



RUSH

EMPOWERING ALL TO BE HAPPY, HEALTHY AND SAFE

ANNUAL REPORT

2022-2023

Rush House LTD

18-19 Lindum Terrace
Doncaster Rd
Rotherham, S65 1NJ

01709 369295
www.rushhouse.co.uk

RUSH HOUSE

WHAT AN AMAZING
ACHIEVEMENT. WE LOOK
FORWARD TO CONTINUING OUR
SUPPORT TO RUSH FOR THE NEXT
40 YEARS!

THE WORK THAT RUSH HOUSE
DOES IS PHENOMENAL

RUSH DO A FABULOUS JOB OF
SUPPORTING YOUNG PEOPLE IN
LOTS OF WAYS.
FABULOUS SUPPORTIVE STAFF

EST. 1982

A HUGE CONGRATULATIONS TO
YOU AND THANK YOU FOR ALL
THAT YOU ARE

ROTHERHAM NEEDS YOU AND THE
VALUE, THE PASSION, THE HEART
THAT YOU PUT INTO EVERYTHING
THAT YOU DO

CONGRATULATIONS ON 40 YEARS
OF SUCCESS. HERE'S TO THE NEXT
40 YEARS FROM ALL AT SOUTH
YORKSHIRE HOUSING ASSOCIATION

YOU'RE AMAZING, GRAB YOUR
FUTURE WITH BOTH HANDS, YOU
CAN DO ANYTHING.
PROUD TO BE AN EX YOUNG
PERSON OF RUSH.

CONGRATS ON 40 YEARS
FANTASTIC WORK

MANY THANKS FOR THE
FANTASTIC WORK YOU HAVE DONE
AND HOPE YOU CONTINUE FOR
MANY MORE YEARS TO COME

BE THE CHANGE YOU WANT TO SEE
IN THE WORLD. OUR GREATEST
GIFT IS TO HELP & UNDERSTAND
OTHERS

HAPPY BIRTHDAY RUSH HOUSE!!!
AND THANK YOU FOR SUPPORTING
SO MANY GOOD PEOPLE

BEST WISHES FOR THE NEXT 40
YEARS

KEEP UP THE AMAZING WORK

HEARING THE STORIES TOLD
TODAY AND THE AMAZING WORK
YOU DO DAY IN DAY OUT, HAS
TOUCHED ME

RUSH SAVED MY LIFE. THANK YOU
FOR GIVING ME EVERYTHING

THANK YOU FOR ALL THAT YOU DO,
IT DOESN'T GO UNNOTICED

GULLIVER'S ARE LOOKING
FORWARD TO A POSITIVE
PARTNERSHIP GOING FORWARD.
THANK YOU FOR ALL THAT YOU DO

ITS GREAT TO BE A PART OF THE
CELEBRATION FOR A FANTASTIC
INSPIRATIONAL ORGANISATION

A TRULY AWE INSPIRING
ORGANISATION.
CONGRATULATIONS AND
WELL DONE.

WHAT AN ACHIEVEMENT! THE
NUMBER OF PEOPLE HERE SHOWS
HOW MUCH RUSH IS LOVED AND
RESPECTED

HONOURED TO BE A PART OF YOUR
40TH CELEBRATION. I AM AMAZED
BY THE TESTIMONIALS THAT HAVE
BEEN GIVEN TODAY.

INSPIRATIONAL DAY

40 RUSH

EMPOWERING ALL TO BE HAPPY, HEALTHY AND SAFE

CONGRATULATIONS, HERES TO THE
NEXT 40!

40 YEARS OF ABOVE AND BEYOND,
ENABLING, EMPOWERING AND
CARING FOR OUR WONDERFUL
YOUNG PEOPLE OF ROTHERHAM

INSPIRATIONAL

CONGRATULATIONS RUSH!
ROTHERHAM ARE LUCKY TO HAVE
YOU

WHAT A MILESTONE! 40 YEARS
HELPING INDIVIDUALS, MYSELF
INCLUDED AND I COULDN'T BE
MORE GRATEFUL FOR THE
SUPPORT YOU PROVIDED

Nick Knowles

Chair of Rush House Board of Trustees



As always, the past twelve months have been very busy and have seen many challenges. Firstly, on behalf of the board, I want to make particular mention of the loss of a dear friend, avid Rush House champion and trustee Rosemary Boyle. Rosemary has been a constant presence and devoted advocate of Rush and will be sorely missed, the way she has touched so many lives was evident at her well attended service. Our thoughts are with her husband Philip, family and many friends she held so dear.

Rush House had the opportunity to look back and celebrate forty years of service delivery with the event at Rotherham's New York Stadium, what a great day. It was well attended by people both from its past and present including service users, staff and other organisations, all who made the event a great success. Thank you to everyone involved in the planning and delivery of the event, its legacy will be remembered for many years.

Despite the financial turmoil the country finds itself enduring, Rush House has managed to continue to attract charitable contributions that have been used to make the life of the residents better by either improving the accommodation, providing days out or bringing Christmas joy. We also appreciate the hardship this brings to the dedicated and hardworking staff, the board would like to acknowledge this and tell you how much we appreciate everything you do for Rush House and its service users, your commitment and hard work doesn't go unnoticed. The same of course goes for the management team whose enthusiasm is contagious and energy seemingly boundless, thank you.

There are a number of exciting and challenging opportunities in the next twelve months to look forward to with the continuing development of APOYO and some significant changes in regulations which I know the staff of Rush will rise to in their inimitable way. Thank you again to each and every individual member of Rush House, it's your efforts that make Rush what it is today.



Rachael Wilson

CEO



WOW! What an incredible year we have had celebrating our forty year anniversary. We had a celebration event in June 2022 and invited colleagues, service users and comrades past and present to join us on the day. We had well over one hundred people join us to celebrate with us and share their stories and memories of Rush, which proved to be a very heart-warming and validating experience.

The event was hosted by the incredible Andy Kershaw and our guest speakers included Tony Stacey OBE (SYHA), Julie Dalton Managing Director Gulliver's Valley Resort, Dr Joanne Thompson and Rebecca Nock – Sheffield University and Joada Allen President of Barnsley & Rotherham Chamber of Commerce. All shared their positive experiences of working with Rush and acknowledged our future plans for continued collaboration.

We were also fortunate enough to convince three of our previous employees Tracy Gollins, Jamie Prescott and Tracey Jackson to talk about their experiences of working at Rush in the very early days. All shared some fantastic memories and all three are still committed to the VCS in Rotherham and have used their time at Rush to develop their careers. Tracy Gollins is now CEO at YWCA, Tracey Jackson is deputy CEO at Roundabout and Jamie Prescott is deputy CEO at Target so we still get to see and work with them on a regular basis.

Many past residents joined us and shared their stories and experience of Rush. They invited questions from guests and talked about the issues they had faced and the support they had received during their time with us. Despite knowing the histories, it was still an emotional time for the audience and myself and I thank them all again for their bravery.

In the build up to the event, our manager Lisa, with help from some colleagues set to work stalking celebrities to do some Rush House profile raising, and what a job she did. The list of celebrities who got involved and supported Rush by sending supportive video messages included Stephen Fry, Cheryl Baker, The Human League, Ronnie Moore, Dean Andrews, Mark 'The Beast' Labbett, Christine Talbot and the late Harry Gration. Those hours of relentless stalking really paid off and we were able to share the videos on our social media pages.



The day itself also bought the previous CEO's Jim Stevens, Jo Smith and myself together. Jim was at the helm for twenty-five years and developed Rush from a night shelter with six beds to a well-known and respected provider of quality supported accommodation with fifty units. In 2009 when Jim retired, Jo was appointed and came with new and innovative ways of working. Jo was a much loved character in the VCS and was instrumental in developing Rush to deliver more and extend our provision. In 2015, Jo left to join the Local Authority and I was appointed to the CEO position. It was rather humbling to be in their company but very inspiring too.



Many local businesses supported the event by sponsoring a table or donating a raffle prize and our heartfelt thanks go out to them for such generosity. Details can be seen on the back page of this booklet.



Before leaving guests were asked if they would share any thoughts about Rush and were given a small card to do so. The number of cards received tells us that every guest took the time to do so which is incredible. It wasn't until almost a week after the event that I sat and read the messages. The messages of love, support and appreciation were truly overwhelming. We have had many of the messages collated and put on to a piece of artwork to display in our buildings for all to see, however, that pile of cards remains on my desk and I regularly sit and go through them particularly on some of the more challenging days. I am not sure how long they will remain on my desk but I have no plans to move them just yet.

Our special guest on the day was our longstanding trustee Rosemary Boyle. We were delighted that despite suffering a long illness Rosemary found the strength to come along with her husband Philip. Really, we all knew Rosemary would make it, as she has never let us down. She was instrumental in the setting up of Rush all those years ago and her passion for supporting young people to achieve could never be matched. Sadly this was the last time Rosemary was able to visit us and she passed away peacefully at home on 16th November 2022 with her husband Philip by her side and surrounded by the love everyone had for her. I was lucky enough to see Rosemary in the week before her death and again told her how much we loved her and thanked her for all her support over the decades. She will be missed, always.





At the start of 2022, we were awarded CAF funding which was given to selected organisations to allow them to adapt and thrive, to continue to build services that support the needs of beneficiaries whilst also building organisational resilience. We were able to appoint a temporary Business Development Manager whose primary focus was to develop current and existing partnerships and to support the existing management team to explore opportunities for expansion of service delivery, geography and service users.

Our first task was to develop a new strategic plan and in spring 2022, we started work on our new strategic plan with the help of Hannah Butler from Sensus Coaching. As is our ethos at Rush all staff and service users were given the opportunity to contribute. The management team gathered ideas and along with directors met with Hannah several times over the course of a few months to develop our plan. Many ideas were shared, worked through and challenged in a constructive manner. In October 2022, our new strategic plan was launched, with each manager taking responsibility for a number of the objectives most relevant to them. As part of the plan, we now meet bi-monthly to review our progress and share our updates both as a management team and with directors. We are still in the early days of the three-year plan but already the progress being made is quite remarkable.

STRATEGIC PLANNING









RUSH

EMPOWERING ALL TO BE HAPPY, HEALTHY AND SAFE

STRATEGIC PLAN 2022 - 2026

Facilities and Services	Governance and Finance	Learning and Development	People and Communities
<p>Objectives:</p>  1.1 To ensure our IT capacity and IMS that are fit for purpose, cost effective for our people and the organisation. 1.2 To continue to explore, research and harness opportunities to provide accommodation to meet the changing service demands and is sustainable for the future. 1.3 To explore opportunities to further develop our commitment to the environment.	<p>Objectives:</p>  2.1 To create and maintain a diverse and active board that represents the communities and people we serve. 2.2 To maintain appealing staff packages throughout a VUCA (volatile, uncertain, complex, ambiguous) environment. 2.3 To generate alternative and sustainable income streams.	<p>Objectives:</p>  3.1 To develop and deliver a communication strategy that will foster organisational growth and drive brand recognition (int/ext.) 3.2 To build on leadership and management in developing collective growth and skills. 3.3 To develop and deliver a people development strategy that identifies and encourages individual growth.	<p>Objectives:</p>  4.1 To develop and deliver a volunteer programme that is dynamic and responsive to organisational needs. 4.2 To increase speciality and tailored support services that serve our new and existing communities. 4.3 To develop and deliver services in collaboration with our people to meet their needs.

Mission Statement

Rush is committed to the delivery of excellence in the services we provide to those most vulnerable and excluded in society. We do this through encouraging individuals to meet their potential and thus contributing to their community in particular, and society in general.



We were also fortunate to be able to invest in our management team to develop and strengthen their skills as leaders. All were given one to one coaching support from Hannah and were able to identify areas for both personal and professional development.

Part of our CAF Funding also gave us the opportunity to develop our APOYO training programmes and install an information management system. Lots of progress has been made on both projects however, both have taken a lot more work than we had anticipated hence a delay. We now hope to launch them in Autumn 2023.

Funding for our education, employment and training project Brighter Futures also came to end in December 2022. The project proved to be a huge success and we learned so much from it. We were able to use our achievements and learning to successfully apply to the Reaching Communities Fund again and have secured funding for a further three years. The new BF project is able to work with people from age 16+ with no upper age limit and we can offer 'in work' support. As part of this new BF project, we will also be joining many other providers and employers who will be based at the new Skills Street development in Rotherham.

Skills Street is an immersive and innovative careers training experience developed to inspire and inform children, young people and adults from across the South Yorkshire region. Based on the site of the UK's newest Theme Park, Gulliver's Valley, Skills Street will transform the way the region delivers careers training for schools with this new hands-on approach to developing, growing and honing skills. This interactive training centre will be delivered by a partnership between Gulliver's Valley Theme Park Resort, The Work-Wise Foundation and The Source Skills Academy, creating a centre of excellence in training from retail to construction and from hospitality to manufacturing.

As construction continues on this innovative and exciting project for our region, our hope is that we will join Skills Street as they open in 2024. We will have a coach regularly based at the site and readily available to provide education, training and employment services to those 16+ visiting the experience. Whilst the partnership has secured the buy in from multiple larger scale organisations such as the NHS to share their knowledge and expertise of the sector, we will be able to provide practical one to one support for individuals who may want to explore career opportunities with those organisations.



In October 2022, I was approached by a woman called Cordelia who got in touch wanting to find out more about the work of Rush. Cordelia and I met and I shared with her information about our services, funding and our goals for the future of Rush. Cordelia represented a group of individuals who make up the Abstract Foundation and were looking for a local charity to support financially. Following our conversation Cordelia was able to meet with her colleagues and share with them the work that Rush does and in February 2023 they made a very generous donation that further supports us to continue with our great work.

In late January 2023, we were invited to nominate Rush to Acquisition International Charity awards by telling them more about Rush, our history and the service we provide. This was assessed by an independent judging panel and in March 2023, we were delighted to be informed that we had been chosen as Best Youth Homelessness Support Charity 2023 - South Yorkshire.



Rush House Ltd

Best Youth Homelessness
Support Charity 2023 - South Yorkshire

We really have had quite a remarkable year and one that has not only allowed us develop our services further to reach more vulnerable people but also one that has allowed us to review and reflect on history and past achievements. My thanks again go to the dedicated, committed and hardworking team here at Rush and to the people using our services who motivate us daily to strive towards empowering them to be happy, healthy and safe.

Lisa Rachieru

Head of Services



Well the 2022/23 year has certainly been one of the most significant in my 18+ years of employment at Rush. I started the year as Service Manager for the accommodation services that I have worked in throughout my time at Rush. Our collaboration with Roundabout to deliver the 16-25 Housing Related Support contract at our Lindum Terrace site was going from strength to strength as we awaited news of when the contract would be back out for tender. In November 2022 I was able to support the CEO (Ben Keegan), Deputy CEO (Tracey Jackson) and Head of Services (Rose Doherty) in delivering a workshop to our teams which celebrated the success of the contract thus far and looked to strengthening our collaboration as we prepared for re-tendering. It was a fantastic day, bringing together the collective knowledge, skills and experience of both teams and gave chance for a much wanted catch up with some former colleagues.

Our focus on the day was to shine a spotlight on what had gone well in terms of service delivery and outcomes for young people with an agreement that the fluidity of movement between accommodation sites had been a particular strength whilst balancing that with a slower turnaround of RMBC properties for our independent young people to move on to. The future is very much focused on continuing with consistent and nurturing service delivery, ensuring that young people accommodated at Roundabout/Rush are given the very best start on their path to independent living whilst picking up skills, knowledge and experience along the way.





Following our fantastic summer of management development with Hannah Butler and the conception of our 2023-2026 Strategic Plan, I was thrilled to find out that in January 2023 I would become Head of Services for Rush. This would mean taking on a role where I would be stepping away from operational management of the accommodation services and overseeing both the delivery and development of the accommodation services and our EET services. My focus from January 2023 has been to support my colleague Steve Harris to transition into the Project Manager role for supported accommodation – an area we have worked collaboratively on for a number of years, sharing our passion, drive and commitment for making our accommodation services the very best start for vulnerable young people. In terms of the EET services, my focus has been on supporting my colleague Michelle Corker as Project Manager and the team in developing the new Brighter Futures project. The changes we have implemented in terms of the target client cohort by lowering the age range to 16 years and not having any upper age limit means a shift in focus as to where we access referrals and where we advertise and champion our services. My focus in the weeks leading up to taking on the Head of Services role was very much focused on networking and chasing leads for potential new referral partners such as local community group S62 Community Together Rotherham and Aspire Vocational Centre. I have also been using my links within the Barnsley and Rotherham Chamber of Commerce to seek links to local employers who might come on board to offer employment and work-based opportunities to our client cohort – a significant part of the project we aim to provide as part of Brighter Futures – joining the dots between local business and local people seeking work. We see this as a real opportunity to make a difference for those individuals using our services who might have struggled to access such opportunities and as a chance to support our local businesses through a period in time where recruitment is particularly challenging and difficult.

As Head of Services it is very much about supporting my project managers to develop and deliver services that are consistently excellent and achieve the outcomes that we have promised our funders whilst at the same time supporting our CEO in ensuring that our staff team is constantly striving towards professional development. With this in mind I have been very fortunate to collaborate with two exceptional trainers, both experts in their chosen fields, to deliver training opportunities to our staff team that have challenged and strengthened their knowledge and skills.



***In January 2023
we welcomed Jayne Senior
MBE into Rush to deliver
training around Child Sexual
Exploitation with a particular focus
on appropriate recording of
information. The staff team benefitted
greatly from Jayne's passion and
knowledge of the subject, being at the
forefront of supporting CSE survivors in
Rotherham to have their voices heard.***

***In December 2022 we had the benefit of engaging
with Hannah Butler of Sensus Coaching who delivered
a bespoke session on Professional Boundaries to our staff
team with the plan to return in June 2023 to deliver a
further session with particular focus on professional
boundaries in relation to our reviewed Professional Boundaries***



***Staff team pictured with Jayne Senior MBE (from
top left Emmanuel, Leanne, Cassie, Jayne,
Michelle R (seated). Front from left Kathy and
Lynne).***

***policy. Again this proved to be a very
worthwhile and engaging session with
several team members really being
encouraged to reflect on their practice
and take great learning from the
session.***

Operational Report

***Smiles for Miles – March 2022 saw
Lynne Muscas having recently taken on
the lead for our Smiles for Miles
delivery, bringing with her 20+ years of
experience working in an educational
setting. It is fair to say that over the
2022/23 period she has used this
experience, alongside her calm and
nurturing manner, to achieve some
fantastic outcomes with our cohort.***

***This year we have engaged 23 new
clients on our Smiles for Miles EET offer
and during that same time delivered***

***197 sessions with 227 attendances. What this means in essence, in terms
of our Smiles for Miles outcomes, is that we are likely to fall a little way
short of our intended cohort of 60 individuals over the 2 year project
lifespan but we are absolutely way above quota on our deliverable
sessions. This is because we have put the needs and wishes of the client
cohort at the forefront of what we do which means that, rather than
deliver the project as group sessions, the majority of the delivery has
been 1:1 focused support which is what the young people have asked for.***



During the 2022/23 year we have continued to work collaboratively with several other Smiles for Miles delivery partners such as RB MIND and Endeavour to ensure that young people we work with are getting full access to the basket of services on offer. The collaborative work has been one of the key successes of our Smiles for Miles engagement throughout the entirety of the project and as we look ahead to September 2023 when the project comes to a conclusion, our hope is that we will have successfully brought on to our timetable the offer from YWCA Yorkshire and now await for agreed delivery timescales from their staff. This will ensure that our young women have access to the Wellness Recovery Action Programme, which actively engages them to focus on their wellbeing and what they can bring to their "toolkit", to ensure they have the best possible resources to manage periods of difficulty with their wellbeing. They will also engage with the Escape the Trap domestic abuse awareness programme.

Our future plans for Smiles for Miles also include an application for additional funding from the budget which we hope will fund delivery of our Girls Group offering. Keyworker Michelle Roberts has put together a very detailed plan for delivery of an 8 part programme called RISE UP (Rush, Independent, Strong, Empowered, Unstoppable, Powerful) which will cover a broad spectrum of AQA units with the focus being on empowering young women to aspire to the very best in life in terms of career goals and relationships. This is currently being piloted as an opportunity for young women to come together in an informal and fun way to share their experiences and gain new skills. So far the group has been very well received, prompting this feedback from the parent of one of our Smiles for Miles cohort;

"Just a quick email to say thank you for the girls group, its making a massive difference and I am so grateful to you all" (Kathy W).



We are really pleased to have been included in a Blog about Smiles for Miles which showcased the amazing progress of E, a young woman working with Smiles for Miles for most of this current year. This is what she had to say about her Smiles for Miles experience so far;

"I look at Rush and the people as a pillar that holds you up. The support is always there, anytime you follow your path then when it falls I call and the support to carry on is there. I talked to you and D and found a way. I talk to you and realise what you need in life. I have that way of knowing what you both do is right. I look at other people and think that is not the way I want to end up."

I think this quite eloquently sums up what started as an offer of education, training and employment support but very quickly and organically (by listening to and responding to need) became much more about empowerment and mentoring individuals to strive for the very best in life.

Student Placements – we have once again opened our doors and welcomed student placements into Rush to gain valuable insight and knowledge into how the charity sector works. In recent years the focus for student placements has been on our established links with Sheffield Hallam University from which we have regularly received Education with Psychology and Counselling students and those from the Children, Young People and Families course. We have also regularly welcomed 3rd year medical students from the University of Sheffield for their Social Accountability module. However, the 2022/23 year has seen us welcome students from a wider variety of providers and courses including EB who was actually signed up to Smiles for Miles and accessing a course that we arranged for her at The Source Skills Academy when they approached us to say that she required a work based placement and had kindly asked them to approach Rush. It was highly unusual for Rush to be approached by a (then) 16 year old, current client and more so because her placement request leaned more towards interests/maintenance than the usual placements where they want to work with vulnerable people. Despite our initial reservations we persevered and welcome EB to a placement working alongside our Maintenance Team to decorate one of our dispersed properties. EB was a fantastic asset during her time, working closely with Danny to ensure all appropriate health and safety was adhered to and a good result was created. We even went so far as to put together an AQA unit in Carpentry just so EB could learn some additional skills!



Zara came to us in January 2023 from Nottingham Trent University whilst studying for MA Youth Work Leadership and Practice. This was a new experience for Rush in terms of developing links with a new university and also seeing us supporting students with more of a background and interest in youth work. Zara came to Rush with a wide variety of work based experience and was a confident, knowledgeable and very professional worker. She quickly established herself as a reliable and engaging member of the team and we were sad to see her leave – though we wish her the very best of luck with the rest of her studies.

Not all students actually complete their placements on site – for some placements that are more business based we can set projects for them to complete on our behalf which is exactly what we did with Rhea back in the Summer of 2022 when she did a comprehensive piece of work around our recruitment processes and paperwork. This was a valuable piece of work for Rush as it was something we have been wanting to look at for some time to make our recruitment processes more efficient and appealing to future applicants. We have enjoyed taking our learning from this piece of work. We also welcomed Avery into our team in the Spring of 2022. As an intern working under our Business Development Manager (Alison) he was able to support the organisation with social media content and digital support, again areas that we had not previously covered with our student placements.

We would like to take the opportunity to thank all of our students for their work and commitment during 2022/23 and to each of the educational establishments that have shown faith in Rush as a valuable and suitable placement for their students.





One of the most satisfying aspects of my role at Rush, particularly since moving into the Head of Services role in January 2023 following the development of our new strategic plan, is the opportunities it affords for networking and collaboration. The 2022/23 year has been no exception with new connections formed and many ongoing connections maintained and strengthened. Some of the highlights have been:

Survive, Strive, Thrive – we are thrilled that our collaboration with Roger Cheetham has continued successfully for another year. Roger was able to secure funding to allow him to continue delivering his awe inspiring motivational workshop around resilience to more of our cohort. We value this work so much that we have actually developed an AQA called Resilience in Own Life to be delivered simultaneously so that attendees don't just get inspired by Roger but can then apply their learning to their own life. We hope this collaboration continues as we value the impact that Roger's story can have on our clients.

Barnsley & Rotherham Chamber of Commerce – it has been my absolute pleasure and privilege to attend a number of Chamber events over the 2022/23 year with a particular highlight always being the International Women's Day event hosted at the magnificent Wentworth Woodhouse and featuring some of the most inspirational women you could ever hope to meet, including the incredible Dame Julie Kenny.

November 2022 saw Rush again shortlisted in the Charity of the Year Award at the Chamber's Celebration of Business event. Several staff members and board members attended on the evening and were thrilled to receive a "Highly Commended" award on our behalf. We were also thrilled to be presented with an award honouring our 40th anniversary by Chief Executive of the Chamber, Andrew Dennith.

The Chamber continues to be a source of great support to Rush. This year we bid a fond farewell to outgoing President Joada Allen and welcomed new President Matthew Stephens into the role. I have already had the pleasure of connecting with Matthew and he has proven to be particularly helpful at connecting us with other local businesses. We look forward to seeing where this collaboration will take us next. We have been very fortunate over the last year that our collaborations with other local businesses and VCS partners have proven to be very useful indeed. We remain grateful to our network for the support given to Rush over the 2022/23 year.



Steve Harris

Project Manager Supported Housing



Operational Report

**RMBC 16-25 Contract
in Collaboration with Roundabout**



During the financial year of 2022/2023 we continued to deliver the RMBC 16-25 homeless contract jointly with Roundabout. The collaboration has continued to go from strength to strength and we are proud of the work we do with young people in Rotherham, engaging and encouraging them to be the best they can be.

Within this period, we have had 15 move on's from the RMBC 16-25 contract

- Broom Road – 1
- RMBC/own tenancy - 3
- Eviction - 2
- Roundabout Dispersed – 5
- Friends & family – 4

During this period there have been 4380 nights available for accommodation over 12 rooms

- Total nights occupied: 4056
- 20 new residents during period
- Total vacant/void nights: 324

Social Care offer / Flexible Purchase System

Throughout 2022/2023, Rush has continued to maintain our dedication to provide support and accommodation to those under Social Care under what was previously the 'White Rose Framework'.

During this time we have accommodated 6 new residents.

7 have departed the service for the following reasons:

- Into own RMBC tenancy 1
- Alternate accommodation 2
- Into preferred locality 1
- Eviction 3



**Collaboration with
RMBC and Great Places**

greatplaces
HOUSING GROUP

Rotherham
Metropolitan
Borough Council



We were approached by Rotherham Borough Council in collaboration with Great Places Housing Association, as they are currently developing new single occupancy accommodation at Chesterhill Avenue in Thrybergh. We have put forward some residents for this newly built accommodation, so are hopeful that these young people will be accepted into their own accommodation

Activities

One of the areas we are most passionate about at Rush is our offer of activities and engagement to ensure that young people at Rush get the best from themselves and that they are given opportunities. Over the past year we have provided numerous activities to support our young people, embracing collaboration with other organisations. Examples of some of the activities we have done are:

- Regular cooking activities
- APOYO workshops
- AQA workshops
- Painting/spray painting workshops
- Residents Meetings – giving young people the opportunity to have their say
- Weekly Saturday sizzler and Sunday dinner
- Divert/ CGL/Mesmac/MIND workshops
- Labre's Hope – soap making workshops for Rush's 40th Anniversary
- Collaboration with FLUX to create flags for Women's European Football Tournament
- Resilience workshops with inspirational speaker Roger Cheetham
- Tackling Violent Crime Presentation and County Lines & Drug Dealing/Possession Awareness with South Yorkshire Police
- Coast trip





SOUTH YORKSHIRE
SYMCA



MAYORAL
COMBINED
AUTHORITY

Anything's Possible Rotherham

In July 2022 we completed the 'Anything's Possible Rotherham' project for which we had been funded for a period of around 6 months. This was following a successful bid led by Voluntary Action Rotherham to the Mayoral Combined Authority to obtain funding to improve the services of voluntary organisations in Rotherham. Rush's contribution to this scheme was to support Rotherham people into Education, Employment and Training as well as delivering further wellbeing sessions to Rush House residents.

The project was amazing, a real success. In particular the collaboration with other VCS organisations really showcased what we can achieve when we work together. Our beneficiaries noted that the support they received to enter into education, employment and training was invaluable. Overachieving on our targets and the feedback from those involved and the assessors was fabulous.

Outcome Name	Outcome Target	Outcome Total
People in education/training following support	30 (18 – 60% to enter education/training)	16
People gaining a qualification following support	15	32 (29 people awarded total of 98 AQA certificates of entry level or above)
People engaged in job-searching following support	12 (12 – 40% to enter employment)	15
People engaged in life skills support following interventions	30	48
Economically inactive individuals engaging with benefits system following support.	20	34



This project helped shape the future of our Brighter Futures offer, it has shown that you cannot restrict age groups, and that supporting anyone over 16 with no upper age limit really does work.

Some amazing feedback from the project:



E has now found a work placement in painting and decorating through Rush which she was very much enjoying. Work experience was showing E what formal and regulatory practices she needs to adhere to in the construction trades, such as the importance of having a CSCS card, because working with her dad was more casual.

"Placement is helping get back into the groove with things." "Doing joinery and painting at the moment. Already done health and safety, mixed trades." E finds the job and the sense of achievement derived from completing a job very satisfying.

E really appreciated the help of Steve and the rest of the team at Rush. "Steve helped tremendously. He helped look for jobs and work placements." "They're always bigging you up, making you feel confident about what you're doing."





**APOYO – A Place
of Your Own**



Rush has continued to deliver our very own pre tenancy training package online which has been incredibly successful. Rush has delivered APOYO in-house to our young people as well as to Leaving Care young people.

The training package has been delivered to all Rotherham people who are accessing accommodation via Rotherham Borough Council following their funding to deliver for 2022/23. APOYO annual figures from 1st April 2022 to 31st March 2023

• 231 referrals received • 135 people completed the course

Some of the feedback was nothing short of amazing:

• ‘Great course, gave me an insight as to what would be happening, helped me to get my own place and the doors it has opened have been amazing. I can’t thank you enough!’ Anon

• ‘Many thanks Steve for all your help. I have just placed a bid on my ideal flat, fingers crossed I am successful. So, thank you so much for assessing my course so quickly, your help is much appreciated.’ HW

• ‘Helped me 100 percent, quite nice to get in depth info, very informative to get to grips with everything, other parts such as budgeting were really useful, it’s been fantastic. - M

• ‘Has really given me an fantastic insight into managing my own home, as there is a lot more than you think that you are responsible for, such as safety, hygiene and insurances. Really great course and would recommend that people who haven’t had their own place should really do this’ SW

AQA



In September 2022 Rush entered its 2nd year of being a registered AQA delivery centre. We have continued to create and deliver certificated qualifications to young people.

We now have 37 AQA units and have awarded 283 certificates to 80 learners.

Our current AQA offer includes;

- Basic cleaning
- Budgeting skills
- Cannabis awareness
- Debt awareness
- Emotional wellbeing
- Interview skills
- Mental health awareness
- Relationships
- Sexual health
- Unhealthy relationships
- Effective communication in working together
- Employability-punctuality & personal presentation
- Basic food hygiene
- Building resilience in own life
- Compiling a computerised CV
- Drugs education
- Universal Credit
- Introduction into recycling
- Mental wellbeing – Unit 2
- Responsibilities of independent living
- Tenancy rights & responsibilities
- Universal Credit

Supported accommodation case study

Josh D – Case Study

Sue began supporting JD as his key worker when he moved into dispersed accommodation in the community with Rush. JD was a LAC and initially he was very difficult to engage. However, after several weeks of trying, JD finally let Sue in and, after many discussions, Sue could understand why he was so reluctant to open up to her. Prior to coming into our project JD had lived in many areas and had been involved with many support providers from a young age, but he felt he had been let down so many times and did not feel he could trust anyone. JD was often chaotic and found it difficult to manage his anxieties. It took about six months in total to gain his trust and Sue was able to support him to see his GP who referred him to the Community Mental Health Team. Once JD started to feel better in himself we agreed we should put him forward for local housing. JD then engaged with Brighter Futures for support to find work.

JD was successful in obtaining his own council property. He then went on to find work, pass his driving test and is now a car owner. Sue is very proud of JD as he has really had to work hard to be the person he is today. To support JD into his new accommodation we were able to access a donation from HLM Architects to provide him with a gas and electric top up to get him started in his new home which was really appreciated.

JD said – I would not be where I am today had it not been for Rush House and my keyworker, Sue. Rush House never gave up on me no matter how difficult I was. It's thanks to Rush House that I am now very happy with what I've achieved in my life.

Michelle Corker

Project Manager
Brighter Futures



1st April 2022 and the Brighter Futures Project was nearing the end with 6 months left before the contract finished. This was an anxious time for staff because there was a possibility that the team could be made redundant. However, they showed great resilience, as always, and pushed on with referring partners to let them and their clients know we were still delivering on our project and support was still being offered over the coming months.

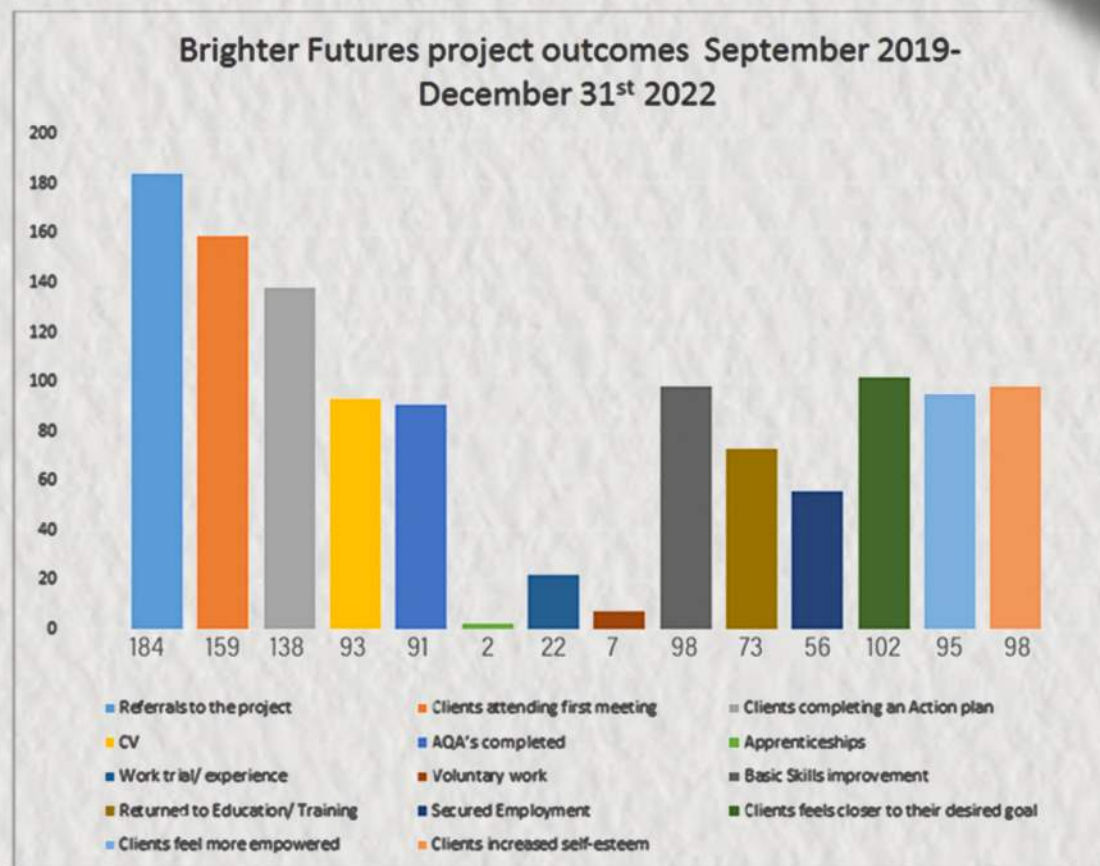
The team continued to adapt services to meet the needs of our clients. We supported clients with a diverse range of barriers which prevented them from accessing employment, training and education, including mental health, increased anxiety and isolation, benefits, housing applications, budgeting, debt and wellbeing. All of our clients received one to one support and financial support from the Barrier Busting budget, if it was needed, to pay for IT equipment such as mobile phones and laptops, online courses, personal protective equipment, work tools and clothes, travel passes and wellbeing equipment. As a team we have gone the extra mile to support our clients, particularly through the challenges of the current cost of living crisis.

As with other reporting years, this year was no exception with our clients overcoming and addressing many personal barriers and issues and improving their confidence and self-esteem. Many of our clients have accessed education and training, completed AQA units and been successful in securing employment.

As we neared the end of the project we were busy collating evidence to formulate and develop a new bid to The National Lottery Reaching Communities Fund. We knew we had achieved great things with our Brighter Futures service but felt there was much more to offer and that there were other vulnerable people we could support. In August 2022 we were given the brilliant and exciting news that we had been successful in securing new funding from the Big Lottery's Reaching Communities Fund. The Fund offered Rush House a small extension to the existing project until 31st December 2022 meaning we could then start with our new Brighter Futures journey in January 2023. We have taken our learning from previous projects and understanding of the current EET landscape and created a project to support a broader cohort in a different way whilst still maintaining our core offer of bespoke, tailored support based on individual needs.



In the graph below we have collated all the Brighter Futures Project 2019-2022 clients' achievements. It proves that, with hard work and resilience, good results can and have been achieved. As the Brighter Futures Project Manager I am very proud of all our clients and staff for their hard work, patience and motivation.



Client achievements 31st March 2022 to 31st December 2022

MJ was a self-referring client who had heard from a friend about our service. When M first met her coach she disclosed she was low in confidence and self-esteem. She was interested in working in the care sector but worried she would not be able to gain work due to not having experience in this area. M also did not drive. M worked with her coach to research vacancies which were residentially based. M was supported to apply for a vacancy, M attended the interview and was offered work as a carer at Eastwood House in Rotherham. M is really enjoying her work and advised it is very rewarding.



KB found work as a Fork Lift Truck driver in a newly opened Rotherham warehouse and is helping to train new staff coming into the business. We met KB at the DWP's opportunities suite, where we initially chatted to him about our project. KB's main barrier was the lack of permanent work as he was continually moving from one temporary role to another via agencies. He has now been set on in a permanent position which he is really pleased about.

Staff met up with DT at Rotherham DWP's opportunity suite. DT gave staff his details and he was supported through our new "In Work Support Service". DT said he was working 16 hours per week as a HGV driver but his licence was due to expire in a couple of months. DT is a carer for his wife and son but said that the driving work helps with his own mental health and wellbeing. Due to his financial situation and the cost of living crisis he was unable to find funds to pay for his HGV renewal. We accessed funding from the Brighter Futures Barrier Busting Budget to fund the renewal of his HGV licence. He is now able to continue his driving work and support his family

Steering Group - Consultations

From the beginning of the Brighter Futures Projects we have involved our clients in the service and conducted regular consultations via surveys and group sessions. From consultation feedback, the clients advised that they were really happy with the support they have received and hope the service continues its good work moving on.

The Brighter Futures team have been working with a steering group for some time now. The group meets on a regular basis and the meetings have gone well, with the group getting on and engaging with the set tasks and respecting that each member has their views and opinions. Each member of the group worked on and completed two bespoke AQA units: Introduction to being a Steering Group Member and Effective Communication in Working Together. The group come together to discuss and consult on areas of the Brighter Futures Service which have included what support they would like from their coach, barriers to employment and how the team can support and address barriers, what the new Brighter Futures logo should look like and what we should or shouldn't be including on our promotional posters. The team took all their feedback on board and have made amendments to the support provided and the new promotional materials. We continue to looking forward to working with the group to hear their voices and opinions about our services moving forward.

Collaborations



As a team we have made a concerted effort to try and get ourselves out and about to promote our services and connect with the local community. We have attended many events and have connected with new and existing partners and training providers in the voluntary sector and statutory services within our community.

One of the focuses with the new project criteria was to reach out and engage with community groups across the borough so we can engage with clients and offer our support to them and in turn signpost our clients to the groups and activities on offer. Over the recent months we have made new connections with the S62 Group which is based in Rawmarsh, the Community Tree in Canklow and Rotherham's Social Prescribing Service. We have a continuous relationship with Jennie Watts from ESF Business and Alliance Project. Through links with Jennie we have connected with Rotherham Aspire Vocational Centre who offer alternative curriculum/education. We have also established a connection with the local Refugee Council and have had recent referrals from them. Staff have supported clients to attend job fairs and events showcasing opportunities available to them which has been really helpful and productive. The team have had presence at events including Thomas Rotherham College's Awareness Event, Ambitions Project Event and recently the Employment is for Everyone Event which focuses on support for clients with SEND. Over the recent months we have worked collaboratively with our partners and will continue to reach out to others moving forward.

Moving forward and development

As a team we will be making every effort to promote our services in the Rotherham Borough so we can try and support as many clients as we can. Staff will continue to support clients with any barriers they may present with so they are hopefully in a better place in their personal life to move on in their new journey into education, training and employment.

We will continue to reach out to community groups in the borough and work collaboratively to support all people in the Rotherham borough. We will be making a concerted effort to reach out to employers in the community to ask if they will support our client group by offering work experience, placements and employment opportunities. The Brighter Futures team will continue their hard work to provide up to date and relevant information and support to our clients with the hope that they move forward on their own education and employment journey.

Viv Flinders

Property Manager



What a year, we have all been busy with planning, organising and celebrating our forty-year anniversary. We have also spent time as a management team completing leadership and management training, which I thoroughly enjoyed. This also included working together to develop the 2023-2026 strategic plan for Rush House.

Health and Safety

Six monthly health and safety checks were completed in all dispersed properties.

Fire risk assessment at 17 Lindum Terrace has been reviewed.

Monthly legionella testing continues at Lindum Terrace. Dispersed properties receive a full water flushing, before any new client moves into the property.

All the central heating boilers at the properties have received their yearly service. Yearly fire extinguisher checks and monthly fire alarm checks have been completed throughout the year.

Five year electrical testing has been completed on all the single person accommodations at Brameld road.

PAT testing of all the Rush House properties was completed between October and November 2022.

Health and safety inductions have been completed for all new staff.

Properties

This year we have had a lot of criminal damage at our dispersed properties. This includes fly tipping and property break-ins. In two of the properties that were broken in to, we had extensive damage caused which included boilers being stolen and copper piping being pulled out. We have also had many broken windows and doors and one house covered in extensive graffiti. All of which has a significant impact on Rush House finances.



Rush house has completed 127 various repairs.

Seven dispersed properties have been fully refurbished.

New CCTV has been fitted at 17-18 -19 Lindum Terrace.

All gardens at Rush House properties have been maintained.

Damp was found at one of our properties and following a full inspection it was found that the damp was caused by leaking gutters. New guttering and fascia boards were fitted which appears to have solved the damp problem.

July 2022 the heat wave came, to ensure that the residents were well prepared, Rush House provided them with electric fans for their rooms. A hot weather procedure was produced and distributed to all our staff and residents. It contained advice and guidance on how to manage and stay safe in the heat. We also stocked our freezers with ice-lollies and ice creams, this was met with huge gratitude from all.

Health and Wellbeing

We continue to ask for feedback on health and wellbeing by sending surveys out to staff so that they can have their say and put forward any suggestions. The wellbeing day was allocated to staff again in January 2023. This extra day off for staff came from a previous suggestion and we are really pleased to be able to continue with this. Westfield was also renewed for another year so staff are able to access many benefits through this.

Health and wellbeing drop in sessions continue to be offered for staff on the last Monday of each month. There is a management open door policy, meaning our doors are always open to support our colleagues with issues, concerns or problems they may have both personally and professionally. We also hold regular coffee & cake sessions, which gives the team time to come together in a relaxed environment and share what's on their mind.

Sarah Miller

Business & Finance Manager



RUSH HOUSE LTD

BALANCE SHEET

31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
CURRENT ASSETS					
Debtors	11	9,278	-	9,278	7,426
Cash at bank and in hand		257,068	114,450	371,518	399,193
		<u>266,346</u>	<u>114,450</u>	<u>380,796</u>	<u>406,619</u>
CREDITORS					
Amounts falling due within one year	12	(19,169)	-	(19,169)	(19,396)
		<u>247,177</u>	<u>114,450</u>	<u>361,627</u>	<u>387,223</u>
NET CURRENT ASSETS					
		247,177	114,450	361,627	387,223
TOTAL ASSETS LESS CURRENT LIABILITIES		247,177	114,450	361,627	387,223
ACCRUALS AND DEFERRED INCOME	13	(4,545)	(114,450)	(118,995)	(150,227)
		<u>242,632</u>	<u>-</u>	<u>242,632</u>	<u>236,996</u>
NET ASSETS					
		242,632	-	242,632	236,996
FUNDS	14				
Unrestricted funds				242,632	236,996
TOTAL FUNDS				<u>242,632</u>	<u>236,996</u>





Rush House Board of Directors 2022-2023



Nicholas Knowles
Chair



David Homer
Vice Chair



Karen Shaw



Alan Heppenstall



Sarah Miller
Company Secretary

***Rush House LTD
18-19 Lindum Terrace
Doncaster Rd
Rotherham
S65 1NJ***

***01709 369295
www.rushhouse.co.uk***

Special thanks to the sponsors of our 40TH Anniversary event



Registered Charity Number 1044911

Company Limited by Guarantee Number 3022267



RUSH

EMPOWERING ALL TO BE HAPPY, HEALTHY AND SAFE