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**BACKUP North
West Ltd**
Annual Report 2022 – 23

YUM YUM

A. Awful and hard to deal with

A. Feel desperate to have somewhere to sleep

A. It's horrible wouldn't wish it on anyone

A. Like you feel alone and ashamed

A. One of the worst feelings it makes you lose all hope for your future. Thankfully BACKUP have shown that it isn't the case at all.

A. Unsafe, insecure, hopeless, sad, alone, isolated, shameful

Q. What does homelessness feel like?

A. Lonely, cold, miserable, scary, dehumanising, unfair, demotivating

A. It isn't pleasant at all, depression kicks in because you have no idea what to do

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CHAIR'S FOREWORD

DR STEVE SHARPLES

This is a very important year for BACKUP NW. It is the year of our 30th Anniversary. For the last 30 years, first as the Bolton Young Persons Housing Scheme and now as BACKUP NW, we have been providing housing and support for young people aged 16-25 across Bolton.

In that time the number of young people we are able to support at any one time has risen from low double figures to over 100. We have been able to do that by opening new projects and support systems as our financial resources grew and our staff team expanded and became even more skilled. So we now have a wide variety of projects, all of which offer accommodation and support to young people of varying needs and in different ways, such as Project Front Door, the Lucas Project, Redds Place, Loft House, our supported lodgings project, and so on. These are major developments of the original vision for what has become BACKUP. But it is thanks to the commitment and hard work of the original staff team and Boards that the BACKUP of today has been able to move forward in the way that it has.

Although much in UK society has changed in the last 30

years what has not changed, sadly, is the need for projects such as BACKUP. Indeed, the problem of homelessness, and especially homelessness amongst young people, is an ever greater problem than it was back then. So homelessness amongst young people has become even more intertwined with issues around mental health, drug use and abuse, sexual exploitation, and family breakdown. Here at BACKUP we are constantly having to deal with the consequences of those major social problems.

BACKUP's ability to respond to those changing needs over 30 years has been down to the quality of its staff team. For more than ten years now that team has been led by Maura Jackson. Her energy, clarity of vision, grasp of detail of what 'support' means, and astonishing ability to raise the money we need to continually develop the organization, is legendary in the community and voluntary sector in the North West. We also now have the best organizational structure we have ever had to keep BACKUP delivering what it needs to do for Bolton.

Finally, I also want to acknowledge here the contribution of my colleagues on the BACKUP Board over the years I have been privileged to be its Chair. It is our job as Trustees to ensure our staff team, under Maura's leadership, have what they need to keep BACKUP at the leading edge of service delivery in Bolton. I am delighted that my fellow Trustees have been able to do that I know this will continue as BACKUP moves in to its next 30 years.



CASE STUDY: MICKEY

Male 16 years old. Referred as an emergency.

He tracked down his father at 12 years old to find he had taken his own life. In 2018 his mother had abandoned him and his siblings and moved to another country with her new boyfriend. Throughout the young man's four year stay on and off with BACKUP, he was supported by four services across BACKUP.

His life was chaotic at times, he had drug issues, was in trouble with the police, had physical issues with his liver due to being alcohol dependent and became a dad twice. The young man was supported with doctor appointments, court appearances, probation, appointment with 360, the job centre, counselling, family mediation with his mother, (which was successful), as well as support with budgeting, self-care, living skills and reducing risks in his life.

He developed into an independent man with a full-time job, more education and the ability to recognise both his triggers and his strengths and how to act on them in an appropriate way. He is now living in his forever home, which he has decorated himself.



Commitment

We are committed to:-

- Tackling homelessness.
- Giving young people a positive chance.
- Delivering a high quality service.
- Being a fair and supportive employer.

Honesty

We are fair, transparent and open in our work. We work always to do the right thing and value integrity above all else.

Empathy

We work hard to listen, understand and appreciate all perspectives.



Empowerment

Our role is to enable young people to take control of their decision making, live their best lives, become aware of their rights and choices.

Support

BACKUP is a back up. The support is a golden thread woven through the very fabric of the organisation; it is part of the service delivery, staff management, culture and our partnerships and connections with others.

Resilience

Backup help young people to get back up and stay backup. This is our "bouncebackability" and it is something we possess as an organisation, as individual colleagues and that we help young people to fully develop.

Respect

All our services, activity, communication and behaviours are underpinned by respect. We encourage staff and young people alike to have regard for others but also we promote self-respect.

PROJECTS & SERVICES AT BACKUP

REDD'S PLACE

It is the 12 shared bedsits in a block with a communal dining room, chill out room, on site office and round the clock staff team, 365 days a year. No keys, curfew and no visitors.

LOFT HOUSE

10 self contained flats in a block with on site offices and staff team round the clock; 365 days a year. No keys, curfew and limited visitors.

PROJECT FRONT DOOR

12 units, 10 self contained and 2 shared bedsits with access to communal lounge for leisure and education activities, communal garden and staff on site round the clock. No keys, curfew and limited visitors.

LUCAS PROJECT

28 units of accommodation in 2 blocks; 1 site made up of 6 shared bedsits and 22 self contained. Staff on site round the clock. No curfew, own keys, visitors permitted. Semi-independent.

OUTREACH

36 dispersed flats throughout Bolton. Not connected or in a cluster. Supported through an assertive outreach team. No curfew, residents manage their own keys, front door and visitors.

SUPPORTED LODGINGS

4 units of supported lodgings where a young person lives as a lodger in someone's home as part of the household. We assess, vet, match and risk assess all placements.

CHANCES TEAM

The capacity to support 300 young people a year who are residents at BACKUP, plus another 100 who are not. Specialist support linked to mental health, sexual exploitation and domestic abuse, care leavers and education and employment. The aim being to prevent breakdowns of existing placements at BACKUP and therefore prevent repeat homelessness.

CASE STUDY: MINNIE

Minnie came to the LUCAS project in December 2021.

She had come from a psychiatric hospital in Prestwich and via PFD. When she arrived she was struggling to manage her chaotic mental health which manifested as social anxiety, fear of going out, auditory hallucinations and depression.

Her health journey was long, but was supported by support staff at the LUCAS project and the Chances mental health staff. CAMHS did not provide her with the medication nor the support she felt she needed.

Whilst being supported to attend communal activities, resident's meetings and Chances activities, she built confidence.

At 17, she was estranged from her family but gradually, whilst living here, rebuilt a relationship with her mum. After turning 18 she was able to access more effective mental health services, and she began to develop and improve in all areas.

At the end of summer 2022 she was put on priority and bid on a property in a nearby town which was being built by a housing association. Whilst she waited several months for the property to be ready she was able to move into a fantastic new flat.

She had also started a relationship with another resident who moved out at the same time and the couple got a cat together. M moved out with much better mental health, independence skills and more confidence.

A. Honestly, I don't know which is scary

A. I would most likely be dead, in jail or addicted to drugs

A. I would probably be dead, I got into drugs and was self harming. I also attempted to take my on life on occasions. Thank god for BACKUP.

A. Dead

A. If BACKUP didn't exist I most likely would have stayed living at my mums and most likely had stopped socialising

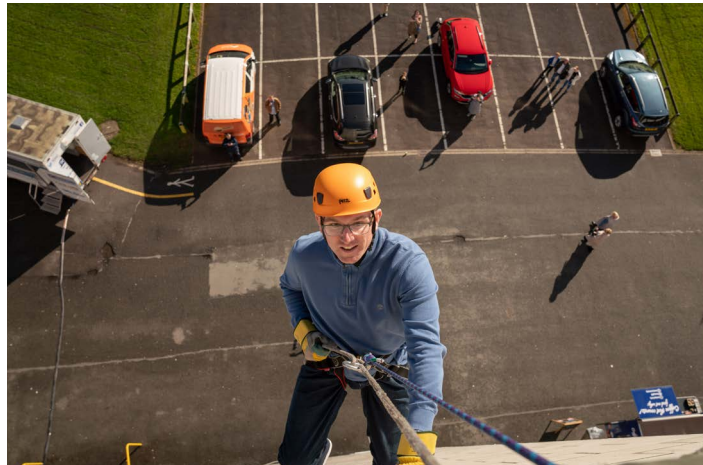
A. I wouldn't be able to cope so it could have led to me being on the street and anywhere to live but my parent's home

A. I would have to stay within the family home but I would be scared of things getting worse and even being physically abused by my family

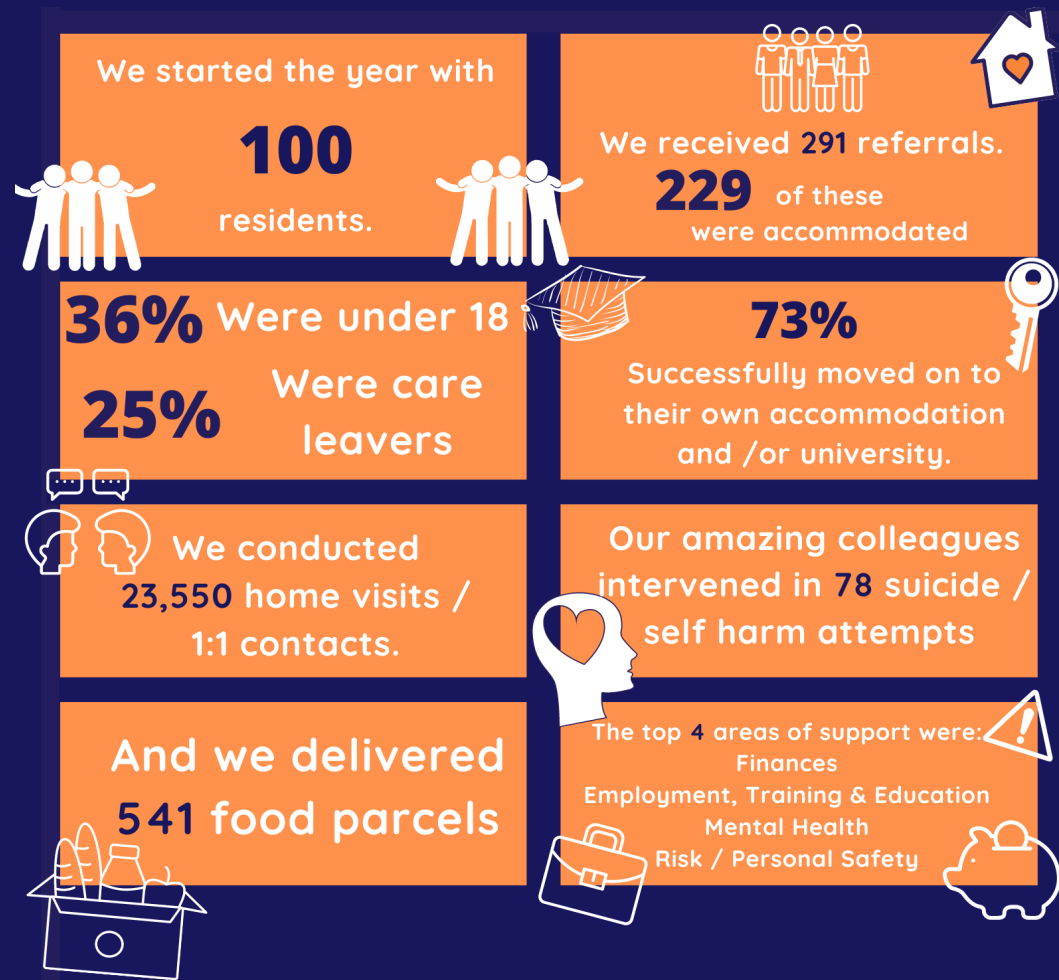
Q. What would have happened to you if Backup didn't exist?

A. I would still be on the streets now, or possible dead. Someone would have hurt me.

A. Dead, yes probably dead



IMPACT 2022/23



YOUNG PEOPLE'S QUOTES & FEEDBACK

LETTER TO BACKUP

“Now that my journey here as a resident has come to an end, I just wanna say a massive thank you for everything you have done for me since the moment I walked back into backup. For someone who generally has a bad memory, I can honestly say that I will remember each and every single one of you I have met. I will cherish every conversation provided I wasn't drunk at the time.

I would honestly not be where I am today if it weren't for the support & encouragement you have all given me and in particular my support workers. And I have never till this day said that I am proud of myself for how far I have come and the things I've achieved. This is where once again I give a huge credit to backup for not only providing a roof over my head and

Q: How did you find out about Backup?

A. I was kicked out on the streets so my mate took me in and gave me your number which got me a meeting and then I moved into Redds the next day.

preparing me with skills for life, but also giving me a home with the love and support I have been searching for for the first 22 years of my life. There's no place like home they say. But there's also no place like 'backup'. The main thing above all that I'm grateful for is the impact you have all collectively had on me, that eventually brought out the best in me. I sincerely hope I have done you as proud as I've done myself.

Ps: Hopefully this won't be the last you see of me since you've inspired me to come back one day and do what you do for other people. So please take this letter as a part of a job application for future references.

Once again - THANK YOU ALL!”

A. Having no support

A. Scared of what would happen to me. Didn't want to become approached by people who groom young people and get them into drugs

Q. What is/ was the worst part of being homeless?

A. Feeling alone and lost

A. Being young, scared and not knowing the next steps. I couldn't even work a washing machine unaided

A. I was on the streets for a while which was scary and I was pregnant at the time but then miscarried. I was scared I hadn't got a roof over my head and no stability in my life.

A. Mum's boyfriend was abusive to all of us which caused family arguments and this affected my mental health and so was kicked out

Q. What has contributed to you being homeless?

A. People looking down at you like you are worthless

A. The guilt I still face and deal with, the stress I was put under and how much I miss my mum and siblings

A. My behaviour wasn't the best, I was using drugs and stealing money from them. Attacked my Dad.

A. Lived with Dad and his partner; caused arguments had to contact the police because I was so scared. I was assigned an IDVA who took me to Redds Place

A. Spending the night outside

A. Like you feel alone and ashamed

A. After being kicked out by family, all started because my brother stabbed me. This left me couch surfing for months

CASE STUDY: DONALD

He moved into Redds Place in March 2022 following the death of his Mum.

This resulted in the tenancy where they both lived being terminated leaving him homeless. Still grieving, he moved into his own flat within the Outreach Team. He settled into his flat really well and it was very clear he possessed very good independent living skills, his flat was kept in perfect condition. He was able to budget well and had some good cooking skills.

Initially, D only engaged with his Backup support worker and was isolated in his flat. We referred him to the Chances team for extra support. We also offered face

to face counselling through BACKUP. He gradually managed to build up confidence and connections.

He now attends activities twice a week as well as partaking in the recent Service User Panel during the Recruitment of Trainee Support workers and has agreed to become a pioneer member of our upcoming Service User Forum so he can use his experience to make a positive difference at BACKUP. He was nominated and won the "Young Person with Resilience" at the Backup AGM in October 2022.

He is now on priority housing and will be leaving soon to move into his own tenancy with Bolton at Home.



HIGHLIGHTS OF THE YEAR

LADIES LUNCH 2022

The Ladies Lunch took place at the Holiday Inn, Bolton. 120 women from Bolton and beyond got together to celebrate BACKUPs Pearl themed lunch in recognition of the 30th anniversary of BACKUPs operations in Bolton. The charity, which supports young people who are homeless, hosts an annual ladies lunch and this year we were entertained by singer John Norcott who hosted the event, had raffles, multiple stalls, and an auction. The charity's CEO Maura Jackson practiced her stand-up comedy routine and had the audience in stitches talking about life, dating and faux pas. The lunch was sponsored by Boo Coaching, KP Financial Wellbeing, Costco, Lisa Forshaw and Cura Accounting. The atmosphere was wonderful and there was a fashion show organised by She Boutique, 2 of the models were young residents of BACKUP, Destiny and Charlie who were amazing. They volunteered to get involved and overcame their nerves to support the event, both were naturals! The event was supported also by colleagues from Lloyds Bank (Hotel Street branch) who are always around to assist the charity's fundraising. We raised a whopping £6k.



AGM 2022 – 30 YEARS

BACKUP North West held its AGM Monday 10th October, World Homeless Day 2022. 150 people attended the event at Cineworld Cinema. The reason we held it there was to launch on the big screen our brand new promotional video, 'Moving On Up' featuring Heather Small and Miranda Hart who both support BACKUP and its work with young people who are homeless in Bolton. The music video features young residents, colleagues and supporters of BACKUP including the Mayor of Bolton Councillor Akhtar Zaman and CEO of Bolton at Home, Jon Lord OBE and Che, Maura's shihtzu dog. We spent a long time planning this video, securing legal permission to us the M People song and the filming and editing. It's been a lot of fun! We just wanted something catchy to raise awareness on what we are doing to transform young lives. Moving On Up was the obvious choice for a song to use as that's everything we assist young people to do, not just regarding their housing but in life.



TALES OF TRIUMPH

The main feature of the event was a longer film, stories of previous residents who moved on from BACKUP, or Bolton Young Persons Housing Scheme as it used to be called who left the scheme in 1998, 2000, 2006 and up to 2018. But they all talked about the impact the service had on them and is still having after many years. Several ex residents talked about friendships they made and still have and that it felt like "family".

We also celebrated the occasion with awards for young people, colleagues and stakeholders.

Thank you to the Judges and Sponsors.

Judges – Liam McBride, Mark Murray, Angela Kelly, Suzy Orr, Lauren McKechnie, Sam Evans, Bella Dures-Varle

Sponsors – Cura Accounting, Boo Coaching, Fresh Perspective, Irwell Valley, She Inspires, Stanmore Insurance, Best of Bolton, Bolton at Home

Q. How did you get referred?

A. I asked a college tutor for help because I was about to be street homeless and then he got me a place here



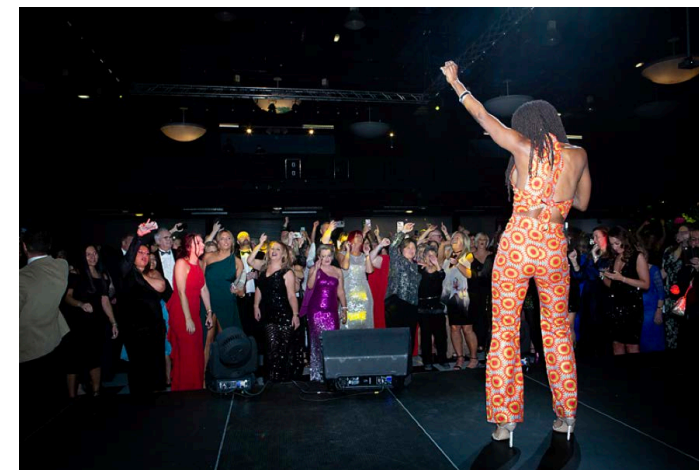
WINNERS OF THE AWARDS

- Outstanding Contribution Corporate -
Jon Lord – Bolton at Home
- Outstanding Contribution Outside BACKUP -
Tracy Lawless
- Outstanding Contribution Inside BACKUP -
Jon McArthur
- Extra Mile Award for Current/Ex resident -
Nathan Bowden
- Extra Mile Award for Staff -
Paulette Campbell and John Trevett
- Inspirational Young Person Awards winners -
Tyler Todd, (photo with the Deputy Mayor)
James Heaton and Mohammed Al Fadel
- Fundraising Award -
Kira Spedding for her sponsored sky dive
and Laurel Hounslea for her Lands End to John
O'Groats bike ride
- Young Volunteer Award -
Kyle Clewlow
- Linda Paxton was our colleague for 22 years,
sadly she passed away in 2021. We celebrate
her commitment to BACKUP with an annual staff
award for commitment to BACKUP. Presented by
Gulnaz Brennan (photo) from She Inspires to -
Diane Eckersley (photo), Alison Hunt, Dorran
Noel, Ruth Warburton, Julie Spedding, Rachel
Entwistle



ONE NIGHT IN HEAVEN BALL 2023

BACKUP North West held its annual charity Ball on Saturday 18th March 2023 at Bolton Stadium hotel. The night was electric. Over 300 people there enjoyed a night of fundraising, food, laughter with stand-up comedy from the CEO Maura Jackson, amazing entertainment from Preston based vocalist Dani Wallace who supported the headline act, Heather Small; the voice of M People. She belted out all her classics including Moving on Up and One Night in Heaven. Heather Small who did not disappoint did this event as a gift to the charity. Compere Michael Thompson kept the night going and one lucky raffle winner took home a wheelbarrow full of booze; Lisa Edge from GB Share. Sophie Willan double BAFTA winning actor, writer and comedian from Bolton joined us for this special night too and danced the night away with guests. She is the charity patron and an ex resident at BACKUP. The night overall raised £10,000. The positive feedback was overwhelming.





SHE INSPIRES AWARDS 2022

BACKUP won Team of the Year in 2022 for their tenacious approach to tackling homelessness in Bolton. The same night the CEO Maura Jackson won the Leadership award.



MANAGEMENT TEAM RESTRUCTURE

We have developed a new team structure and recruited 2 new Directors. We created 2 new senior manager posts. This has enabled us to recruit from within and promote existing colleagues into permanent management and senior management roles. 3 of the people promoted are also ex service users of BACKUP; now strong features of the leadership team. We are ready to deliver the new Business Strategy for 2023-2027 as a team.



Q. BACKUP has 7 values. Do you think you have seen/felt these when you accessed our services?

A. The 7 values are definitely noticeable. The support I received is unreal, no matter what's going on with my life I always turn to BACKUP, you're like my best friend (lol)

A. Definitely yes, and I have tested every one of them to their limit.

A. Yes, yes, yes and yes.

THE VAN

The Van is BACKUPs' social enterprise. A mobile coffee and cake van, which is available to anyone to hire for private and corporate or community events, which will do 3 things.

- 1. Make a profit** (eventually) and create a stream of unrestricted funding to the overall charity.
- 2. Provide volunteering opportunities** for anyone wanting to build confidence or skills in a customer facing role, being a barista and more. This will include current and ex BACKUP residents.
- 3. Raise awareness** of our organisation; tackling and preventing homelessness.

Coffee that counts!

It is not just about money though, the way it operates, it offers volunteering opportunities to young people living in the BACKUP services to develop skills for future employment. Anyone can volunteer though but it is a bonus that we can offer this facility to young people we are supporting.

We train residents on our projects and volunteers to come out in the Van; providing a service to events and locations in Bolton and the North West.

What's more, the Van uses products from local, Bolton-based suppliers which means we are spending our business pounds in Bolton. We are working with businesses close to home, to create homes, for young people.

All our coffees and equipment supplier is Rijo42 who provide amazing quality drinks. They have offered lots of additional support and products to get this venture off to a great start. We will also sell and are supported by Vimto. The cakes we sell are fresh, homemade from 2 bespoke local Bolton based cake makers.



We will also operate from local venues trading independently for example train stations or football/sporting venues. You may have seen us at the Park Run, Food Festival, Community Events and more. As well as popping up at local events as much as we can. To enquire about making a booking or becoming a volunteer please telephone 01204 520183.



FINANCES

We have grown every year, both in financial turnover and in quality of offerings to young people. All our annual audited accounts are listed on Charity Commission website.

ANNUAL TURNOVER

2012/13	£479,530	2018/19	£2,094,160
2013/14	£1,191,375	2019/20	£2,394,337
2014/15	£1,280,695	2020/21	£2,502,317
2015/16	£1,646,929	2021/22	£2,435,061
2016/17	£1,841,828	2022/23	£3,249,533
2017/18	£1,832,915	2023/24	Estimated £3,304,614

CASE STUDY: DAISY

17 year old girl came to BACKUP in 2022.

Since the age of 10 she had lived in three different towns with either family, foster carers or in a childrens home due to relationship breakdowns. D suffered mental health issues such as depression, low mood and anxiety and was also subject to sexual assault, suffers flashbacks and has been vulnerable to exploitation from others. She did a lot of good work with the support of staff but her first placement at Backup didn't work out so we transferred her to an alternative project.

At Loft House she was quiet and lacked confidence. We supported her to manage her previous volatile relationship with her Mum. She was great with money and bills already and can cook! Her confidence has

grown. She recently turned 18 years old whilst at Loft House, in which she enjoyed a beautiful cake and celebrations with her Mum and siblings. D states her relationship with Mum as improved so much so they recently went on holiday together.

She has told us that her mental health has massively improved. Her maturity, resilience, assertiveness and confidence has grown leading to her recent venture of becoming a flight attendant; she applied to EasyJet without any staff support and got through both interview stages to get a traineeship with the flight company, starting May 2023, London Gatwick. She said she is apprehensive about this move but is confident this is where her future lies.

THANK YOU

SEEMS SO INADEQUATE

Each year the lists of people who support us expands and this year it has just increased beyond our expectations. I know we thank people for this at the time and we would love to acknowledge everyone who has helped in some way in this report but the lists are huge.

Thanks to all the superstars who have helped us throughout the year.

Funders and Commissioners

- Bolton MBC Adult and Children's Commissioners
- Bolton at Home
- National Lottery
- St James Place
- Bolton CVS
- Bolton Fund
- Homeless Link
- Henry Smith Charity
- Irwell Valley Foundation

In addition to this we have a number of individuals and businesses who are Guardians and support the organisation financially. They are:

2 Circles Solutions // Amity Law // Bolton At Home // Bolton University // Boo Coaching & Consulting // Carroll Holman Insurance // Chocky Mike // Chronicle Computing // Civic Defence Policing // Clearwater Property Partners // Cornerstone Occupational Health // Cura Accounting // Dani Wallace // David & Lesley Morgan // Environmental Leadership // Fieldings Porter Solicitors // Helen Clark // Ian & Jayne Hill // Irwell Valley // Karen & Bill Openshaw // KBL Solicitors // Ladderstore // Lady Showbiz // Lesley Morgan // Marie Walsh – Ye Olde Pastie Shoppe // Maura Jackson & Ian Stockley // MW Contractors // OwlTree Web Solutions // PM Business Support Services // Sales Geek // She Inspires Foundation // Smarter Technologies // Spice Valley // Stonebrook Mortgages // The People Shed // Travel Counsellors – Sarah Graham // Wall2Wall Carpets // Wheel Gods // Wren Accounting Services // Key Control Services // Hill Johnstone Wealth Management

Thanks again to the scores of people/businesses who have supported us. We appreciate every single one of you because without you we couldn't achieve what we have. The updated list of all who have donated to us is on the website. www.BACKUP-charity.org.uk if you need adding to it let us know!

ALDI // Alliance Learning // All Saints School // Amity Law // Andy Morgan (Cllr) // Angela Gray // Angie Downham // Anita Morris // Ann Merchant // Anne Nicolson // Arches Garage // ASDA Astley Bridge // ASDA Burnden // ASDA Daubhill // ASDA Middelbrook // ASDA Foundation // Anne Gallagher // Bank Street Chapel Women's League // Barbour // Barry Mills // Belinda Beaver // Beverley Holland // Blackrod Town Council // Bolton at Home // Bolton CAMHS // Bolton College // Bolton Hospice // Bolton Soroptimist // Bolton Wanderers Football Club // Bolton Whites Hotel // Boo Coaching & Consulting // Bury Porch Boxes // Buttle Trust // Calm Touch Therapies // Carrs Pasties // Claire Lindsay // Clare Smythe // CK electronics // Corinna Kidd // Craftprint Bolton // Crescent Foodbank // Cura Accounting // Darren Eatock // David Burke // Diane Hames // David Morgan // Dawson's Dance Academy // Donna Powell // Eden Boys School // Eileen Riding // Elite Boxing // Elizabeth Connolly Beckford // Ellie Brown // Emma Neville // Fieldings Porter // Flora Plalmeri // Flowersmiths // Francesca Tennant // Free Cakes for Kids // Friendly Soap // Flowhession Foundation // Gail Hounslea // Gary Malcomson // Gayle Pearson @ The Body Shop // Greggs Middlebrook // Goldentree Financial Services // Headlinez Barbershop# // Holiday Inn Bolton // Homeless Aid // Jacq Owen // Jane Dibnah // Janet Curran // Janet Nuttall // Jayne Hill // Jeffrey Rose // Jennifer Hallam // Jewellery By Deanne // Joan Hall // Joan Wyatt // Jo Vickers // Julie Lomax // Julie O'Hara Gradwell // Julie Connolly (Cllr) // Karen Makin // Kargi Bay Ceramics & Gifts // Kates carpets // Kate Greenhalgh // Katie Atkinson // Katie McNulty // Kaye Price // Keith Jones // Kertis Blinds // Lancashire // Laurel Hounslea // Linda Thomas (Cllr) // Lisa Forshaw // Lisa Wood // Livvy & Rose // Lloyds Bank // Lorraine Baldwin // Margaret Gannon // Marie Walsh // Mark Turnbull // Martin Heap // Maura Jackson // Michael Dawson // Michelle Caldwell // Michelle Darcy // Mike Gregson // Moira Gilmore // Morrisons Atlas Mills // Morrisons Brightmet // Morrisons Harwood // Mr & Mrs Rose // Mr & Mrs Speakman // Mrs Hart // Nandos Middlebrook // Natalie Power // Nicholas Blane // Nicola Burke // Nicola Howard // Nicole Harding // Nicole Wilkins // Olive Branch Fostering // Pam Molyneux // Parcel2Go // Pat Boydell // Paula Hynes & Friends // Paul Conlin // Paul Gilmore // Paul Wyatt // Paulette Campbell // Pink Link Ladies // Rachel Craven // Rachel Riches // Rebecca Boydell // Resma Patel // RT Hurst Charitable Trust // Russell & Russell // Ruth Butcher // Ruth Warburton // Seddons // Sheila Bates // Sharon Cunliffe // Silent Night // Slaters Menswear // Steve Collins // Steven Wood // St Thomas' Brownies // Sunning Hill Primary School // Susan Gibson // Sushma's Snacks // Suzanne Griffin // Suzy Orr // Tara Patel // That's Mine // The Last Drop // Totally Baked // Trinity Methodist Church // Tropic // Vimto (Nichols PLC) // Wall2Wall Carpets // Westhoughton High School // Whitesides Chippy // Yoko Warburton // Zoe Birchall //

And all of our anonymous donors via our website, at events and Just Giving

Thank You List

2Circles Solutions // A&E Bolton Hospital // Abbie Gregson // Alice Horton Rojas // Amity Law // Andrew Dickson // Angela Gray // Anita Morris // Ann Howarth // Annalise Greenhalgh // Aron Parry // Ashley King // A Year of Dates // Becci Martin // Becky Boydell & Kika // Ben Clarke // BNI Bolton Lions Group // Bolton at Home // Bolton Metro Borough of Council Meetings // Bolton Parish Church Tuesday Club // Boo Coaching & Consulting Ltd // Bupa Foundation // Capsticks // Carroll Holman Insurance Brokers // Chris Williams // Chronical Computing // Civic Defence Policing // Claire Hodgkinson // Clare Smyth // Clearwater Property Partners // Clevlands Preparatory School // Constance Smethurst // Cornerstone Occupational Health // Corrinna Kid // Costco // Cura Accounting // Dane Smith-Burchnell // Dani Wallace // Dave Dalton // David & Lesley Morgan // David Wilson // Dorothea Baldwin // Dorothy Cooper // Eden Boys School // Eileen Riding // Elizabeth Wilson // Emily Mort // Emmaus // Endeavour // Environmental Leadership // Eveline Jackson // Fieldings Porter Solicitors // Fiona Fung // Fiona Roscoe // Fortalice // Frankie McKellar // Fresh Perspective // Gail Hounslea // Gaynor Critchley // Hannah Icke // Helen Clark // Dr Helen Li // Hill Johnstone Wealth Management // Ian & Jayne Hill // Irwell Valley Homes // Isabella Riding, Bella's Bakes // Isobel Hall // Jane Dibnah // Jane Dixon // Janet Ainscow // Janet Hatheway // Janet Nuttall // Jason Worswick // Jean Jones // Jennifer & Antony Lewis-Roberts // Joan Hall // Joan Wyatt // Joanne Larke // JOG Consultancy // Julia Page, Admin Anywhere // Julie Connolly // Julie Lomax // Juliet Altham // Karen & Bill Openshaw // Kate Flood // Kathryn Wilkinson // Katie McNulty // KBL Solicitors // Keg and Thread // Kevin Morris, GMB Credit Union // Key Control Services // Kirsty Yates // Ladderstore // Lady Showbiz // Laura Barret, Stonebrook Mortgages // Laurel Hounslea // Lee Wood // Lesley Morgan FM // Lisa Forshaw // Sanjeev Muttra // Lorna Morris // Margaret Gannon // Margaret Pearson // Mark Turnbull // Maura Jackson & Ian Stockley // Michelle Caldwell // Millie Ashton // Morrisons Harwood // Mr & Mrs Gilmore // Mr JS & Mrs SM Rose // MW Contractors // Natalie Power // Nicholas Blane // Nicola Burke // Nicola Kay // Owl Tree Web Solutions // Pam Molyneaux // Pat Hart // Paul Wyatt // Paulette Campbell // Phil Garlington Photography // Phillipa Hopkins // PM Buisness Support // Rachel Craven // Raie Sheridan // Rebecca Davison and the Bolton College Library Team // Resma Patel // Reverend Anne Cash // Rick Patel // Ruth Butcher // Ryan Quick // Sales Geek // Sarah Graham / Travel Counsellors // Saving Threads // Sharples News // She Inspires // Shoe Box Fairies // Simon Martin // Slaters Menswear // Smarter Technologies // Spice Valley // St Thomas of Canterbury RC School Bolton // Steve Farnworth & David Darbyshire Clarke - ITAC Ltd // Stonebrook Mortgages // Stuart Thwaite // Susan Gibson // Suzanne Griffin // Swansway Group // The Best of Bolton // The People Shed // The University of Bolton // Tracy Johnson - HSBC Bank Bolton // VM Family Law // Wall 2 Wall Carpets // Warren Hulme // Whitesides Chippy // WHYSUP // Ye Olde Pastie Shoppe



MOVING ON UP WITH MAURA

WHAT A YEAR! 2022/3 was the year that:

1. Backup turned 30 years old.
2. We had a management restructure, created new posts and promoted from within and now have a structure where you could literally start as a volunteer and end up as CEO (Not on my watch).
3. We featured in 19 positive articles in the Bolton News and Lancashire Magazine. Featured in Radio Interviews on Bolton FM, BBC Radio Lancashire and Manchester.
4. Heather Small, The voice of M People headlined at our Gala Ball.
5. Miranda Hart and Heather Small featured in our celebratory music video; Moving On UP.
6. We produced a feature film; Tales of Triumph, screened at the AGM in front of 150 guests.

7. We had a sell out ladies lunch as well as other charity fundraising events.
8. We recruited 2 new Directors.
9. We accommodated 168 new young people.
10. A young resident Amina shadowed me for the day to find out more about the role of the CEO.
11. I watched 2 colleagues giving evidence in the Coroners Court after the death of one of our clients, they were so brave.
12. A colleague shoulder charged a bathroom door open to intervene in a young persons suicide attempt and saved them.
13. We bypassed our own referral procedures twice to stop someone from rough sleeping and get them off the streets (parks).
14. Our colleagues started to check kettles during void inspections after someone pooped in theirs as a leaving gift.

There is so much more..... but as you can see from these few examples my colleagues are an amazing and resilient bunch!

The next year for us will be about being tender ready and securing another BMBC contract to deliver excellent services to young people. We will also be reassessed for Investors in People GOLD in October 2023. It also will be the start of our new 2 year Business Strategy; with the vision and mission focused on ending youth homelessness. Everything we do is with young people at the heart and that will never change.

I am still cooking up ideas for the next crazy ideas I can implement to raise money, awareness and support for Backup North West in 2023/24.

CEO – Maura Jackson



ENDING YOUTH HOMELESSNESS

BACKUP NORTH WEST STRATEGY 2023 – 2025



OUR MISSION

BACKUP North West believes no young person should experience homelessness. For those that do, BACKUP aims to ensure that :-

1 THIS IS THE ONE AND ONLY TIME IN THEIR LIFE THEY DO EXPERIENCE IT.

2 THEY LOOK BACK ON THIS EXPERIENCE AND RECALL BEING SUPPORTED AND VALUED.

By educating young people how to access and sustain a tenancy.

By enabling young people to improve all areas of their lives.

By engaging with young people, listening and encouraging.

By empowering young people to be safe and independent.



OUR VISION

PLACE
Provide outstanding support / housing.

PEOPLE
Delivered by the most committed and best people.

PARTNERSHIPS
Supported by strong, robust and reciprocated partnerships.

PROFILE
Resulting in amazing outcomes and opportunities for young people and a 1st class reputation as a service provider across all sectors.



OUR VALUES

COMMITMENT

HONESTY

EMPATHY

EMPOWERMENT

RESILIENCE

RESPECT

SUPPORT



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Full document available at: www.backup-charity.org.uk

**A. Kept me
alive**

**Q. What has
Backup done
that's made
a positive
difference to you?**

**A. Made me
feel safe**

**A. Would not be where I am
if it weren't for the support
and encouragement from
BACKUP and in particular,
my support workers.
There's honestly no place
like BACKUP.**

**A. There's no
place like
Backup**

**A. I don't
worry
anymore**