes and communal improvement days have helped people develop ownership of their surroundings and create environments they feel proud to call home.

Through co-production, we are ensuring accommodation services remain welcoming, person-centred and responsive to the people who live there.

PERSON-CENTRED SUPPORT

Across our supported accommodation services, teams work with residents to develop practical life skills, improve wellbeing and build confidence for the future. Support often includes budgeting, tenancy management, accessing healthcare, maintaining employment, improving mental health and developing independent living skills.

Services have supported individuals to navigate benefits systems, maintain employment, register with healthcare providers, access mental health support and strengthen everyday living skills such as cooking, cleaning and managing finances.

For many residents, supported accommodation provides an opportunity to focus on recovery, develop confidence and build foundations for a more independent future in a safe and supportive environment.

CREATING LASTING CHANGE

Our goal is to help people achieve outcomes that continue long after their time in supported accommodation has ended.

This year, services supported successful move-ons into permanent accommodation, helped people sustain tenancies and assisted individuals to maintain employment and improve wellbeing. Accommodation teams also worked to prevent homelessness, reduce social isolation and support rehabilitation.

Across services, residents reported increased confidence, improved wellbeing and a greater sense of stability. Many spoke about the positive impact of having a safe place to live, supportive employees and opportunities to develop new skills and independence.

INNOVATION

Throughout the year, services introduced a range of improvements designed to enhance both accommodation and support.

These included property refurbishments, wellbeing rooms, communal area improvements, updated referral processes, revised tenancy procedures and new approaches to tenancy management. Teams introduced more trauma-informed assessment processes, improved move-on pathways and strengthened systems that support successful tenancy sustainment.

Several services secured grant funding to improve accommodation standards, develop client-led projects and fund activities that support recovery and wellbeing. Other services introduced innovative approaches such as choice-based lettings, new housing pathways and enhanced opportunities for rehabilitation and meaningful occupation.

Together, these developments have helped create better living environments and stronger outcomes for the people we support.

The Recovery Chef & Self-Catering Programme is a great example of how Oakwood Hall is using innovative, recovery-focused approaches to build confidence and independent living skills.

Recovery Chef Programme at Oakwood Hall



The programme combines practical cooking, therapeutic engagement and life skills development, supporting residents to progress from one-to-one cooking sessions through to independently planning and preparing meals. Guided by the CHIME recovery model, the programme helps residents develop confidence, resilience and essential skills for independent living.

Over an 11-month period, the programme delivered 519 recovery sessions, helping residents strengthen budgeting, organisation and food preparation skills while supporting their wider mental health recovery.

IMPACT IN COMMUNITIES

This year, services supported volunteering opportunities, community gardening projects, allotments, partnerships with local organisations and activities that help people reconnect with their communities.

Residents have contributed to community improvement projects, volunteered with local organisations and participated in activities that build confidence, social connections and a sense of belonging. Services have also worked to strengthen relationships with local communities through environmental projects, fundraising initiatives and collaborative events.

By helping people develop skills, confidence and positive community connections, our accommodation services are contributing to stronger, safer and more inclusive communities.

CASE STUDY

When JB arrived at Harrogate RACS, he faced multiple barriers to independent living. Following a lengthy custodial sentence, he experienced severe anxiety, low confidence and limited daily living skills. Everyday activities such as visiting shops, attending appointments or engaging with the local community felt overwhelming, while concerns about his past created additional challenges when accessing future opportunities and support.

Working alongside JB, the team developed a tailored support plan focused on building confidence, strengthening independence and helping him establish a stable and fulfilling life within the community. Initially, this involved intensive daily support which gradually reduced as his confidence and capabilities grew. Support included help with shopping, managing utilities and finances, attending medical and probation appointments, and developing practical life skills.

A key part of the journey was helping JB overcome isolation and anxiety through gradual exposure to new situations and environments. Working in partnership with probation services, community mental health support, wellbeing services and local community organisations, the team helped him build coping strategies, improve emotional wellbeing and reconnect with the world around him.

Over time, JB made remarkable progress. He now manages his tenancy independently, has built confidence using local services such as shops, healthcare providers and community facilities, and manages his finances successfully, even building personal savings. His engagement with support services has remained strong, and he continues to make positive steps towards greater independence and a future move into permanent accommodation.



Halloween Party at Maltings Close



CLIENT FEEDBACK

"At the time when I really needed help, the team at Inspire North stepped up and excelled on every occasion."

"The support helped me build the confidence and skills I needed to live independently."

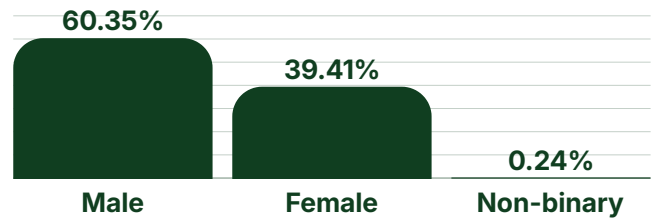
"This opportunity changed my life."

"First time in my life I've ever had my own space."

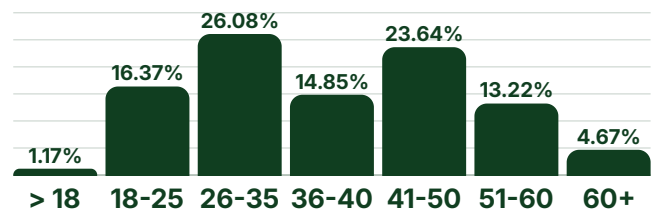
CLIENT STATISTICS

947
Total Clients

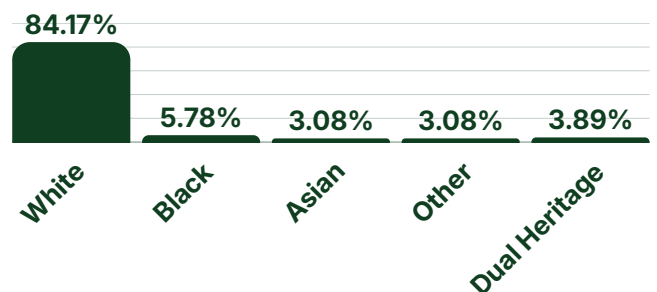
GENDER BREAKDOWN



AGE BREAKDOWN



ETHNICITY BREAKDOWN



38%

of clients identified themselves as having a disability

12%

of clients completed a program of support

7.5%

moved on from an accommodation-based location to independent housing, with or without long-term support

WELL-BEING & SIGNPOSTING

SERVICES

Leeds Stop Smoking Service
Linking Leeds
Live Well Leeds
Working Together Better

Our Well-being & Signposting Services help people access the support, information and opportunities they need to improve their health and wellbeing. Through social prescribing, wellbeing support, community connections and health improvement programmes, we work alongside individuals to help them overcome barriers, access local resources and achieve their personal goals.

Whether supporting someone to stop smoking, improve their mental wellbeing, navigate local services or connect with their community, our teams focus on prevention, early intervention and empowering people to take control of their wellbeing.

During 2025/26, our services continued to strengthen partnerships, expand access to support and develop new opportunities for people to improve their physical, mental and social wellbeing. Through personalised support and a commitment to reducing barriers, we have helped people feel more connected, informed and confident about the future.

WORKING TOGETHER

Leeds Stop Smoking Service established strong relationships with community organisations, GP practices, community hubs, universities and local services across Leeds, delivering support through more than 25 clinics citywide and attending over 90 networking and engagement events throughout the year.

Live Well Leeds continued to work as part of a partnership involving Touchstone, Mind and a wider network of organisations, ensuring people could access support tailored to their individual needs. Linking Leeds collaborated closely with Leeds City Council, local community groups and health services to help people access activities, support networks and opportunities within their communities.

Meanwhile, Working Together Better strengthened collaboration between seven community mental health organisations across Kirklees through shared systems, referral pathways, a joint website and a unified approach to participation and engagement. Together, these partnerships have created stronger local networks of support and improved access to services for people across our communities.

CO-PRODUCTION

Live Well Leeds worked closely with its Service User Engagement Group to develop a new service user handbook, ensuring information is accessible, relevant and reflective of people's experiences. Across the service, service users continue to contribute to projects, activities and service developments that influence the support available.

Working Together Better carried out consultation and engagement activity to better understand the needs of local communities, using the findings to develop a Partnership Participation Strategy and future participation opportunities.



Leeds Stop Smoking Service partnership with Leeds Rhinos



Leeds Stop Smoking Service has worked collaboratively with clients to create case studies and video content, helping shape how the service communicates with and supports others considering their stop smoking journey. By listening to people and involving them in decision-making, services continue to develop in ways that are responsive, meaningful and person-centred.

PERSON-CENTRED SUPPORT

People often access support for one challenge but may also need help with housing, social isolation, employment, physical health, mental wellbeing or community connections. Our services aim to provide holistic support that reflects the whole person and the circumstances they face.

Linking Leeds has continued to support people in identifying what matters to them, helping individuals access local groups, activities and services that improve wellbeing and reduce isolation. Live Well Leeds has expanded group opportunities and increased access to support, helping people improve mental wellbeing while building confidence and social connections.

The Leeds Stop Smoking Service provides tailored, flexible support through both face-to-face and telephone appointments, helping people improve their physical health while recognising the wider impact smoking can have on confidence, finances and wellbeing. By taking a person-centred approach, services have helped people build healthier lifestyles, stronger support networks and greater confidence in managing their wellbeing.

CREATING LASTING CHANGE

Throughout the year, people accessing services reported improved wellbeing, increased confidence and greater awareness of the support available to them. Leeds Stop Smoking Service achieved exceptionally high satisfaction levels, with clients highlighting the encouragement, motivation and personalised support they received during their journey to stop smoking.

Linking Leeds continued to help people access long-term support networks within their communities, while Live Well Leeds focused on reducing waiting times and improving access to early support, helping people address challenges before they escalated.

Working Together Better has laid strong foundations for sustainable partnership working, creating systems and structures that will continue to benefit communities across Kirklees for years to come.

INNOVATION

Leeds Stop Smoking Service spent its first full year establishing and embedding a city-wide service from the ground up. The team introduced digital referral tools, developed flexible appointment options and delivered awareness activities in community settings to make support more accessible.

Live Well Leeds continued to develop new groups and initiatives while improving access to support through co-production and partnership working. Linking Leeds expanded targeted social prescribing projects, including innovative work supporting people seeking ADHD and autism assessments.

Working Together Better launched a partnership website, introduced shared referral systems and developed a common framework for participation and engagement. This collaborative approach is helping ensure people can access the right support more quickly and easily.

Linking Leeds and the ADHD Project



IMPACT IN COMMUNITIES

Our Wellbeing and Signposting Services have continued to strengthen communities by helping people access support, reduce isolation and improve their quality of life.

Throughout the year, teams have delivered activities, awareness campaigns and engagement opportunities that connect people to their communities and encourage participation. Leeds Stop Smoking Service has delivered support in community hubs, shopping centres, workplaces and local organisations, bringing health improvement support directly into communities.

Working Together Better delivered community events focused on mental wellbeing, inclusion and participation, while Live Well Leeds and Linking Leeds continued to help people discover local groups, activities and opportunities that support connection and belonging.

Services have also promoted equality, diversity and inclusion through awareness campaigns, community engagement and culturally responsive approaches to support.

Together, these activities are helping build healthier, more connected communities where people feel empowered to take positive steps towards improving their wellbeing.

CASE STUDY

At 76 years old, J decided it was time to make a change.

After experiencing ongoing breathing difficulties, J was encouraged by his GP to access support from the Leeds Stop Smoking Service. With support from his granddaughter, he made the referral and began his journey towards becoming smoke-free.

Smoking had been a part of J's life for decades. Reflecting on his younger years, he explained that smoking was simply seen as normal.

Although J described himself as happy with his life, he knew smoking was affecting his health and wanted to give himself the best possible chance of spending more time with his grandchildren.

Before his first appointment, J had already taken the important step of stopping smoking for two days on his own.

Working together, J and his advisor developed a personalised quit plan. To help manage cravings, he was provided with a vape and nicotine replacement support, along with practical advice on reducing nicotine levels over time. The service also delivered support in J's home, ensuring he could access help despite mobility challenges.

Over the following weeks, J continued to make positive progress. Within three weeks, he noticed significant improvements in his health.

He reported that his chest felt less tight, he was able to walk further, and his appetite had improved. As his confidence grew, he successfully reduced the strength of his nicotine replacement and continued to move towards a smoke-free future.

After nine weeks smoke-free, J's family and carers noticed a positive difference too, commenting on how much happier and healthier he appeared.

For J, the biggest motivation was the opportunity to spend more time with the people he loves.

CLIENT FEEDBACK

"You have been really accessible, brilliant and supportive, knowing I had somebody there to support me through the Right to Choose process."

"You sat down and you listened to me and having one meeting with you and two calls has made such a difference."

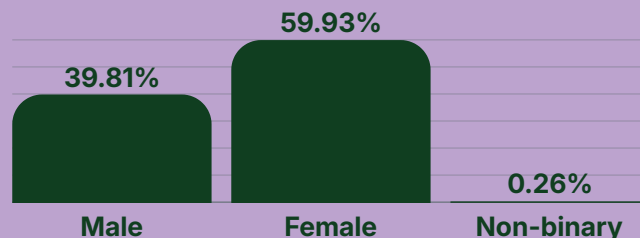
"I know I can come back if I need to and that is just brilliant."

"I've felt listened to and respected."

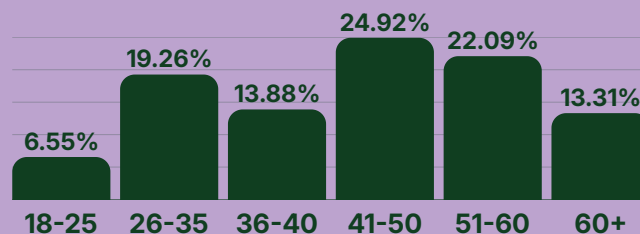
CLIENT STATISTICS

3109
Total Clients

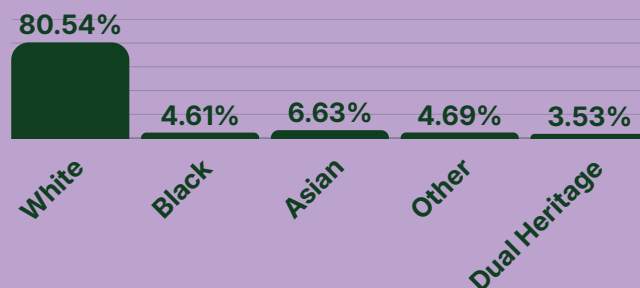
GENDER BREAKDOWN



AGE BREAKDOWN



ETHNICITY BREAKDOWN



55%

of clients identified themselves as having a disability

43%

of clients completed a program of support

INSPIRE NORTH YOUNG PEOPLE

SERVICES

Child Therapeutic Service
Craven Young People's Pathway
Darlington Families & Young Parents
Doncaster CLASS
Hambleton & Richmondshire Young People's Pathway
Harrogate Young People's Pathway
Our Way Leeds (OWL)
Scarborough Young People's Pathway
Selby Young People's Pathway

Our Young People's Services support young people to overcome challenges, build confidence and develop the skills needed to thrive. Across Yorkshire and the North East, we provide safe accommodation, therapeutic support, practical guidance and opportunities that empower young people to take the next steps towards independence.

This year, services have worked alongside young people to create positive living environments, improve wellbeing, strengthen life skills and increase opportunities for education, employment and community participation. Through person-centred support, strong partnerships and co-produced activities, we have helped young people build stability, resilience and hope for the future.

WORKING TOGETHER

Throughout the year, teams have worked closely with children's social care, leaving care services, health services, educational providers, police, probation services, universities and local community organisations. These partnerships have helped young people access specialist support, develop life skills and progress towards greater independence.

Services collaborated with a wide range of partners including North Yorkshire Council, social care teams, KADA Research, York and Coventry Universities, local colleges, mental health services, fire services, employment providers and community organisations. Through these relationships, young people have been able to access research



Group outing for clients at Doncaster CLASS



opportunities, volunteering, education, wellbeing activities and support tailored to their individual circumstances.

By working together, services have been able to create stronger pathways into education, employment, training and independent living while ensuring vulnerable young people receive joined-up support.

CO-PRODUCTION

Across services, young people have contributed ideas, helped design communal spaces, influenced activities and participated in tenant meetings, feedback groups and service development initiatives. In Richmond and Scarborough, young people co-produced garden projects, art initiatives, wellbeing spaces and activity programmes. In Hambleton and Richmondshire, young people led decorating projects and accommodation improvements, helping create spaces that felt welcoming and homely.

Services have also involved young people in shaping support processes, reviewing assessment approaches and identifying improvements to daily living environments. Activities including cooking groups, art sessions, community projects, wellbeing programmes and social events have all been developed in response to feedback from the young people using the services.

PERSON-CENTRED SUPPORT

Our Young People's Services recognise that every young person has unique strengths, aspirations and challenges.

Support extends beyond accommodation and practical assistance to include emotional wellbeing, education, employment, community engagement and life skills development. Across services, young people have accessed support with budgeting, cooking, independent living, emotional wellbeing, tenancy readiness and employment opportunities.

Child Therapeutic Service continued to support children and young people recovering from trauma, helping improve emotional wellbeing, family relationships and school attendance. Doncaster CLASS focused on helping young people develop confidence, independence and practical life skills, while Scarborough YPP and Richmond YPP created opportunities for personal development through wellbeing activities, community projects and confidence-building experiences.

By focusing on the whole person, services have helped young people build resilience, strengthen relationships and take positive steps towards independent adulthood.

CREATING LASTING CHANGE

Supporting young people to achieve sustainable, long-term outcomes is at the heart of our work.

Throughout the year, services have helped young people secure stable accommodation, improve wellbeing, strengthen family relationships and increase confidence in their ability to live independently. Successful move-ons, eviction prevention work and the development of independent living skills have enabled many young people to progress towards more stable futures.

Feedback from young people consistently highlights the transformative impact of having trusted adults who listen, encourage and support them through difficult periods in their lives. Across services, young people reported feeling safer, more confident and better equipped to manage future challenges.

Whether supporting a young person to recover from trauma, move into independent accommodation or gain confidence in managing daily life, services continue to create lasting positive change.

INNOVATION

This year saw the introduction of new wellbeing spaces, improved referral pathways, trauma-informed assessment approaches and more personalised accommodation environments. Richmond YPP transformed an unused space into a co-produced wellbeing room, while Darlington introduced revised assessment processes designed to reduce repetition and minimise trauma triggers for young people accessing support.

Services also expanded opportunities through internal grant funding, including gym memberships, art projects, gardening initiatives and community activities. Scarborough YPP worked with research partners to involve young people in paid research opportunities, while Doncaster CLASS developed stronger mechanisms for participation and recognising achievements.

IMPACT IN COMMUNITIES

Throughout the year, young people participated in volunteering, research projects, environmental initiatives, community events and cultural celebrations. Activities included tree planting, gardening projects, volunteering with local organisations, community art projects, cooking sessions, wellbeing events and awareness activities.

Services celebrated and promoted diversity through activities linked to Black History Month, Eid, LGBTQ+ awareness, anti-racism initiatives and multicultural events. These activities have helped create inclusive environments where young people feel respected, represented and connected to their communities.

Harrogate team away day



CASE STUDY

When a young person came to Craven Young People's Pathway, they were facing an uncertain future. Following the end of a Staying Put arrangement, they were required to return to their family home. However, the environment quickly became unstable and unsuitable, leaving them without the safe and secure foundation needed to move forward. At the same time, they were working full-time and trying to maintain their independence while navigating a complex housing situation.

Working alongside the young person, Inspire North developed a tailored support plan focused on maintaining employment, developing independent living skills, managing finances and securing a permanent home. Over the course of 17 months, support included practical guidance around budgeting, tenancy responsibilities, benefit entitlements and accessing healthcare services. The team also worked closely with Social Care and the Leaving Care Team to ensure the young person could continue working while managing housing costs and maintaining financial stability.

As confidence and independence grew, the young person developed a greater understanding of managing a tenancy, paying bills, budgeting and maintaining their home. Alongside practical support, they received emotional guidance during challenging periods and were connected to additional wellbeing support when needed.

The outcome was a significant step forward. The young person successfully moved into their own independent accommodation, maintained employment and developed the skills needed to manage day-to-day responsibilities without ongoing support. They left the service with increased confidence, improved financial awareness and the stability needed to continue building a positive future.

This journey highlights the importance of providing young people with the right support, at the right time. Through a combination of practical guidance, partnership working and person-centred support, the service helped transform a period of uncertainty into an opportunity for independence and long-term stability.

CLIENT FEEDBACK

"Just wanted to say thank you for your help and support. It has been an absolute pleasure working with you all. Your help and support throughout has been absolutely amazing and has helped me in leaps and bounds."

"I have become more confident and learned how to do more things since moving into one of the properties and receiving support."

"I am learning to be independent in my living skills and working with agencies for my mental health."

"I just want to be busy all the time because it helps my mental health. Thanks for letting me help with the garden."



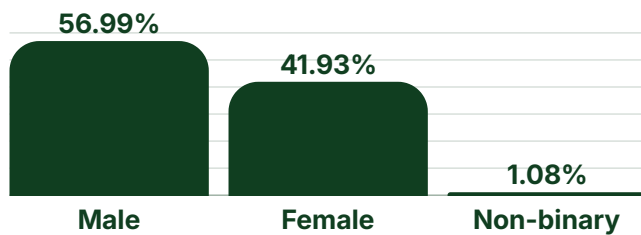
Scarborough team taking clients to the seaside



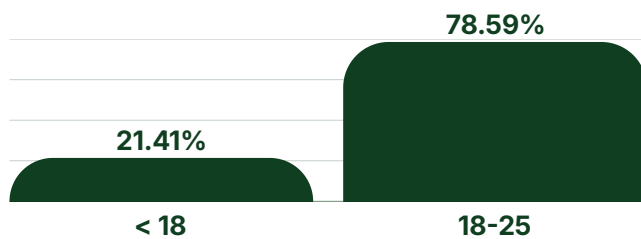
CLIENT STATISTICS



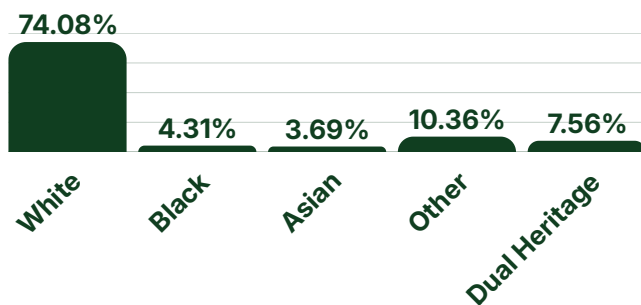
GENDER BREAKDOWN



AGE BREAKDOWN



ETHNICITY BREAKDOWN



21%

of clients identified themselves as having a disability

16%

moved on from an accommodation-based location to independent housing, with or without long-term support

CLIENT SATISFACTION

HOW DO YOU FEEL ABOUT US?

- 95%** I feel that my story is shared appropriately so I don't need to repeat myself
- 99%** I make my own choices and feel supported to do so through choices I make
- 97%** I believe that workers go the extra mile - no one gives up on me
- 97%** I value the relationship I have with my worker and feel listened to when I have ideas
- 99%** I am treated as a person and with dignity and respect

HOW DID WE DO?

- 86%** Were any needs or preferences you have in relation to culture, faith, age, disability, sexuality, etc taken into account.
- 97%** The services was easy to get help from
- 97%** I was given the information before I made a decision and it covered the things that mattered to me
- 96%** I understood the information I was given about how the service could help me
- 98%** Did you feel confident that the organisation and/or key worker had the skills and ability to help you?

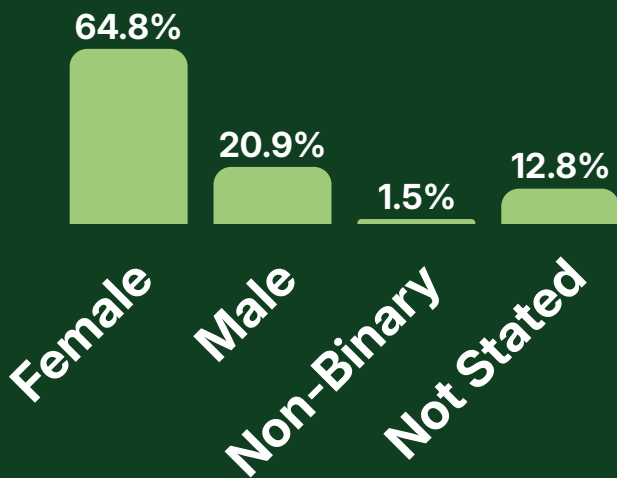
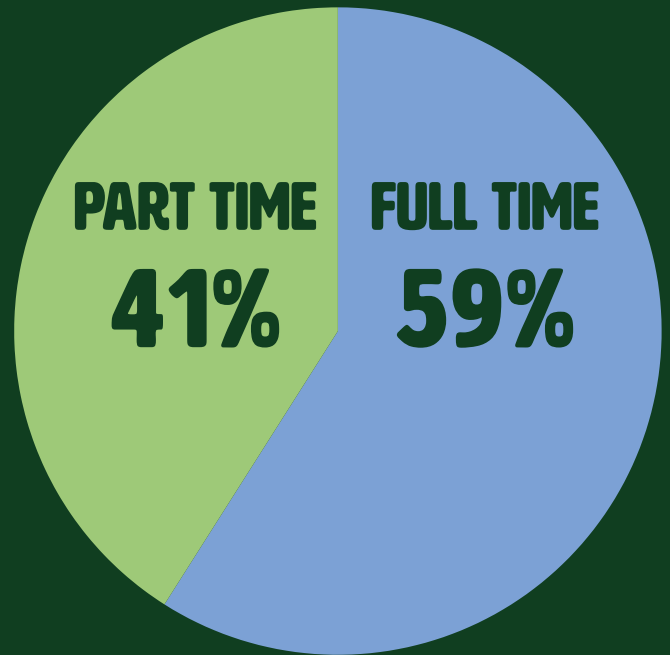
98%

would recommend Inspire North to friends and family

OVERALL SATISFACTION

98%

EMPLOYEE BREAKDOWN



WHERE TO FIND US

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SERVICE LOCATIONS

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Bradford	Kirklees
Calderdale	Leeds
Craven	Richmond
Darlington	Scarborough
Dewsbury	Selby
Doncaster	Wakefield
Durham	York
Harrogate	

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