

N

H

*COMING BACK  
STRONGER*

*IMPACT REPORT FOR 2021-2022*



Y

**NEW  
HORIZON  
YOUTH  
CENTRE**

C

# ***CONTENTS***

**04**

***NOTE FROM THE  
CHAIR OF THE BOARD***

**05**

***ABOUT NEW HORIZON  
YOUTH CENTRE***

**06**

***THE CONTINUED  
NEED FOR OUR WORK***

**08**

***WHAT WE ACHIEVED  
IN 2021-22***

**14**

***FUTURE PLANS***

**16**

***FINANCIAL REVIEW***

**19**

***THANK YOU TO ALL  
OF OUR SUPPORTERS***



# 01

## NOTE FROM THE CHAIR OF THE BOARD

The Covid-19 pandemic changed everything, but a central truth remains in the capital: far too many young people find themselves unhoused, unsupported and unsafe. Worryingly, many of these numbers are growing and may continue to grow.

Despite and because of these challenges, we are hugely proud of what we have achieved with and for young people over these last twelve months. Our service provision supported 1,221 young people – more than the year before the pandemic – and helped over 500 of them with finding accommodation. Our partnerships with the sector went from strength to strength, joining forces with Depaul UK to pilot London’s only youth-focussed rough sleeping accommodation, Hotel 1824. And our policy work, although nascent, saw us get tangible and significant changes in London and nationally.

We ended the year with invaluable learning from the many adaptations we have made and with renewed confidence from the innovations we have tried. Covid may be ending but we also know that new challenges await. The cost-of-living crisis that we now find ourselves in risks worrying levels of homelessness and we know that young people are especially exposed to these consequences. So, whilst there is caution that a long and difficult road lies ahead, there is also a renewed sense of determination and confidence we are uniquely placed to address this.

I am enormously grateful to everyone who has played a part in these remarkable efforts, and I want to pay particular thanks to our leadership and staff teams and fellow trustees for their commitment through these trying times. The year has been tough and taken its toll but we emerge from it stronger and

with a renewed sense of ambition about what is possible.

And of course, none of this would have been possible without our loyal and growing community of supporters. Knowing you were walking with us has only strengthened our resolve to go further and faster and we appreciate each and every one of you.

Thank you,

**MATTHEW REED**  
CHAIR OF THE BOARD OF TRUSTEES



# 02

## ABOUT NEW HORIZON YOUTH CENTRE

Every year, thousands of young Londoners are pushed into homelessness and danger through no fault of their own. That’s why New Horizon Youth Centre exists. Through our day centre, outreach and remote services we support young people aged 16-24 to overcome the barriers life has put in their way and solve their homelessness for good.

Our service offer includes expert help in health, safety, youth work and, of course, housing. For as long as young people find themselves homeless and unsafe in London, we will be on a mission to give their potential a home.

Our work is guided by four values:

**01 We see the best in everyone**

We all have strengths and the potential to make the best of our life and work, when given a fair chance

**02 We are dynamic in our approach**

We are always adapting because the world changes and what young people need and want changes

**03 We collaborate on solutions**

We trust and work with diverse people and organisations so that we can achieve more together

## 04 We are our word

We will do what we say we will because the young people we support, our team and our partners deserve nothing less



**I was treated so well at New Horizon’s day centre. Having somewhere to eat and shower were the most important things to me, I really felt at home. I had been feeling depressed and anxious but slowly, with New Horizon’s help, it’s improving.**

**My situation now is getting much better – I feel like there is hope. I have safe accommodation and I want to continue my education.**



- IBRAHIM, 19

# 03

## THE CONTINUED NEED FOR OUR WORK

Vast numbers of young people face significant challenges around finding and keeping appropriate and safe accommodation. There is a lack of understanding in the UK as to exactly how many young people do not have a safe home. The data we do have shows an ever-escalating crisis and even these numbers do not paint a full picture.

Take last year. Of the young people who came to see us, only 56% had told their council they were homeless. That leaves 44% of young homeless people unaccounted for. So, while the widely shared statistic of **15,200 young Londoners facing homelessness last year** is already shocking, we know the real number is much higher. **It could be as high as 27,000 young people annually.** That'd be as

many as 74 young people a day, enough to fill every seat of a double decker bus. We campaigned hard to **#StopTheBus** and support every young Londoner.

Youth homelessness is often misunderstood and, for those who are fortunate never to experience it, it can feel difficult to relate to. But for many young people, it's a lot closer than we think. That's down to a mix of factors – the current economic climate, individual circumstances and oversight from policymakers and commissioners.

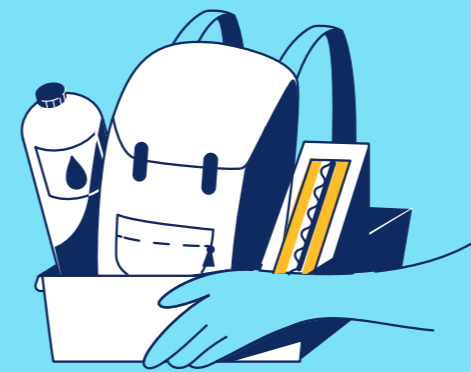
**The barriers that force young people into homelessness every day are systemic and unfair:**



Young people are rarely classed as a priority, and are often not able to access (or even know they can access) the statutory support they're entitled to, like homelessness support at their council.



Renting is unaffordable due to huge upfront deposits or landlords not accepting benefits, especially in London. This is particularly difficult if there's no family support. If you're under the age of 25, you get far less Universal Credit but still have to cover the same living costs and expenses.



After the energy price cap has risen to an all time high, a young person living independently on benefits will have less than £20 a week to pay for food, other bills and essentials.

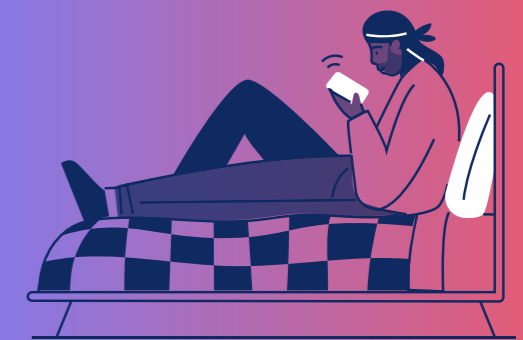
**£9.50** 23 AND OVER

**£9.18** 21 TO 22

**£6.83** 18 TO 20

Adults under 23 have a lower minimum wage by law, any many are not offered a National Living Wage due to being in entry level or casual roles.

**SHOCKINGLY,  
LAST YEAR IN LONDON,  
40% OF YOUNG PEOPLE  
WERE WORRIED ABOUT  
NOT HAVING  
A SAFE OR STABLE  
PLACE TO STAY.**



Many young people don't have family support, will have experienced school suspensions or exclusions, often due to undiagnosed mental health or learning needs, or may have experienced some form of abuse or discrimination.



The criminal justice system disproportionately impacts on certain communities, for example, young Black men, who we see needing services like ours due to discriminatory systems and lived inequality.



Due to many public sector and statutory cuts, difficult transitions like seeking asylum, leaving care or prison are even more complex and more young people fall through the cracks.

# 04

## WHAT WE ACHIEVED IN 2021-22

Much like the evolving nature of the pandemic, the year continued to be dominated by change with constant challenge but also hope and possibility ebbing and flowing through the months. On the one hand, there was an increased sense of getting back

to it, with face to face delivery increasingly returning and adding to the remote services we had created. This feeling was only strengthened by growing numbers of young people coming to us – and to the centre – for support.

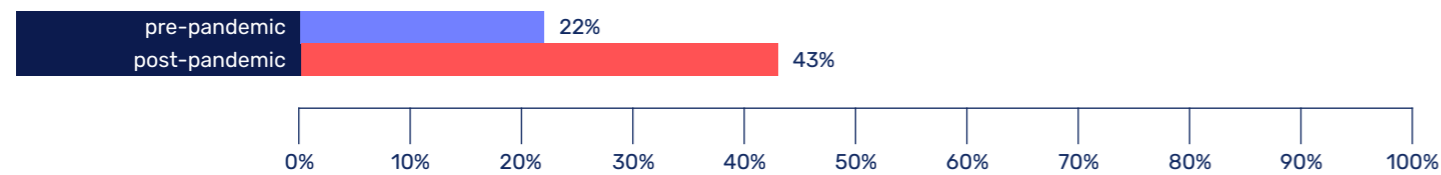
### WHO WE WORKED WITH

In the year 2021-22 financial year we helped 1,221 young people. Within that cohort:

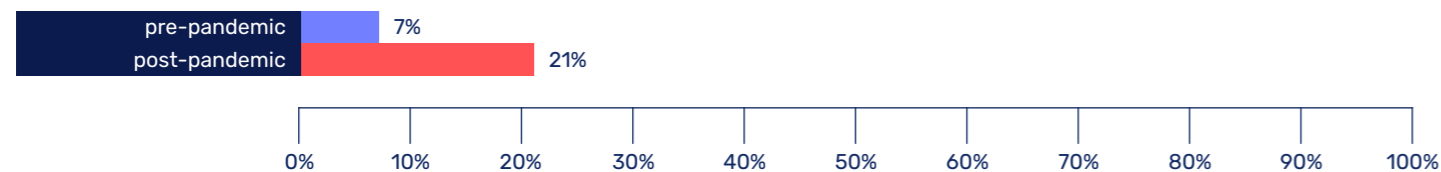


Two thirds of young people still accessed our services **remotely**

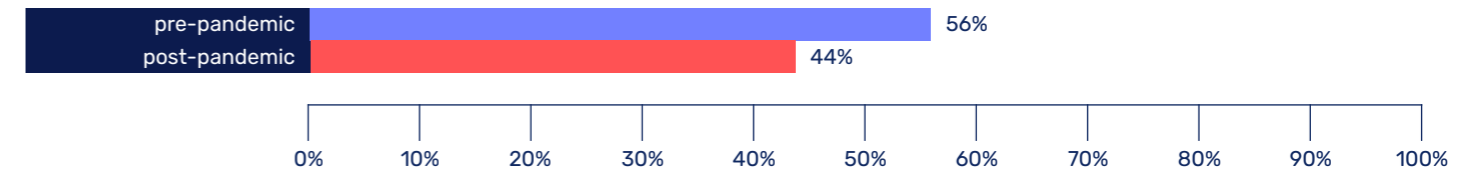
#### Young women



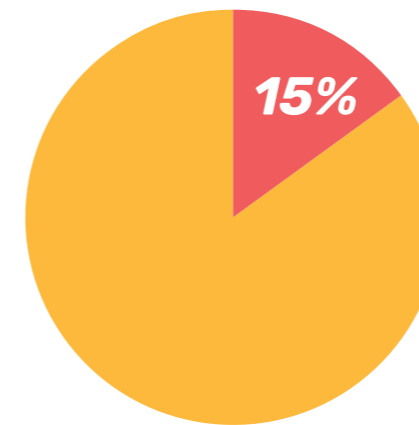
#### LGBTQ+ young people



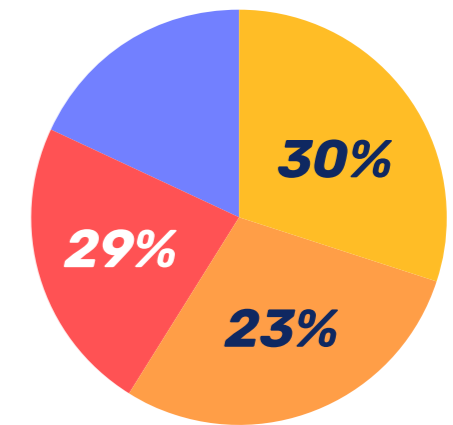
#### Black young people



Despite our work in the area, the numbers of young people rough sleeping and sofa surfing has increased and is beyond pre-pandemic levels.

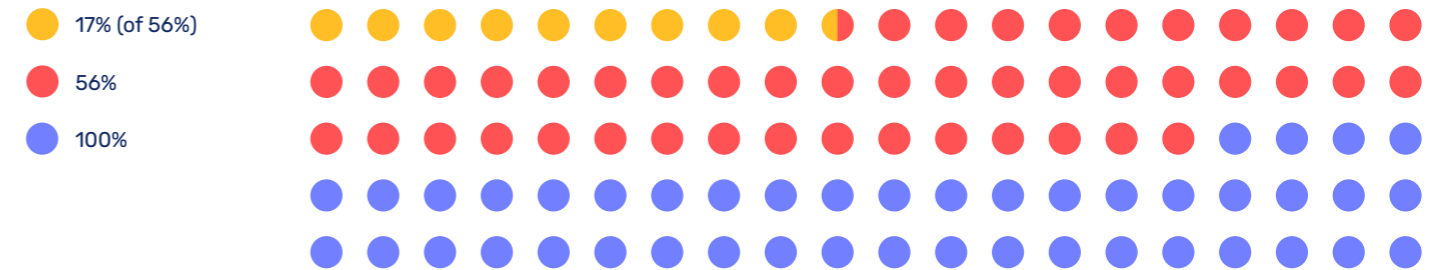
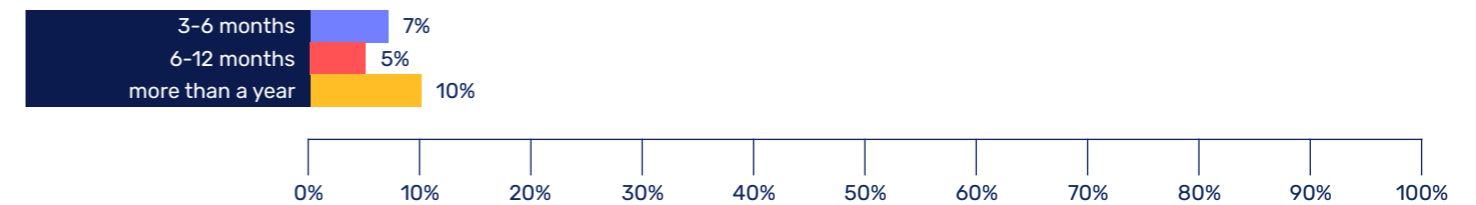


So too has the proportion of young people coming to us with **over 6 months** of homelessness (**up to 15%**)



When they first came to us, **30%** were sleeping rough, **29%** were sofa surfing and **23%** were in unsafe or temporary housing.

#### Length of homelessness before reaching us



**56%** of young people had approached their council about their housing issues before coming to us but only **17%** were assessed under the Homelessness Reduction Act.

### HOW WE HELPED

We supported these young people solve their homelessness by focusing on 4 strategic areas:

# 01 PLACES

Brokering more places for young people to stay in the short term or call home in the long term

During this year the need for new housing pathways and partnerships was very pertinent. We are very proud to have housed **274** young people in the year in emergency and short stay accommodation and **266** in long stay accommodation.

Sadly, the need for our emergency fund – money for young people sleeping rough and those at risk to stay in hotels and backpackers' hostels – was

the highest it has ever been. In the year we spent **£32,911** to accommodate young people for a total of **1,124** nights.

In the year **711** young people accessed our advice service and received **2,444** sessions of support. The team also provided **1,298** instances of advocacy to statutory services and supported **534** young people to access benefits.

## SPOTLIGHT: YOUTH HUB

In March 2021 we launched our Youth Hub rough sleeping accommodation pilot; Hotel 1824. This innovative project was run in partnership with Depaul UK, with vital funding from London Councils. It ran for 12 months out of a 40-bed hotel in Hounslow. Guests benefitted from 24/7 on-site specialist support, food provisions and essentials like hygiene and health supplies.

During the pilot project 185 young people stayed at the project with 132 young people moving on to positive housing outcomes after their average stay of two months. As a mark of its success, only four of the young guests had another rough sleeping experience after their stay, a 98% success rate in preventing rough sleeping and its harmful effects.



“

**I was linked up with New Horizon and placed into Hotel 1824. NHYC advocated on my behalf with the council, and I was told I was priority need when I completed my housing application.**

**Once this was sorted, I was connected to a specialist domestic violence worker and Youth Legal Support services solicitor. I was then referred to a specialist housing project that would understand my situation.**

**That was great as the hostel is located in an area that I wanted and there are support staff on site this week. I now feel safer and like I can start thinking about my future.**

”

- ZARA, 21

# 02 PROVISION

Improving the breadth and quality of services at our drop-in and through our outreach team



## LIFE SKILLS

The reopening and reinvention of the day centre began with more communal activities taking place after a hiatus in the pandemic and we were pleased to commence a range of activities such as supper clubs, stand-up comedy and daytrips. During the year, **418** young people attended with **168** young people being supported with education, training and employment and **173** engaging in our life-skills programme (including our trans-inclusive men's and women's groups).



## SAFETY & OUTREACH

The easing of the pandemic also allowed the team to re-start work in prisons. During the year we helped **344** young people impacted by serious youth violence and criminal exploitation and supported **100** young people in or leaving prison.



## HEALTH

Given the pandemic, health provision continued to be a main focus and in-demand service with **178** young people being helped by the nurse and **93** young people using **748** counselling sessions.

**844**

young people improved their knowledge of housing options

**475**

young people addressed debt, benefit and financial hardship issues

**504**

young people strengthened their interpersonal skills

**471**

young people improved their self confidence

**525**

young people reported improved mental health

**123**

young people reported improved physical health

## SPOTLIGHT: SERIOUS VIOLENCE AND CRIMINAL EXPLOITATION

Despite the difficulties with prison access due to Covid, our Outreach Team remained successful in supporting young people impacted by serious violence, criminal exploitation and the criminal justice system. We offer a unique service, offering long-term practical and emotional support which is trauma-informed and with a clinical psychologist embedded in the team.

In 2021/22 we supported 344 young people in this way, which often also involved complex housing and statutory advocacy work.

- 230 young people engaged in long-term, intensive casework
- 94 successful homelessness and housing applications made
- 89 young people were assessed by a psychologist
- 158 took part in youth work, leisure or employability activities

Our team offers a unique housing pathway for these young people, so we often accept referrals from other agencies and share our best practice around this, including with the NHS, Probation Services, and the Camden Serious Violence Taskforce.

## 03 PARTNERSHIPS

Collaborating to ensure that young people's experiences are visible and acted upon

We've always collaborated with others from across the sector and beyond. This year we really prioritised that partnership work, with really positive results.

- Making sure young people are consulted is really important to us and involving young people in decisions and learning is a real priority for us. During the year 50 young people took part in youth voice activities.
- We continued to advocate for better services and funding for young people sleeping rough, and were pleased to note Government showed understanding in its refreshed rough sleeping strategy and Rough Sleeping Initiative funding.
- With Stella Creasy MP we resumed significant work to make sure young people affected by serious violence are considered a priority for housing. Using the parliamentary process related to the Policing, Crime, Sentencing and Courts Bill, together we succeeded in getting the Government to agree to include a dedicated chapter to victims of serious violence in the Homeless Code of Guidance.
- We assessed and shared the learnings from our Enhanced Constructive Resettlement project. This dedicated approach to supporting young people trapped in cycles of offending shows a lot of promise and is already being used by the Ministry of Justice and others as best practice.
- We worked with Just for Kids Law, Child Rights Alliance England and others on legislative proposals and briefings to improving housing outcomes for young people leaving care, submitting also a consultation response to the Independent Children's Care Review. Some of our collective recommendations have been included in their final report, for Government to consider this year.
- Our partnership with Havas, the global communications company, went from strength to strength, working also on our new brand. We secured coverage around youth homelessness and our innovative solutions in London and national media outlets.
- It was a busy fundraising year in which we benefitted from a growing number of major donors, with several six figure donations being realised contributing to a larger than expected income.

## 04 PLATFORM

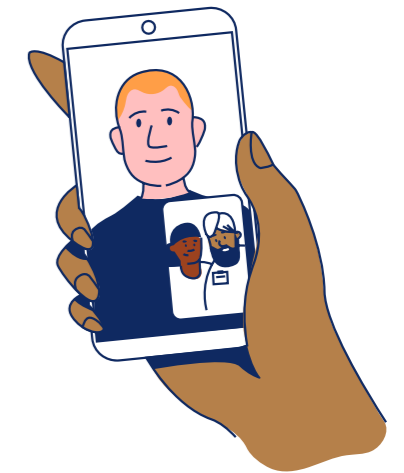
Sustaining a well-run organisation that invests in staff so they can help young people thrive

Our pursuit to become an anti-racist organisation continued throughout the year, being driven on by a Board Diversity Committee, Staff Diversity Group and a collectively owned Diversity Action Plan. All staff undertook training on diversity and anti-racism, and we created a regular 'Listening Group' which continues to offer a safe space for staff to share their views directly with Trustees on issues affecting them. A notable success of the year included launching our Diversity Leadership Programme,

a package of support, coaching and training for three staff, two of whom used the initiative to secure promotions. We continued to evolve both the physical centre for Covid-safe working and our IT for better remote and hybrid working, including the investment in better technology and improving our cyber and remote working policies. We have designated a fund to ensure we can continue to evolve and invest in this in the years ahead.



**New Horizon supported me with accommodation, health, employment and student finance. I also had sessions with their counsellor and nurse, which were really helpful. I also took part in several interviews, youth panel and forums, as well as a range of workshops. New Horizon have been with me throughout my journey to a life I want, even coming to visit me in hospital. They really care about your wellbeing and future.**



- MARILIN, 23

## SPOTLIGHT: LONDON YOUTH GATEWAY



In March 2022 we successfully completed delivery of our 5-year youth homelessness partnership for London Councils. Working with Depaul UK, Shelter, Stonewall Housing, akt and Galop, we helped 29,310 young people across the capital during those years to prevent or resolve their homelessness. In February we found out that the London Youth Gateway had successfully been recommissioned by London Councils for 2022-2026 and we continue to explore ways to expand our partnership beyond this.

- In 2017-22, the London Young Gateway supported:
- **3,183** young people to accessed emergency accommodation
  - **2,585** to secure stable housing
  - **6,518** young people to feel better around their mental health
  - **2,816** to completed independent livings skills training
  - **3,482** young people increased their employability skills

# 05

## FUTURE PLANS

We released our new 2022-25 Strategy Report in April, in which we laid out our goals and direction for the coming years. To achieve our vision, there are three problems we must solve:

**01**

Too many young people cannot access any form of support when in crisis or about to be.

**02**

Because too many of the services that should be providing this either don't or cannot provide the appropriate and youth-specific help when it is most needed.

**03**

Which stems from the fact that young people, especially those facing disadvantage, are being systematically ignored by policy makers and commissioners.



**FOR AS LONG AS YOUNG PEOPLE ARE HOMELESS AND UNSAFE IN LONDON, WE WILL BE ON A MISSION TO GIVE THEIR POTENTIAL A HOME.**

AND SO, THROUGH **2022 TO 2025** WE ARE COMMITTED TO:

**01**



Delivering high quality, trauma informed services for any young person that needs our support. So that we can offer the very best support to every young person who walks through our doors

**02**



Working with and through others to optimise our offer and maximise our impact. So that we can help more young people that will walk through our doors

**03**



Saying what others won't say and doing what other won't do to ensure that no young person misses out

**04**



Sustaining a well-run organisation that invests in staff and celebrates the diversity that makes us a success



# 06

## FINANCIAL REVIEW

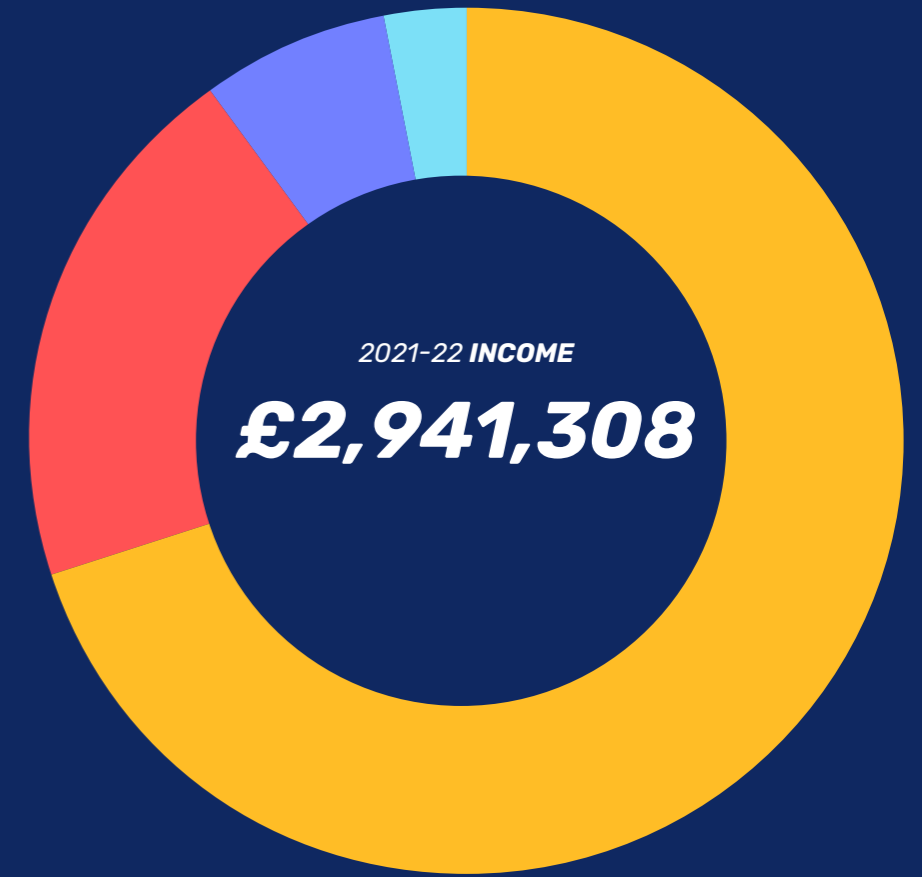
During the year we continued to benefit from support from a wide range of statutory sources and charitable trusts and continued to see success in developing support from corporates and individuals, again with strong returns from our high-net-worth donor programme. We are enormously grateful to each and every one of you.

Our **total income** for the year was **£2,941,308** and our **total expenditure** was **£2,782,652**.

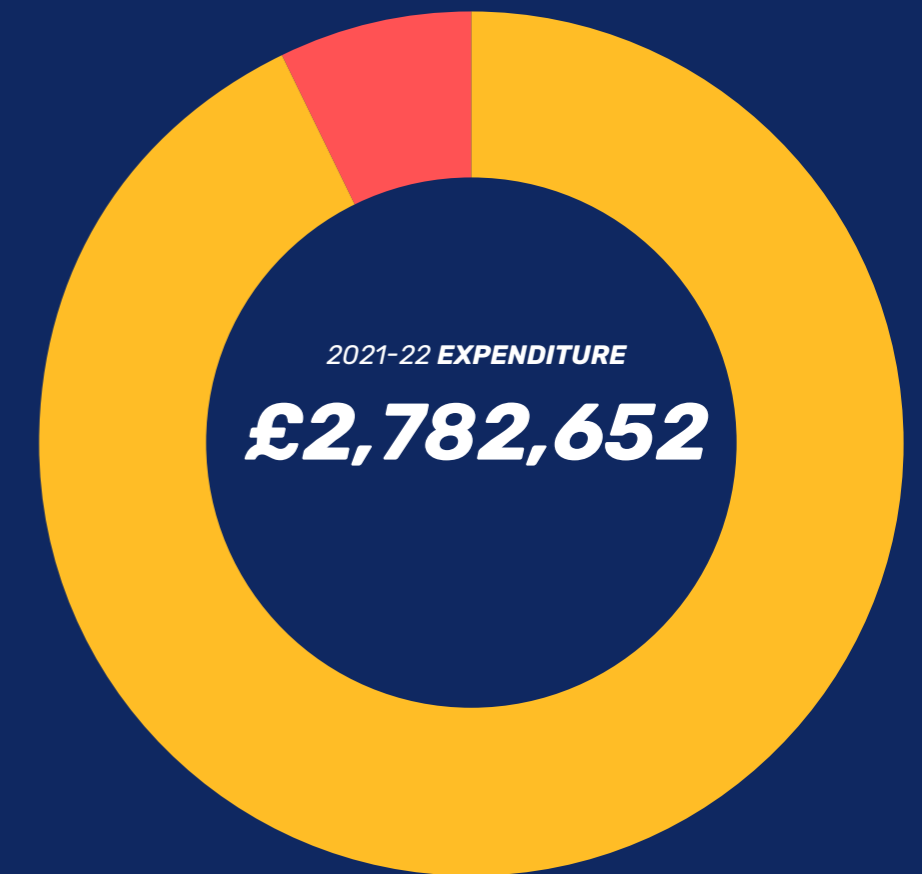
To view our full accounts for the financial year, please visit the Charities Commission website.



- 70% Grants from charitable activities
- 20% Unrestricted grants
- 7% Donations and gift aid
- 3% Other income



- 93% Delivery of charitable activities
- 7% Cost of generating income



# 07

**THANK YOU TO ALL  
OF OUR SUPPORTERS**



29th May 1961 Charitable Trust  
Action for Children  
Albert Hunt Charitable Trust  
Arnold Clark Community Fund  
Argent (Property Development) Services LLP  
Auto Trader  
Bleu Blanc Rouge Foundation  
Brian Woolf Trust  
Build2Design Ltd  
Calleva Foundation  
Camden Council  
Caravan Restaurants  
Charles Hayward Foundation  
Charles S French Charitable Trust  
City Bridge Trust  
Costain Skanska  
Depaul UK  
Embassy of Ireland

Esmée Fairbairn Foundation  
Fine and Country Foundation  
Foyle Foundation  
Galinski Charitable Trust  
Garfield Weston Foundation  
Gisela Graham Foundation  
Google.org  
GPP  
Greater London Authority  
Havas UK  
Henry Smith Charity  
Hogan Lovells  
Irish Youth Foundation  
John Armitage Charitable Trust  
John Lyons' Charity  
Jongen Charitable Trust  
Lambert Charitable Trust  
Landaid

LHA Ltd  
London Councils  
MariaMarina Foundation  
Mary Kinross Charitable Trust  
Matrix Causes Fund  
MSD in the UK  
National Lottery Community Fund  
Nationwide Foundation  
Oak Foundation  
Palatine Private Equity  
Paul Hamlyn Foundation  
Phoenix Court Works  
Redington  
Regents Place Community Fund  
Rock 'n' Roll Rescue  
RSM UK  
Sage UK Foundation  
Sam and Bella Sebba Trust

Somers Town Community Association  
Streetkidz  
Tesco Community Grant  
The Drapers' Charitable Trust  
The Fishmongers' Charity  
The Goldsmith's Charity  
The Leathersellers' Company  
The Mercers' Company  
The Progress Foundation  
The Wellcome Trust  
Two Magpies Fund  
Urban Partners

As well as the countless individuals, charities and companies that have given their time, their money and their commitment to supporting our vital work.

**N**

**H**

**@NH youthcentre  
nhyouthcentre.org.uk  
68 Chalton Street, NW1 1JR**

**Registered Charity No. 276943  
Company No. 01393561**

**Y**

**NEW  
HORIZON  
YOUTH  
CENTRE**

**C**