

ANNUAL REPORT

2021



RUSH HOUSE

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Nick Knowles

Chair of Rush House Board of Trustees

In the last 12 months we have seen a pandemic the like of which we haven't seen since the Spanish Flu outbreak of 1918. The Covid19 pandemic has been challenging in ways we could not have envisaged, both from a business perspective and a personal perspective. The staff at Rush rose to the challenge and showed great resilience, constantly adapting how services were delivered as the advice from Government and Public Health changed as more was understood about the disease. I would like to take this opportunity, on behalf of the Directors, to say a huge thank you to all the staff of Rush for a phenomenal job in the most challenging of circumstances.

As the pandemic has rolled on there has been much made, and rightly so, of the concern for peoples mental health. During this testing period Rush has been mindful of the challenges our young people have faced during this pandemic and has sought to provide additional wellbeing support, obtaining funding to provide mindfulness training via Zoom and seeking to put additional counselling support into place. Additional funding, relating to Covid19 support, has been accessed enabling further support for our young people to prevent boredom, keep them in touch with family & support services and assist those who lost employment, all key to supporting resilience and wellbeing. The AQA Unit Awards Scheme has been implemented to enable the accreditation of all our learner's journeys, where historically they may have struggled to obtain academic records, giving them a sense of achievement and boosting confidence.

I believe that the next 12 months will continue to be challenging, despite the lifting of restrictions, but the determination and grit displayed by the staff, led so determinedly by Rachael, leaves me in no doubt we will come out of this in a strong and robust position. A massive thank you to Rachael and the team. I cannot finish without saying a huge thank you to the outgoing Chair of the Board, Darren Hughes, who has done an outstanding job over the years and will be missed by us all. On a final note, one thing I look forward to at our board meetings is not having to hear the phrase "you're on mute". Keep safe and well.

Nick Knowles
Chairman – Rush House Ltd





Rachael Wilson

Chief Executive Officer

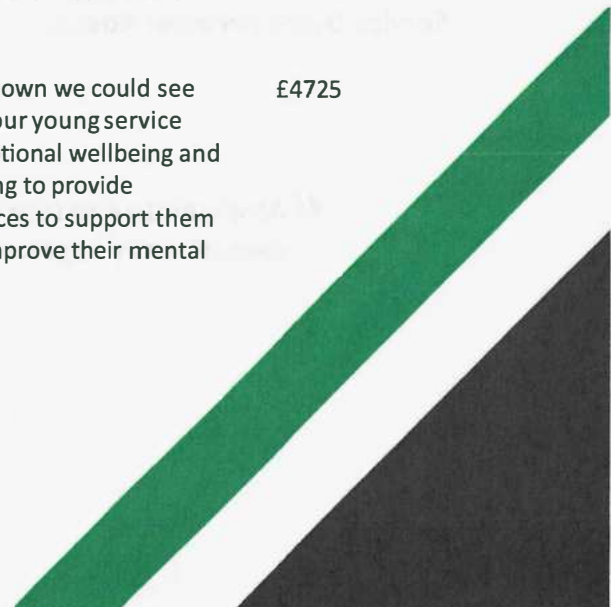
The last year has certainly seen many challenges for us all both professionally and personally however I am not surprised to find myself saying how incredibly proud I am of my team here at Rush and of all the young people we support who have coped with the restrictions placed upon us not only in our world outside of work but within our workplace too. Their resilience and flexibility during such difficult times has been truly commendable and has certainly made my job and that of the management team a lot easier than it could have been. Changes to the rota, home working and intense cleaning were introduced, we adapted to the use of social media and technology to ensure support was offered to all our service users and introduced a full risk assessment in response to government guidelines surrounding Covid. The risk assessment was regularly reviewed in line with changes and all staff were given the opportunity to contribute to this.

Throughout the pandemic and lockdown restrictions one of the main challenges for us was keeping our service users entertained and supporting their deteriorating mental and emotional health. To allow us to adapt our services and ensure the young people we work with could still access our support we took the opportunity to apply for several funding pots and luckily were successful with all of our applications.

The additional funding allowed us to provide mobile phones to those without one, top ups for those struggling, laptops for those wanting to access online learning, food vouchers for those without income, food parcels for those having to isolate, a nice outdoor area for staff and young people to be able to relax and many activities to support their physical, emotional and mental wellbeing.



Funder	Reason For Funding	Amount
CAF (Charities Aid Foundation) April 2020	I applied for funding in early April in response to the 1st lockdown. The funding allowed us to purchase mobile phones, a games console, games and craft materials to keep in touch with young people and offer a variety of activities to keep them occupied during the initial lockdown phase.	£2404
Tesco Helping Hands April 2020	This allowed us to purchase food vouchers and food parcels for service users whose income had been affected by Covid or who were having to self-isolate. £150 of it was to purchase more activity materials.	£500
Lloyds foundation - Covid React Fund July 2020	As it became clear the virus was going to be around for some time we looked at how we could make our services more accessible to young people out in the community and applied for funding to allow us to develop our website to include an online training portal.	£5600
National Lottery - Joint CYPF Consortium Bid. September 2020	Along with other members of Rotherham Children, Young People and Families' Consortium we applied for a share of National Lottery money made available to those who were supporting people through Covid. This allowed us to work with people who had lost their jobs as a result of Covid and support them back in to employment and/or training. We also used this funding to become an AQA registered centre and we have 2 fully trained AQA coordinators – Michelle and Steve.	£9000
Rotherham CCG (Supporting Mental Health Small Grants scheme)	This grant allowed us to set up mindfulness sessions for those who were struggling mentally with the effects of Covid. A qualified mindfulness practitioner delivered online sessions to a small group of young people that taught them mindfulness and self-care techniques.	£2000
CAF (Charities Aid Foundation) Covid Resilience Fund	This successful application allowed us to continue to develop our online training portal and to invest in staff training to become an AQA registered centre. We were also able to build an outdoor space for service users and staff to use to meet safely with each other or family members when restrictions allowed.	£13,395
SYVRU (south Yorkshire Violence Reduction Unit)	After entering the second lockdown we could see the impact this was having on our young service users mental, physical and emotional wellbeing and applied to the SYVRU for funding to provide additional activities and resources to support them to adhere to restrictions and improve their mental resilience and physical health.	£4725



Services

Brighter Futures - Throughout the year and despite the difficulties we faced our services continued to operate in as normal a way as possible. Our Brighter Futures team adjusted to new ways of working, which included working from home and using various social platforms to communicate with each other and the people we were supporting. We were able to supply all service users with laptops to enable them to continue their learning and search for employment.

Roundabout HRS contract - Our relationship with Roundabout Ltd continued to work well. Regular meetings and excellent communication between our services has seen this relationship flourish and has ensured young people in Rotherham receive the best possible support and accommodation when they need it most.

Flexible Purchase System- Our dispersed properties continue to be utilised and our reputation for offering good quality accommodation, services and additional support has seen us on many occasions over the last year being the provider of choice for Rotherham, Doncaster and Sheffield local authorities. Occupancy levels have been lower than we had expected, mainly due to Covid, however we can see this increasing as we move out of the pandemic and restrictions.

A Place of your own – The start of 2021 has seen us enter the final months of funded delivery of this training package. We have supported 22 young people to complete the training throughout the lockdown by using various means including telephone support, video calling and our new YouTube video.

“ I can't thank you all enough, just shows with the right support in place we can achieve great outcomes for our young people and make such a difference to their future. ”

Service User's Personal Advisor

“ An absolute pleasure working with you and your service, I am exceptionally impressed with your services growth. ”



The Future 2021/2022

As things slowly return to what we consider to be normal ways of working for me that will mean building new relationships and redeveloping old ones in an effort to continue to raise the profile of Rush House and the services we deliver. I hope to do this in person but some will be done by sharing news and achievements on our social media pages and regularly updating our website.

Involving our staff and service users in our development will remain a key priority. We regularly seek feedback on all aspects of our services and support and will continue to listen and respond to feedback and where appropriate introduce changes.

As we have now passed the halfway point of funding for our Brighter Futures service one of our key aims for the coming year is to forge new relationships with local employers in the hope they will be prepared to offer opportunities to our service users. This is something we have had to hold off on due to Covid.

Funding to continue the development and delivery of our 'A Place of your Own' training package will be prioritised alongside the development of the website which will include an online training portal. We hope that at some time in the future we will be able to market this and generate income to make it self-sufficient but more importantly accessible to young people all over the country.

The health and wellbeing of our staff and service users will remain as ever of paramount importance to us and we will continue to offer the Westfield Health scheme to support them with their personal health and wellbeing as well as contributing towards the cost of many treatments. We are also looking forward to reintroducing our monthly get together which usually includes cake or chips and are surprisingly well received.

October 2021 will also see the IIP assessment take place. The areas we are assessed on include:

- Leading and inspiring People
- Living the organisation's values and behaviours
- Empowering and involving people
- Managing performance
- Recognising and rewarding high performance
- Structuring work
- Building capability
- Delivering continuous improvement
- Creating sustainable success

**onwards
&
Upwards**

The assessment will involve the assessor meeting with staff, directors and myself and discussing the areas above. We will continue to put the work in to ensure we meet the assessment criteria and to make sure our staff feel valued and their achievements are recognised. We have held this award for over 10 years and will continue to work to achieve it again.

Finally I would like to take this opportunity to thank our Board Members for their ongoing support throughout this last year. Knowing that you are on hand to offer support and advice when needed is very much appreciated.





Pay Here



OF ME

Generous	Empathetic	Resilient	Adaptable	Optimistic	Compassionate	Resilient	Adaptable	Optimistic	Compassionate
Kind	Generous	Empathetic	Resilient	Adaptable	Optimistic	Compassionate	Resilient	Adaptable	Optimistic
Kind	Generous	Empathetic	Resilient	Adaptable	Optimistic	Compassionate	Resilient	Adaptable	Optimistic
Kind	Generous	Empathetic	Resilient	Adaptable	Optimistic	Compassionate	Resilient	Adaptable	Optimistic





Lisa Rachieru & Steve Harris

Manager

Deputy Manager

RMBC 16-25 Contract in Collaboration with Roundabout

April 1st 2020 was not the most auspicious start to the year like the whole country, indeed the majority of the world faced up to the unfolding Covid 19 crisis. By this point we were well into the swing of our new way of working life with a new rota established which would mean longer working shifts but less frequent shifts in an attempt to give staff some peace of mind.

It was a truly full team effort as managers also joined the new rota, working alongside support workers and keyworkers to manage the service and keep everyone safe. Our decision at the end of the 2019/2020 financial year to mobilise some of our RMBC 16-25 clients into some of our vacant dispersed accommodation proved to be the right response and several of those have maintained that accommodation throughout this current year.

The focus for 2020/2021 has quite rightly been on keeping our young people safe at home in an attempt to minimise the risk of Covid 19 infection taking over the building. Initially with the cohort at the start of the year this proved very difficult indeed, as despite all our efforts to communicate the information about the situation to them it was difficult for them to comprehend the brevity of the situation. However, constant and unwavering support from the staff team, clear and consistent messages and the increase of activities/facilities offered “in house” meant we were successful in our efforts to keep Covid 19 from our doors, something that we quite rightly remain very proud of. It is of no surprise that the recruitment of our Engagement and Development Coordinator in November 2020 had a part to play in this.





Service Users Wellbeing Activity

Positive Affirmation



BS Showing off his culinary skills

December 2020

The collaboration with Roundabout has gone from strength to strength and we really seem to have hit our stride with a clear and successful referral pathway and, despite Covid 19 impacting on housing across the country, we have still successfully moved a number of tenants into more independent accommodation. We have also kept evictions to a minimum with some innovative moving of clients between bases to alleviate risk of eviction.

During this period, we have had 19 move on's from the RMBC 16-25 contract

- Roundabout Broom Rd - 1
- Roundabout Dispersed – 2
- Rush Dispersed - 3
- RMBC tenancy - 4
- Private rented - 1
- Family or Friends - 5
- Eviction - 3



GM, AJ and BS creating bath bombs as part of an engagement activity session

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

- Total nights occupied: 4044
- Total vacant/void nights: 336
- 19 new residents during period

Whilst the focus always remains on supporting young people to develop independent living skills and ultimately move into their own accommodation it goes without saying that a huge part of our efforts this year have been on maintaining the mental and emotional wellbeing of our staff and young people.



White Rose Framework

Throughout 2020/2021, Rush has continued to maintain our dedication to provide support and accommodation to those leaving care under the former White Rose Framework arrangements. We have successfully tendered to join the Flexible Purchasing Scheme for both Sheffield and Rotherham Local authorities and continue to work with Doncaster Children's Service Trust. During this time we have accommodated 7 new residents.

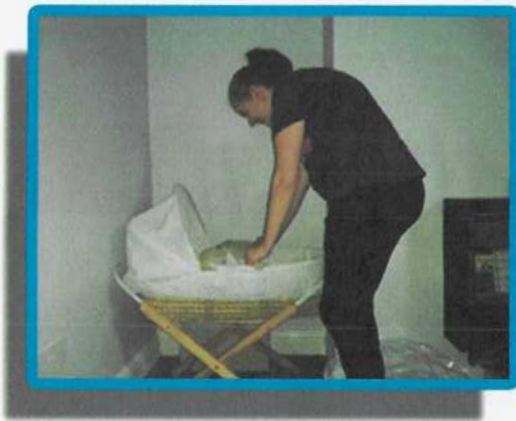
4 have departed the service for the following reasons:

- X1 Into own RMBC tenancy
- X1 Returned to family & friends
- X1 Into own Private rented tenancy
- X1 Into mother and baby placement

Floating support

During the 2020/21 period we have supported 2 young people with floating support, providing support to them in their own accommodation at the request of leaving care.

As with the clients in our Lindum Terrace base much of this year has been dedicated to maintaining appropriate support (particularly around mental wellbeing) and dealing with the fallout from the pandemic such as the slowing down of movements within the social housing sector and the unavoidable changes to service delivery across the statutory and voluntary sectors. We are so incredibly proud that when many such services ceased face to face support, Rush maintained regular contact with clients, ensuring they continued to feel safe, secure and settled in their home.



Supporting LG prepare for motherhood and living independently.

"An absolute pleasure working with you and your service, I am exceptionally impressed with your services growth over the last few QA meetings, keep going." (Michael Curtis QAO DCST)





Staff Changes

As with previous years 2020/21 has seen some changes within the staff team at Lindum Terrace though for the most part the team has been fairly consistent. The most significant change to have occurred was the development of a new Engagement & Development Coordinator role following the departure of one of our support workers.

We welcomed Luke Thomas to the team in November of 2020 and it is fair to say that the impact on the client group and organisation as a whole has been significant with Luke bringing an energy and creativity that is most appreciated. We look forward to supporting Luke to develop in his role and are excited for future collaborations that this may bring.

As with any working environment we have seen some new faces and waved goodbye to some old faces within the organisation.

Hellos:

- Michelle (moved from Tenancy Development worker to Brighter Futures manager)
- Alison (Brighter Futures)
- Luke (Engagement and Development Coordinator)
- Naomi (moved into Key worker role)
- Rob (Casual)
- Nat (Casual)
- Jade (Casual)
- Stephen (Nightworker)
- Emmanuel (Nightworker)
- Maz (Nightworker)



Goodbyes:

- Darren (Brighter Futures Manager)
- David (Key Worker)
- Joanne (Support Worker)
- Betty (Night Support Worker)
- Maz (Nightworker)
- Joe F (Maintenance Assistant)



Training

2020/2021 has been a difficult year in terms of staff development as face to face training ground to an immediate halt in March 2020. However, not to be unnerved by this we have continued to utilise the contacts we already had with CAS training – with staff again taking on varied level 2 distance learning courses in such areas as Information/Advice/Guidance, Counselling Skills, Mental Health for Young People, Diabetes Awareness, Mental Health First Aid and Understanding Workplace Violence and Harassment.

Many staff undertook numerous mental health support /awareness training sessions that were sought as clearly the pandemic had been impacting on this area in people's lives. The Management Team also completed 'Safer recruitment for those in non-education settings'. We have also continued to take advantage of the e-learning offer from RMBC to ensure staff remain well versed in such areas as GDPR, Equality and Diversity and Safeguarding.

In March 2021 we were most pleased to take up an offer to work with the NHS Trauma and Resilience team to do some trauma training with their specialist nurses – whilst the delivery via Zoom might have been out of the norm, the engagement and commitment of our staff team was as consistent as ever. A number of our frontline staff were fortunate to receive training on LGBTQ+ awareness which proved to be most valued and insightful – our hope for 2021/22 is to broker a package of training for the whole frontline staff team to increase our knowledge and awareness of supporting young people from the LGBTQ+ community in the hopes that this will lead us to work towards the SayIt LGBTQ+ Kite Mark.

When we are able to embrace the normality of face to face training again, we have numerous training sessions in the pipeline, such as support from Department for Work & Pensions to deliver current UC training, The Police to deliver cyber awareness training and Citizens Advice Bureaux to deliver energy efficiency training to our young people.



Students

Despite all the difficulties experienced by the student cohort this year, we are very pleased to say that Rush has maintained our commitment to offering quality placements to students across many academic pathways. Nov/Dec 2020 saw us simultaneously “host” students from Sheffield Hallam University (Education with Psychology and Counselling) and Sheffield University (3rd Year Medical Students from the Social Accountability module). Again as with everything this year we had to adapt and work with our students in a different way with all of our communication being via Zoom and work being set remotely. However, all 4 students were able to attend the trauma and resilience training with the team and were able to support Rush in our development of our AQA offer.

"I just want to say that I am so thankful for this placement and the amazing team at Rush House. Although this year is sadly very different with our placement being online, the team have been fantastic in maintaining communication with their placement students, they have been so welcoming, kind and supportive and anyone who has the privilege of working with them in any way shape or form, will not be disappointed- they are brilliant and I feel so lucky to have the opportunity to work with them!"

"I have struggled with confidence throughout my placement experiences in university. I feel that this placement experience could change that and help me to develop my personal confidence, due to the team being so friendly and supportive. I am so grateful for all their help so far." (Kia Jones – EPC student Dec 2020).

Offer to young people/collaboration

2020/21 sadly saw many of our usual collaborations cease due to the difficulties presented by the pandemic. A big thanks to Crisis – who delivered activity packs to all our young people during the lockdown. Our Deputy Manager (Steve) continues to attend regular zoom meetings with Shiloh and partner agencies such as DWP, Crisis and RMBC, SY Police, RMBC, CGL & Probation services, to look at areas where we could support homeless people during the pandemic. With Luke joining the team and our support workers getting creative, our “in house” offer was more than sufficient to keep young people entertained and happy at home.

Whilst the country remains in a precarious position – at Rush we are looking to a bright future as we begin to ease out of the restrictions and begin the tentative steps to getting back to some semblance of normality for our young people. We end the year with an exciting new collaboration with Endeavour that is already providing our staff and young people with some much needed escape – we can only hope this continues into 2021/22 and that we can welcome back our collaborations with previous organisations such as Crisis, Mesmac and the artist Leigh De Vries who once again has reached out to Rush as an organisation that she wants to work with on her new project for 2021/22 around flooding Rotherham with Kindness. We look forward to working with them once again to ensure our young people get the best possible opportunities to enjoy, grow and learn.





Donations/Community work

2020/2021 has been such a grateful time for Rush where many members of our local community have reached out and supported us with donations of gifts, furniture, money and more to ensure our young people feel connected and supported. We are also incredibly humbled by the support we have had on social media and hope to develop this further with a focus on our social media presence as we look towards 2021/22.





Michelle Corker **Education Training and Employment Manager**

A Place of Your Own (APOYO) - Lloyds Bank Foundation

Referrals 32
Completion 22

This year has been a difficult one for everyone with the unprecedented situation with Covid 19 which has had an impact on referrals, completion of the programme and the young people moving on into independent living.

I was unable to work with young people to deliver the course face to face due to shielding for some time and Covid 19 restrictions, however I offered telephone and video calling to young people and members of the team to support them through the APOYO course. I maintained close links and had regular communication with referring agencies such as the Leaving Care Service, Social care and Hollowgate. I worked closely with Personal Advisors and our Keyworkers and Support Workers at Rush House who were very supportive in aiding the young people with the delivery of the course.

Due to Covid 19 restrictions most of our communications were done via Zoom and phonecalls so APOYO was transferred onto a PowerPoint presentation with a voice over. This made the programme more accessible to young people and it assisted staff with the delivery of the course



Main successes from 2020.

Young people gained confidence, knowledge and learnt many independent living skills such as budgeting, cooking, cleaning, personal safety, importance of personal hygiene and understanding their responsibilities as a tenant and the responsibilities of their landlord.

Young people who accessed APOYO went onto achieve AQA recognition and certification in Budgeting, Debt Awareness, Mental Health Awareness, Basic Food Hygiene and Tenancy Rights and Responsibilities.

Many young people have moved on into their own safe and secure accommodation and are managing their tenancies well with the confidence gained from this training.

Moving forward

Preparation is underway for APOYO to be added to the Rush House website through an online training portal. We are also in the process of adding new sections to APOYO to provide young people with further information around financial products and employee rights and responsibilities. Moving APOYO online will make it accessible to many more young people in the future.

A.P.Ö.Y.Ö

Independent Living Support



Brighter Futures

Covid 19, The Impact and Brighter Futures Response

From March 2020 the Covid 19 pandemic effected each and every one us and a national lockdown came into force. The national lockdown presented many challenging issues for our clients, staff and the delivery of the Brighter Futures Project. Government restrictions were put into place where only essential travel and visits were permitted. Many of the clients who we supported were vulnerable, suffered with mental health problems and many lived alone with very little support networks. As an organisation we had to devise a plan so we could still support our clients to the best of our abilities.

The majority of our communication was done via telephone, text, email and Whatsapp (which is a free service) and Zoom meetings, which were conducted at least twice a week. One of the challenges we faced was that due to our client's financial situation many of them did not have access to a suitable phone and/or laptop. With this in mind the Brighter Futures Project purchased laptops and phones so they were able to access vital services. This also helped them connect with their friends, family, and access online training during the pandemic. They were also able to complete their job search and contact services such as the council when needed.

Isolation had been a key driver to making people vulnerable, so by providing clients with vital digital equipment it made their lives easier and reduced the risk of deteriorating mental health.

The barrier busting budget also provided some clients with health and well-being equipment such as yoga equipment and a Fit Bit because they could not exercise in their normal way. The clients advised it really helped them with their mental and physical health.

Welfare visits were conducted to the most vulnerable clients. Staff provided clients with masks and hand sanitiser, we delivered food parcels and sometimes sat outside for a chat. As a team we regularly consulted with our clients to ensure our support was appropriate for them and to ask if they thought we could be doing anything differently. The feedback we received was that they were very grateful for our visits and the support that was being offered at this difficult time.



 **Brighter Futures**



The Rush House Covid 19 risk assessment guidance was followed to ensure Brighter Future clients and staff were kept as safe as possible.

Due to the lockdowns and Covid 19 restrictions in place there were less job opportunities in certain sectors, which included retail and hospitality. These sectors were the most popular choice of work for some clients. Although there were some opportunities, many clients were very anxious about Covid and were reluctant to apply for vacancies.

Knowing that there were less opportunities in these sectors, many clients decided to either retrain in a different sector or start a new educational journey. Many of our clients successfully completed online training and learning courses including AQA units. Some young people have applied for college and university places. Again by the project providing IT equipment, online training and learning was accessible and made possible.

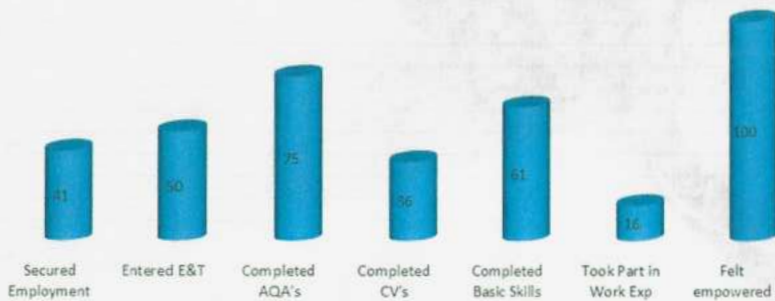


 **Brighter Futures**

Young people's key achievements

31st March 2020- 1st April 2021

Percentage of 36 Service Users Engaged 2020/2021



We have had some real success stories with clients accessing education, training and gaining employment. Many of our clients have overcome personal issues including mental health and improving their confidence and self-esteem. All of our clients received one to one support and financial support from the barrier busting budget which provided them with paying for IT equipment, online courses, personal protective equipment, work tools and clothes, travel passes and well-being equipment.

A- Has passed his A Levels at college and is to start Gaming Production & Technology at Sheffield Hallam University in September. A has also completed 9 AQAs.

B & B are both working from home in Customer Service roles.

C - Has a Government Kickstart placement, which is a finance role at ADA & CO at Brinsworth.

L -Has enrolled onto an Access to Nursing Course at Rotherham College which starts in September.

E - Secured an apprenticeship at Yellabrick Road Boutique in Rotherham

G - Completed his CSCS training and passed his test. He was provided through the barrier busting budget work tools and PPE. G has recently started work in construction.

S- Completed an online decoupage on hessian bags course with Rotherham Creative

B- Has a Government Kick start placement at Mc Cols convenience store

K - Completed 4 AQA units, Sexual Health, Drugs Education, Compiling a Computerised CV and Basic Food Hygiene.

AL - Completed a L1 Diploma of Introduction to Digital Technologies, Understanding the Uses of Social Media in Business and an AQA, Compiling a Computerised CV. AL applied and secured employment with Big Ambitions in a Digital Marketing role.



BS- case study

BS was living in Rush Houses core Project and was referred to the Brighter Futures Project by his Keyworker. BS had been studying Catering at Rotherham College and has now passed the course. BS wanted support to update his CV and apply for jobs. Within days of leaving college he was given the opportunity to attend an interview at a prestigious local restaurant.

I talked to him about interview techniques and how to present himself at the interview.

I provided him with a bus pass to get to the interview as he did not have any money. The interview went well, he was informed the week after he could have the opportunity to take part in a 3 day trial to work in the restaurant. I again supplied him with bus passes to attend the trial.

I checked in with him regularly to see how it was going. BS was struggling with his money at this time due to finishing college and applying for benefits, so I was able to provide him with a £20 voucher to get some food shopping.

His trial went well and he was then offered a role as a chef on a 3 month trial basis. We were then able to provide him with further bus passes until he got paid. The job was going really well but then unfortunately BS contracted Covid 19.

I tried to support him as much as possible through this period by providing him with food parcels and wellbeing telephone calls. BS is now well and back at work.

BS has now been offered his own property and is ready to move in. It was agreed with management that we can support him with £100 from the barrier busting budget to purchase him some kitchen items to help him on his way.

BS also successfully completed 4 AQA units while he was living in Rush Houses Core Project.

BS is very grateful for all of the support that he has received from his coach and the Brighter Futures Project.





"I can't believe you have done this for me I'm over the moon. This will help me loads when I go to College in September. The support I get from my coach is helping me to get my career moving. This laptop will help me receive all my pre course work from college, which I was using my phone before. Thanks again!"



"I am thrilled with my new laptop and can't thank Brighter Futures enough for helping me through lockdown with phone calls and face to face (social distancing) support. This laptop will help me pass my CSCS test and driving theory" ☺☺



Partnerships and referrals

As a team we are still making a concerted effort on partnership development to promote our services and engaging with our local training providers. ETE manager, Michelle has been attending online networking events and has recently attended face to face events and meetings, with more events to attend in the near future. Below are some of our referring partners and training providers, however the list is not exhaustive.

- Job Centre Plus
- Early Help Teams
- Leaving Care Service
- Roundabout
- Social Care
- CTS
- The Source
- Phoenix Training Group
- Rotherham Skills Academy
- Rotherham College of Arts and Technology group which incorporates: Dearne Valley College
- Unity Centre, Learning Curve Group and the Growth Company
- Clifton Learner Partnership
- SHILO
- X-TOL
- WEA

Counselling support

The counselling service, which is being provided to our cohort, was proving very beneficial to our clients to support them with their self-care needs during the pandemic. Due to restrictions being in place the service had to be delivered remotely. Suzy was supporting clients over ZOOM or by telephone. The clients adapted to this support really well.



Children, Young People and Families' Consortium

Covid 19 Response Project

In October 2020 we worked collectively with CYPF consortium members to deliver a 6 month Covid 19 Response Project. The aim of the project was to support people with CV's, application forms, job searching, and sign posting to relevant training and support services. Over the 6 months of funding we supported 24 clients to enable them to move towards education, training, employment and receive support with personal issues. The majority of the cohort were aged between 18-30 which was identified as being a key age group where support will be particularly needed when we come out of lockdown.

Outcomes

- 24 people were engaged
- 11 people completed CV's
- 11 accessed online learning/training
- 5 completed AQA unit awards
- 9 took part in interviews skills training and attended interviews
- 8 people secured work placements & employment
- 12 people were signposted to specialist services

Communication made to clients was done by telephone, email, text and Whatsapp . We conducted wellbeing visits to the most vulnerable clients, this included, delivering food parcels, offering mobile phone credit, offering support and signposting to relevant agencies. We received referrals from a variety of agencies including, Rotherham Job Centre, Roundabout, Early Help Team, Transitions Team, GROW, Rush House and self- referrals. When the project was in its closing stages, clients were signposted onto relevant services within the community such as, The Brighter Futures Project at Rush House, GROW, Endeavour Boost, Mental Health services and training providers.

The project was successfully delivered with collaborative working with the consortium and we feel that the fund made a positive contribution to people in Rotherham.



Moving forward

Now that the lockdown and government restrictions have now been lifted the Brighter Futures team can go back to meeting our clients as we did before the pandemic.

We will focus our efforts on supporting as many people as we can into employment training and education.

The Brighter Futures Project will be moving forward into the 3rd and final year of the funding and the delivery of the project. The ETE manager will be preparing the end of year 2 report to present to the Big Lottery in September.

Michelle will be making a concerted effort now restrictions have been removed to visit and engage with employers which is something we were unable to do in year 1 and part of year 2.

Michelle will provide information about the Brighter Futures service with the hope that the employers could offer our clients opportunities with work placements and employment.



The poster features the RUSH logo at the top, with the tagline 'EMPOWERING ALL TO BE HAPPY, HEALTHY AND SAFE'. Below the logo is a photograph of a small potted plant labeled 'Jardin' and a document titled 'Brighter Futures'. The main text of the poster is as follows:

Brighter Futures
Are you 18-30? And looking for a Brighter Future?
Need support with building your confidence and self esteem?
Want the opportunity to gain industry recognised skills?
Gain experience in work, training and volunteering?
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matrix INVESTORS IN PEOPLE FUNDRAISING REGULATORY REGULATOR
Registered Charity No. 1044911



Viv Flinders Property Manager



It certainly has been a year of education and new experiences. The coronavirus pandemic hit! This was something new and extremely concerning for us all and something that the management team had no experience of dealing with previously. Our first step was for the management team to meet and discuss what we needed to do which included:

Ensuring our residents were living in a safe environment

Ensuring our staff could continue to work safely, making sure they have all the information, knowledge and equipment needed to achieve this.

Making sure staff and clients health and wellbeing was as much as a priority as keeping the living and working environment safe.

Implementation of the company business continuity and disaster recovery policy.

Ensuring we had adequate supplies of PPE for staff and service users.

An in-depth risk assessment was produced, with monthly management meetings scheduled to review the ongoing situation and the latest government guidance, as well as liaising with public health.

Staff who could work from home were asked to do so but as a residential service offering support 24 hours a day we had to make sure we had enough staff on site working safely.

The rotas were changed, a comprehensive cleaning schedule was produced that included all staff participation throughout the day and night.

Buying supplies for residents was becoming very challenging, purchasing toilet paper and pasta was like trying to get your hand on the crown jewels! Yet again our staff came to the rescue! When they did their personal shopping and found available supplies they also bought some for Rush House.



At the beginning of the pandemic, Rush House Management prioritised the health and wellbeing of our staff and service users. Management attended the Covid 19 Psychological First Aid training, ensuring we had the knowledge and information to fully support our front line employees, who were supported to deal with the impact of Covid 19 on themselves as well as our clients.

As the pandemic is still ongoing we are continuing with the in-depth cleaning and risk assessments. We are very proud to say that from March 2020 we had only 4 members of staff test positive with Covid-19, and no clients. A massive thank you to all our staff for their dedication and hard work throughout this time. Feedback from our staff and residents has informed the Management Team that they are very happy with the Covid-19 risk assessment system that has been put into place at Rush House.



Property & Maintenance Update

The housing management team completed 3 full property refurbishments;

- 59 A Brameld Road,
- 19 Hartington Road
- 75 Dovercourt Road

After many years of dealing with the old boiler in 18 Lindum we finally got a new boiler fitted. The Housing Management Team continued to work with external contractors

1. Rex, who service and inspect all our fire alarm systems
2. Integrated Water Services (IWS) who carry out the water hygiene services
3. Anston Pest Control, who ensure that any vermin at our properties is kept under control.
4. Tomlinson's who service and repair all the boilers in our properties.

The Big Leak: **WOW!** Water came from burst pipes in the loft, cascaded through three floors, from room 9 into room 5 then through the ceiling into the laundry and into the cellar, The water was turned off immediately and all the staff were running around looking for containers / buckets / pans, anything that could catch the torrents of water.

The burst pipes were repaired the same day, but we had to shut down room 5 for two weeks so it could dry out, but it was soon turned around and ready for the next resident.

Throughout the year, in addition to our other duties, the Housing Management Team have completed 346 repairs !!



Health and Safety

- Health and Safety induction training completed with all new staff .
- Health and safety property inspections completed
- A new contract was negotiated with PHS (hygiene specialist in washroom and workspace hygiene products) reducing the cost by half, ensuring that the changes still fulfilled our hygiene criteria.

Fire Safety

- Fire safety Audit was completed by South Yorkshire Fire and Rescue, Viv was extremely nervous. No need though. They were very happy with the fire risk assessment, evacuation plan and our policies and fire procedures.
- Fire doors at 18 -19 Lindum Terrace were not up to legislation standards so this was reported to SYHA who sent out a fire door risk assessor who completed a full report confirming that this was the case. In February and March all the internal fire doors were either repaired, replaced or re fitted, bringing the building back up to fire regulation standards.

I'd like to say huge thank you to all our staff and external contractors for working with us and keeping Rush House going throughout the pandemic.



Sarah Miller
Office Manager



	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
CURRENT ASSETS					
Debtors	11	5,803	-	5,803	15,408
Cash at bank and in hand		175,578	40,445	216,023	316,922
		<u>181,381</u>	<u>40,445</u>	<u>221,826</u>	<u>332,330</u>
CREDITORS					
Amounts falling due within one year	12	(16,359)	-	(16,359)	(18,173)
		<u>165,022</u>	<u>40,445</u>	<u>205,467</u>	<u>314,157</u>
NET CURRENT ASSETS					
TOTAL ASSETS LESS CURRENT LIABILITIES					
		165,022	40,445	205,467	314,157
ACCRUALS AND DEFERRED INCOME	13	-	(40,445)	(40,445)	(117,355)
		<u>165,022</u>	<u>-</u>	<u>165,022</u>	<u>196,802</u>
NET ASSETS					
FUNDS	14				
Unrestricted funds				165,022	196,802
TOTAL FUNDS				<u>165,022</u>	<u>196,802</u>



Rush House Board Members 2020-2021

Nicholas Knowles - Chair



David Homer - Vice Chair



Darren Hughes - Resigned 13/01/2021



Rosemary Boyle



Karen Shaw



Alan Heppenstall



Sarah Miller - Company Secretary





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