

SKylight Proud to be part of SHG

Company Limited by Shares
Charitable Community Benefit Society
Financial Statements

Year ended 31 March 2025

Registered Number: 7953

SKylight Proud to be part of SHG
Report and Financial Statements for the year ended 31 March 2025

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Board Members Annual Report for the year ended 31 March 2025

The Board Members present their report and accounts for the year ended 31 March 2025. The accounts have been prepared in compliance with the Companies Act 2006 and “Accounting and Reporting by Charities: Statement of Recommended Practice 2019 applicable to charitable entities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2018)”.

Foreword by Marie Gilluley, Chair of Skylight Board

Welcome to SKYlight’s sixth annual report. This is my first report as Chair of SKYlight Board, though I have served on SKYlight Board since 2022. I hope you will find the report interesting and informative.

SKYlight continues to work with some of the most vulnerable households within our local community, delivering a range of initiatives. These include services to tackle homelessness and rough sleeping, to address food and furniture poverty, and to provide support for people from all backgrounds and communities to achieve positive outcomes.

The current economic climate means that many residents and communities across Stockport are struggling. The on-going cost of living pressures and the housing crisis means that SKYlight continues to play a vital part in providing help and support to tackle disadvantage, so that customers can reach positive outcomes and progress within their lives.

I hope that this report demonstrates the difference that SKYlight continues to make. The very personal and inspiring case studies that are included show, in a compelling way, some of the impact that SKYlight is making.

SKYlight works closely with Stockport Council colleagues, other housing providers, and a range of local and regional partners to identify and explore opportunities to do more for Stockport residents and to bring more resources into the borough. I am delighted that recently this has resulted in additional resources being secured from the DWP and the Big Lottery.

SKYlight continues to deliver its first Business Plan which provides an ambitious framework to develop and grow. We are very grateful to all those who contribute to funding our work including Stockport Council, partner charitable bodies, and particularly members of Stockport Homes Group.

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Objectives and activities

SKylight is a Charitable Community Benefit Society (CCBS), incorporated on the 10th December 2018 and is a subsidiary of Stockport Homes Limited.

SKylight has four broad key Aims stated in its governing document, and activity is structured and prioritised to deliver against these Aims:

- Supporting people into employment, relieving poverty, relieving food poverty and developing digital skills,
- Supporting customers in local communities and delivering support services to help people live independently,
- Empowering communities to develop networks of support, including targeted work with people who may experience disadvantage such as people with disabilities, from BAME communities and those with complex needs,
- Working in partnership to reduce demand on statutory services; and supporting the development of the third sector, ensuring additional resources and services are secured.

The Aims of SKylight seek to address a wide range of disadvantages experienced by people living within the Borough of Stockport including:

- Economic disadvantage, particularly for those residents who live within social housing,
- Disadvantage which is specific to particular groups including people with disabilities, people from BAME communities and those with complex needs,
- The difficulties people face in living independently and again recognises that customers with vulnerabilities tend to be concentrated in social and private rented sector housing.

The Aims also recognise the need to work in partnership with other third sector organisations in the Borough, harnessing the collective knowledge, experience and skills of organisations to secure additional resources and services, helping to reduce demand on stretched statutory services.

As well as being able to bid for new funding streams and tender opportunities as they arise, SKylight is responsible for several projects which were previously delivered by Stockport Homes.

Key areas of activity

Each area of work within SKylight has been categorised under the aim it most closely aligns with, though many projects deliver a range of benefits and contribute to the achievement of multiple outcomes. The charitable aims are furthered by operating in the following key areas:

Aim - Supporting people into employment, relieving poverty, relieving food poverty and developing digital skills:

Motiv8

The Motiv8 service funded by the Department of Work & Pensions works with those most removed from the labour market supporting them to make progress in their lives and move towards education, training and employment.

Motiv8 delivery partners work together to provide wrap around support for six months to remove barriers to employment by developing a personal action plan which is unique to a person's needs. A Motiv8 Keyworker works alongside the participant to overcome their barriers and improve their prospects of accessing training or finding a job.

In addition, SKylight fund Complex Needs Keyworkers to complement Motiv8 provision and support those most removed from the labour market.

Notable achievements and performance for 2024/25 include:

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The Motiv8 service has supported 504 people across GM to move into employment, education, training or job searching. The programme achieved a total of 700 results, inclusive of 279 progressions into education and training, 92 customers moving into employment or self-employment and 329 commencing job searching as part of the programme. Additionally, customers were supported in areas such as Health and Well-being, Finance and Employability and Self-confidence and Self-Development, with a total of 2384 outcomes achieved across GM.

Engagement in Stockport has grown this year, with Stockport DWP reporting the highest number of referrals with 43 participants being supported in the borough, of which 19 completed training or moved into education, 26 commenced job-searching and 10 customers progressed into employment & self-employment. To support participants to achieve their goals, Keyworkers support each participant to achieve significant outcomes in relation to their Health & Wellbeing (including accessing primary health services, reducing substance misuse & alcohol), Finance and Employability (including creation of CV's, opening bank accounts and addressing debts) Self-Development & Self-Esteem (including accessing social activities and informal networks and participating in volunteering) and Tenancy goals (including bidding for, securing and sustaining a tenancy). Over the 12-month period, Stockport residents were supported to achieve a total of 59 Employability & Financial outcomes, 22 Health and Wellbeing outcomes, 28 Self-Development & Self-Esteem outcomes, and 7 Tenancy outcomes.

The Complex Needs role, funded by SKYlight, has supported some of the most complex customers in the community including customers with offending backgrounds and people with physical and mental health needs and disabilities. During 2024/25, 129 customers were supported with seven customers moving into employment, six customers started a voluntary position, nine customers commenced accredited education, and 116 customers were provided with bespoke job searching support, which included interview preparation, CV creation, and completion of job applications.

Weekly drop-in employment support is provided at three Temporary Accommodations (TA) locations for homeless households. This initiative helps residents move closer to the labour market. Timing is key to successful engagement and outcomes, with this in mind the weekly drop-in occurs the day after new residents move in, emphasising the importance of employment in securing permanent accommodation and making positive progress. This year 40 residents have been supported across the three schemes. The officer assisted residents in creating functional CVs, registering on job boards, enrolling in ESOL classes, and accessing accredited training. One resident engaged in warehouse training, while others began volunteering. One participant also worked with Flourish Together to build practical skills for starting a beauty business.

Case study

Abbie was referred to Motiv8 by her work coach at the DWP after being out of work for over six months. Her extended unemployment was primarily due to a challenging experience at her previous workplace, where she faced significant anxiety resulting from discrimination as a young single mother. This experience led her to feel that stable, well-paid employment was out of reach, leaving her discouraged about her future prospects.

Abbie quickly developed a strong working relationship with her Motiv8 Employability Keyworker, and she felt comfortable sharing her dream of becoming a travel agent. However, she felt this goal was unattainable, as she had to care for her daughter and couldn't commit to the required courses. Understanding her situation, her Motiv8 Keyworker arranged for Abbie to take an online tourism-related course, which she thoroughly enjoyed and found to be a source of renewed hope.

As part of her career development plan, Abbie worked with her Keyworker to create an updated CV, which boosted her confidence and allowed her to begin job searching. She also enrolled in a "Keep Calm During Interviews" course offered by her local college, which she found extremely helpful. To build on these skills, Abbie participated in mock interview sessions with her Motiv8 Keyworker, further enhancing her self-assurance.

Soon after, Abbie secured an interview for a sales consultant position with Vision Express. Thanks to the confidence she gained from her preparation, she felt more at ease during the interview and was thrilled to

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receive an offer for the full-time role. Not only was the position a perfect fit for her sales skills, but the salary was more than enough to support both her and her daughter.

Abbie's journey doesn't end here. She plans to continue her online travel and tourism studies with the long-term goal of eventually owning her own travel agency.

Apprenticeships

SKylight's apprenticeships programme provides people with an opportunity to work whilst obtaining an appropriate qualification. Qualifications can range from 12 to 24 months dependent upon the unit and level the learner is studying. Upon completion of the programme, this will enable the colleague to put what they have learned into practice and/ or progress further in their employment. The apprenticeship levy has been used to its full capacity, meaning all money obtained has been spent on acquiring new developmental opportunities.

As well as increasing the number of apprenticeship opportunities within SHG, it also provides opportunities for aspiring managers and leaders to gain experience of supporting and mentoring staff, with a bespoke training programme and the development of supportive networking groups for both apprentices and mentors.

Notable achievements and performance for 2024/25 include:

SKylight continues to undertake significant work to identify roles within Stockport Homes which are transferred to SKylight and form part of a comprehensive apprenticeships programme. Previously this was limited to entry-level roles but has since expanded to higher level positions due to the continued expansion of apprenticeship qualifications. Levels have ranged from 2 (GCSE) all the way up to 7 (Master's Degree).

During the last 12 months, 36 colleagues have undertaken an apprenticeship programme covering a wide range of service delivery areas which include:

- Anti-Social Behaviour
- Carecall & Concierge
- Customer Access
- Customer Engagement
- Customer Finance
- Employment Support
- Housing Services
- Independent Living and Temporary Accommodation.

A dedicated member of the Learning & Development (L & D) team leads on apprenticeships ensuring a smooth 'on-boarding' for new starters, linking in with new or existing providers and holding introductory calls with the learner, manager and L&D Partner. Once on programme, the L&D team provide ongoing support. In addition, a mentor is provided to each apprentice within their service area helping to develop aspiring managers as well as giving an apprentice peer support.

Towards the end of an apprenticeship programme apprentices are offered employment support if they are looking to apply for a permanent position at Stockport Homes Group or moving on. If a suitable position is not forthcoming within the business, or an apprentice has decided to pursue another career pathway, opportunities within the housing sector and beyond are explored across SHG's extensive professional networks.

Furniture Recycling Project

The Furniture Recycling Project collects furniture and recycles it for provision to households who are experiencing furniture poverty. The project helps alleviate financial hardship through the provision of low or no cost furniture and diverting low-income households away from high-cost credit and thereby

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supporting Stockport's most vulnerable households with the essentials goods fundamental to setting up home initially and sustaining a tenancy. From an environmental perspective recycling of furniture and goods also prevents it from ending up in landfill.

Notable achievements and performance for 2024/25 include:

The project has collected from 482 donor households, including 182 void properties. The project supported 358 households in need with supplying furniture, this included 486 white goods, 173 sofas, 142 Beds, and 276 wardrobes and drawers. A total of 57.9 tonnes was diverted away from landfill which is an increase of 15.8 tonnes on last year's total. To meet the continued high demand, the service has prioritised customers leaving Temporary Accommodation and customers that have been homeless. Of the 358 households supported, 244 of those were deemed to be Tier one (the highest level of need) equating to just under 70% of referrals.

During 24/25 the project has been proactive in advertising the service in various ways. This includes the use of social media through both the Stockport Homes Group profile and establishing a Furniture Project profile targeting local groups and building followers. The project has visited local supermarkets to advertise on their community boards and adverts have been placed on the recently installed electronic noticeboards in the tower blocks around the borough. The project pages on the SKylight website have also been updated with new information based on feedback received from customers.

A successful National Lottery bid of £20,000 with a gift aid donation secured purchase of a new Renault Traffic van, with advertising in place to allow people to see details of the service, and how they can support the project with donations. In addition, QR scan codes have been placed on all vehicles to provide direct access to the donations page.

Funding was received from the Bramhall Round Table, initially for £700 which was subsequently increased to £1,300, following a presentation to their members around the project. The funding enabled the purchase of a lifting truck and work bench.

The Project is managed from two spaces, including stores at Mottram Street Estate where goods are received, and the furniture warehouse in Hazel grove, which opened in October 2022. This continues to be instrumental in providing a showroom for customers to attend where they can select the goods they need, offering choice and dignity. It also provides an opportunity to showcase items which customers may not have considered, which can be purchased at minimal cost. The lease on the warehouse is due to expire in July 2025 and a review of the current arrangements is underway.

During the year, a review of the voids process and donations received resulted in the sale of items typically too large for many customers properties. For example, large sofas and side units, these are cleaned and repaired and sold via Facebook marketplace and through other partners including Age UK. During 2024/25 the additional sales helped to bring in £32,889 which is an increase of £13,923 from 23/24.

The service continues to grow in reputation, receiving positive feedback from both those receiving the service and those donating to it. Many customers have said that without support from the Furniture Recycling Project they would have looked at alternative ways to source furniture such as securing a loan or a monthly pay plan at a high cost. During 24/25 customer satisfaction monitoring was introduced via online feedback surveys, comments include:

"This has helped me so much and has made things more homely for me and my son, I would be in this home, but it would feel like we were still homeless if it wasn't for the beds and other items we received. I am so happy how we were treated; the team did their job efficiently and were very chatty and brilliant" - Customer of the Furniture Recycling Project.

"I got a nice sofa bed which I was finding impossible to find, plus nice drawers and cabinet. The staff were friendly, and the delivery was cheap and cheerful." - Customer of the Furniture Recycling Project.

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Your Local Pantry

Your Local Pantry (YLP) is a network of community food stores set up to help reduce grocery costs for Stockport residents who are struggling financially. Pantry members pay a weekly membership fee of £4.50, which entitles them to a weekly shop of up to ten items, providing members with a saving of £21.33¹ on an equivalent regular shop.

Community volunteers work alongside the staff team to manage the day-to-day running of each Pantry. This includes taking deliveries and storing and rotating stock, completing opening and closing checks and supporting members to conduct their weekly shop.

Strong links are in place with the Third Sector, through the food redistributor Fareshare, and a strong relationship with the charity Church Action on Poverty (CAP) who lead the national Your Local Pantry franchise. YLP is the primary referral route for residents contacting Stockport Council's Cost of Living helpline, these individuals can then access a four-week fully funded pantry membership. Supplies from Fareshare are supplemented by weekly donations from a range of stores including ASDA, Aldi, Lidl, Sainsbury's and the Co-op.

Notable achievements and performance for 2024/25 include:

At the end of March 2025, membership stood at 252 members across the five pantries, this includes 99 new members referred via the Stockport Council Cost of Living helpline. Pantry membership fluctuates across the year as new members join and existing members end their membership. A total of 8,240 pantry visits were made by members during the year which equates to an estimated saving of £175,759 in comparison to an average shop.

YLP generated £44,862 of social value as a result of volunteering alone with 3,175 hours of volunteer time committed.² During the last 12 months, six new volunteers have been recruited and supported through a comprehensive induction programme, including training in manual handling and Food Hygiene. One pantry volunteer has progressed into paid employment this year.

A range of changes including new opening hours, a new approach to lapsed memberships, the introduction of a booking system and the removal of a 'free' shop for standing order payments has resulted in efficiencies and more new members being able to access YLP. The introduction of the new fortnightly pantry membership has further reduced waiting lists. A range of wrap around support interventions addressing cost of living and health issues have been showcased during the year these include credit unions, savers clubs, Smart Works (a women's styling service for interview clothes), the local public health team, Ground Works working wardrobe service and digital inclusion support. In addition, a range of internal services have been promoted at the pantries including energy advice, money advice and employment support.

Feedback continues to convey the vital role YLP plays in supporting customers both financially and in tackling social isolation:

- *"My pantry experience is superb and so are the staff."* Anonymous
- *"It's a wonderful place and brilliant friendly people."* Woodley Pantry Member
- *"The pantry is a lifeline and provides my weekly food."* Mottram Street Pantry Member
- *"Without the pantry I would struggle and need it weekly".* Anonymous
- *"I have to watch every penny, coming to the pantry makes a sizeable reduction in the cost of my weekly shop."* Anonymous

During the year, YLP have received £32,577 in grants and financial donations, with £30,000 from Stockport Council's Household Support Fund to increase access to low-cost food as part of supporting residents with

¹ Estimated value by Church Action on Poverty from annual impact report 2024 – 'Places of Hope'

² Based on cost of a Pantry Operations Officers salary plus on costs.

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the cost-of-living crisis. The remaining amount has been small grants to purchase additional food stock and upgrade a freezer.

SKylight designed and developed the YLP model and continues to hold the intellectual property rights allowing Church Action on Poverty (CAP) to franchise the model. The success of the model is demonstrated by the opening of the 121st YLP store in the UK. Over this year 13,000 members have been supported with 270,000 visits made at pantry stores across the UK.

Aim - Supporting customers in local communities and delivering support services to help people live independently:

Youth Provision

SKylight provides a wide variety of youth activities during the year, such as holiday clubs during the school holidays and resilience and wellbeing programmes delivered in schools during term time. The team have also assisted with the delivery of programmes linked to the Government-funded Holiday Activities Fund (HAF). Holiday Clubs support young people suffering from holiday hunger and those with social, emotional, and mental health needs through a programme of enriching activities.

Notable achievements and performance for 2024/25 include:

SKylight continues to focus its Holiday Club offer on secondary school aged children, a key gap in the borough, with delivery over five school holidays (43 places provided in Easter, 46 in Whit, 175 in Summer, 39 in October 2024 and 37 in February 2025). Supporting a total of 340 interventions for young people aged 11-17 identified as vulnerable under the HAF eligibility criteria. This is a reduction in the total number of interventions compared to the previous year, group sizes have been intentionally reduced to provide more focused support, as it was identified the young people attending are facing increased social, emotional, and mental health challenges. Smaller cohorts have been established to better address the specific needs of the group.

A range of enrichment activities and trips were provided each day, alongside healthy meals and snacks. The team collaborated with a broad range of external organisations and facilitators, to deliver specialist workshops, including film making, graffiti art, sports leadership courses, gardening, a photography masterclass, healthy meal preparation and cooking. Trips were organised to take the young people hiking, BMXing, snowboarding, kayaking, bowling, a survival skills trip and skateboarding, as well as to educational spaces such as Hat Works Museum and the Manchester Art Gallery.

Parent/carers feedback:

- *"My son rarely leaves the house during the holidays, so the club was a great way to get him out, meet his friends and learn new skills."*
- *"SKylight provided my daughter with a life experience she otherwise would not have had access to. A very positive experience."*
- *"It gave my children the opportunity to experience something that would otherwise be unaffordable. They have made new friends and done activities that they wouldn't normally do which has helped with my youngest's anxiety."*

To ensure the Holiday Club provision meets customer expectations, the team conducted a thorough consultation with SHG families during the Summer of 2024. A total of 64 families responded, and the findings highlighted key areas of focus, including activities that support young people's mental wellbeing, cooking skills, and general life skills. In response, a variety of activities were introduced during the Autumn and Winter periods to address these needs. SKylight Youth provision will continue to use these insights to shape and enhance the activities offered at the SKylight Holiday Club moving forward.

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Greater Manchester Housing First (GMHF)

Skylight worked with a range of GM partners to secure the GM Housing First contract which began in April 2019. Housing First is a relatively new approach to meeting housing need and homelessness in the UK and can be more commonly found in Europe, the US and Canada.

It marks a move away from a traditional staircase approach³ to homelessness and is instead based upon the premise that housing is the priority requirement that must be met, which then provides a stable base from which recovery and progress can be made. It is not suitable for everyone and can therefore only be part of a range of offers, but does have a strong, and growing, evidence base of success.

The success of Housing First is based on access to a home, dedicated, tenacious support, workers with small caseloads who have the time and energy to dedicate to their cases and wider stakeholder engagement. All cases supported by the service are characterised by a range of complex needs including entrenched rough sleeping, offending behaviour, substance misuse and mental and physical health issues resulting in chaotic and challenging behaviours.

Working with other partners, extended funding for the pilot has been received, securing delivery until March 2025.

Notable achievements and performance for 2024/25 include:

The GM Housing First service delivered by SKYlight is currently supporting 14 customers, ten men and four women. Intensive levels, of often daily support, have been provided to ensure a smooth transition into accommodation, with ongoing support thereafter around sustaining tenancies, anchoring into local communities and achieving personal aspirations and goals.

During 2024/25 customers have been supported to achieve a wide range of outcomes including addressing physical and mental health needs, developing daily living skills, furnishing and decorating new homes, volunteering in their local communities, and successfully engaging with substance misuse services and primary health services. Many are being supported to access support from external partners around mental health and substance misuse and a positive outcome of this multi-disciplinary approach has included a father successfully working with GMHF, Mental Health services, SMBC Freedom and Caring Dads Programmes and Children's Social Care to not only regain supervised access visits with his two young daughters, but over the last 14 months, work successfully with agencies to a point he has overnight unsupervised contact, is able to take his children on holiday, and is working closely with the maternal grandparents to achieve his ultimate goal of having his children living back with him full time. Another recent example includes a female customer achieving her short-term aspirations of building her confidence to return to paid employment, subsequently signing up for volunteering opportunities and volunteering four days a week with Skylight's Furniture Team and Your Local Pantry Service.

During the last six months, new referrals to the programme have been paused due to the uncertainty over the programmes future whilst the new Government completed its spending review. Within the last 12 months, four new customers signed up to the programme, and one customer requested to disengage with the service due to moving back with family. One customer recently received a lengthy custodial sentence after spending five months on remand. Visitation orders were granted so his HF Worker could advise him of his case closure with HF for the time he is serving, but with advice given and contacts details issued for any support he may require upon release.

A recent case study was presented at the 2024/25 GMHF Partnership Forum to highlight the excellent and creative support undertaken with a customer who is new to the programme. This customer has a complex and entrenched history of offending, spending time in custody, and had issues with substance and alcohol

³ A staircase approach refers to more traditional approaches to housing and supporting homeless people whereby a person is moved to, (sometimes several different types), of temporary accommodation and having to demonstrate they are 'tenancy ready' before moving into a permanent home

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misuse, paranoia, and depression. They signed for an SHG tenancy less than three years ago but due to their vulnerabilities, became cuckooed. SHG's Safer Neighbourhood Team supported action against the perpetrators so the customer could return home however, the customers fear of returning to the property saw them return to rough sleeping. SKylight's Rough Sleeper Team, The Wellspring and SMBC's Task and Target focus group worked to engage with the customer who accepted a placement into temporary accommodation at Buxton Road. His time in temporary accommodation allowed him to regain his confidence and build positive relationships with the team. The customer accepted a referral to Housing First and spent time getting to know their HF Worker before signing a new tenancy. Over the last quarter they have furnished their new home and feel proud of their home. They have set up direct debits to repay arrears and rent charges; have registered with a GP and chemist; are actively engaging with Drug and Alcohol services and are compliant with substitute scripts and treatments; there have been no incidences of ASB for over twelve months. They are still resistant to using a mobile phone, due to the impact this has on their mental health, preferring face to face contact. This can prove challenging if they forget meetings from time to time, so the HF Worker has accompanied them to the local tennis club in Bredbury and purchased a racket; they meet twice a week to play tennis and discuss support needs or issues. Through this activity they have met some regular players and formed new friendships. Over the next few months, they are looking at attending some co-production panel sessions to build social networks.

GMCA have extended the current programme until June 2025 whilst a reprocurement exercise is completed. SKylight are working with Great Places (Lead Partner) and other partners to submit a tender for the contract. The new contract is for one year with the option to extend a further three times for 12 months at a time.

Rough Sleeper Accommodation Programme (RSAP)

Established in April 2022, The Rough Sleeper Accommodation Project (RSAP) provides capital funds to purchase and renovate one-bedroom, self-contained properties. Properties were purchased directly from the open market to provide fixed term tenancies to individuals with a history of entrenched rough sleeping. In addition, 10 one-bedroom properties have also been allocated from Stockport Homes existing portfolio and specifically assigned to the RSAP programme.

Integral to the success of the programme are the dedicated project officers providing person centred, intensive support which commences prior to a customer being allocated a property.

Notable achievements and performance for 2024/25 include:

Of the 16 customers currently engaged on the project, 12 are sustaining their tenancies and engaging with support. Particular achievements during the last 12 months include three customers with a history of substance and alcohol misuse consistently engaging with support from substance misuse services. One customer with an extensive history of opiate misuse is now abstinent from substances. An additional customer with a long history of cocaine misuse is also abstinent from substances and consistently attending RAMP (Reduction And Motivation Programme). Significant support has been provided by the RSAP workers to motivate and encourage these customers to attend and engage with substance misuse services.

Three customers are engaging with mental health services, two customers are regularly volunteering and four customers have reconnected with family since moving into an RSAP property.

In relation to the remaining four customers where tenancy sustainment remains a concern, the RSAP workers are working alongside a range of internal and external professional services to prevent failed tenancies.

Case Study

Ben is approaching the end of his two-year tenure in the RSAP program. Before becoming an RSAP tenant, Ben had a history of long-term rough sleeping, with only brief stays in temporary accommodation and a series of failed tenancies. These setbacks were largely due to his alcohol misuse and poor mental health. Ben also had low self-esteem and was impacted by past traumatic experiences, which contributed to his social isolation. Additionally, he struggled with everyday tasks like meal preparation and maintaining a home.

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Upon meeting with his RSAP worker, Ben secured a "personalisation fund" to purchase furniture and household items, helping to make his property feel like a home. During this time, a tailored action plan was developed to identify the key areas of support needed to promote tenancy stability and manage Ben's challenges.

Ben was linked with the SHG Money Advice Team to explore income maximisation and ensure he was receiving the correct benefits. This led to the completion of a PIP (Personal Independence Payment) application to guarantee Ben was receiving the support he was entitled to.

Ben also began engaging with the alcohol misuse service, with his RSAP worker accompanying him to appointments. Over time, Ben's commitment to recovery grew, and he now consistently participates in sessions on his own. Additionally, he attends peer-led support groups, which continue to aid his recovery.

As part of his support, Ben disclosed feelings of social isolation and shared concerns about his low self-esteem and confidence. His RSAP worker encouraged him to volunteer with the SHG Furniture Recycling Team, initially joining him as he started to engage with other volunteers. This experience helped Ben build practical skills and foster community connections. He now volunteers independently every week.

Since moving into the RSAP property and receiving comprehensive support, Ben has reconnected with his daughter, which has had a positive impact on his mental health, self-esteem, and family relationships. Ben now feels ready to transition out of the RSAP property and has been assisted in registering for rehousing with his daughter.

Ben recently shared his thoughts on what the RSAP support had meant to him, expressing gratitude for the changes it has brought to his life

"Thank you for all the support. You have been a great help to me and my 11-year-old daughter. You've helped me with getting the right money for me and helping to get the right support for my daughter & myself. Thank you for your recent help to register us for rehousing so we can be more comfortable and have a future together".

Aim - Empowering communities to develop networks of support, including targeted work with people who may experience disadvantage such as people with disabilities, from BAME communities and those with complex needs:

School Resilience Sessions

In the early part of 2024, SKylight conducted a review of the Mental Toughness programme delivered in schools. In collaboration with key stakeholders, an assessment of the programme's format, structure, and reception by young people was completed. The consultation revealed an opportunity to adapt both the delivery style and content to better engage students. At the start of the academic year, SKylight launched two distinct wellbeing programmes, now being delivered across primary and secondary schools, as well as Pupil Referral Units (PRUs). The core content focuses on improving young people's attendance, confidence, resilience, and self-awareness, while considering their preferred engagement styles.

Young people in years six - nine access small group sessions known as "Bags of Character", these sessions focus on increasing communication and confidence skills alongside overall wellbeing. Sessions are delivered outside of lesson time to young people who may be lacking in confidence or find themselves struggling in a large classroom setting of 30 or more children. Young people are identified and referred to the programme by the teachers and pastoral teams. The new sessions have received excellent feedback and schools value these sessions as many do not have an additional wellbeing budget to support young people's mental health.

Older children in years 10-11 now access the new "5 To Thrive" sessions. The review highlighted that this cohort responded better in a 1-1 person-centred session. Each session is delivered by SKylight's Youth Engagement Officer using the established "5 Ways to Wellbeing" methodology as a guiding principle of session content. Each session is bespoke and tailored to the young person, a wellbeing action plan is developed and each session builds on the young person's goals.

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Notable achievements and performance for 2024/25 include:

The “Bags of Character” group sessions have been delivered across six different schools, including one primary school, one Pupil Referral Unit (PRU), and four secondary schools. Since the start of the academic year, 131 different young people have participated in these group sessions. Additionally, the 1-1 “5 to Thrive” sessions have also been held in the same schools, with a total of 47 sessions completed.

Young person feedback:

“I used to never talk but now I can put my hand up and answer questions, I’m getting used to talking to people and not just being quiet in the corner not doing anything.”

Rough Sleeper Initiative

The core of the Rough Sleeper service is funded from a joint Greater Manchester Combined Authority (‘GMCA’) bid which provides a Rough Sleeper Outreach Worker and Rough Sleeping Navigator, employed directly by SKylight. Specialist support for mental health and substance misuse is also provided through the GMCA bid, with a part-time Dual Diagnosis Worker and part-time Psychologist available through the Greater Manchester Mental Health team.

The Rough Sleeper Outreach Worker is primarily focussed on responding to reports of rough sleeping and engaging with people. The Rough Sleeping Navigator role supports a small case load of rough sleepers to access services and supports transition off the streets and into accommodation.

The Dual Diagnosis Worker and Psychologist work directly with people referred by RSI workers and also those referred by Temporary Accommodation and Housing Options teams. They are able to assess and engage individuals and also provide a referral pathway into Stockport services.

Notable achievements and performance for 2024/25

There has been a rise in rough sleeping on a local, sub-regional and national scale, with an estimated 30 people rough sleeping in Stockport at the end of 2024/25, treble the average over the past three years. This is despite intensive work by the two dedicated SKylight staff providing outreach support and engaging with street homeless people every day.

The Rough Sleeping Annual Snapshot shows that Stockport has the highest ever recorded number of rough sleepers since 2010, at 31 people. This is a 24% increase on the year before (2023). The annual snapshot also shows Stockport has the second highest number of rough sleepers in Greater Manchester.

Year	No. of people sleeping rough	% increase/decrease on previous year
2024	31	+24%
2023	25	+127%
2022	11	+57%
2021	7	

There has been a substantial increase in the number of people sleeping rough on a single night in Stockport, with an average of 19 people in 2024 compared to 13 in 2023, and a total of six in both 2022 and 2021. In January 2025, 26 people were sleeping rough on a single night, the highest ever recorded number. Similarly, the number of people sleeping rough across the course of the month has continued to increase year on year in Stockport, with an average of 30 people in 2024 compared to 19 in 2023, and 10 in both 2022 and 2021. The latest figures show the second highest ever recorded number of people sleeping rough across the month in Stockport at 41 in 2025 to date.

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The majority of Stockport's rough sleeper cohort are long-term, entrenched rough sleepers - 58% of those sleeping rough at the end of 2024 were long-term rough sleepers compared to 37% across the Northwest. In December 2024, Stockport had the fourth highest number of long-term rough sleepers across the Northwest. This cohort of complex rough sleepers require intense support from the Rough Sleeper Outreach Team.

Additionally, the number of 'new' rough sleepers is starting to rise. The beginning of 2025 saw nine new rough sleepers, the highest ever recorded number across the course of a month. The Rough Sleeper Outreach Team respond to referrals from partner agencies and the public and visit known rough sleeping locations at around 7am to ensure they find people while bedded down. The team's co-location at the Wellspring Day Centre and SHG's Temporary Accommodation schemes also helps build relationships with those who are rough sleeping, at risk of doing so or may be begging on a regular basis and have support needs. During 2024/25, there were 690 reports of rough sleepers, with 228 resulting in a confirmed rough sleeping site. Reducing the number of rough sleepers is exceptionally challenging due to the acute lack of affordable accommodation. The established 'A Bed Every Night' scheme provides ten bed spaces for rough sleepers; an additional 15 flats have been established through the Rough Sleeping Accommodation Programme and five secured through additional funding for those with an offending history.

Weekly partnership meetings are held with Adult Social Care, as part of the new Making Every Adult Matter (MEAM) initiative which focuses on working with people with multiple disadvantages, of which a number are rough sleepers. This multi-agency approach linked with additional resources to provide intensive support is being established.

Mental Health & Housing Support Worker (MHHSW)

There is a strong correlation between mental ill-health and homelessness, often accompanied by other issues such as substance abuse and a history of trauma. To help address this matter, in January 2021 SHG and the Clinical Commissioning Group (CCG) jointly funded a dedicated Mental Health and Housing Support Worker for an initial two-year period. While the joint funding has ended, SHG have continued the post due to the positive outcomes achieved.

Delivered through SKYlight and closely aligned with other related areas of work such as Housing First and the Rough Sleeping Initiative, this role focusses on assisting people with serious mental ill-health to live independently and access support. It aims to:

- Provide individual support to people with significant mental health issues in hospital and needing help transitioning home/accessing accommodation
- Work with people at risk of homelessness or hospital admission due to significant mental health issues
- Provide specialised advice and support to staff around mental health cases
- Help navigate mental health services and ensure correct assessments and referrals

Notable achievements and performance for 2024/25 include:

The Mental Health and Housing Support Worker supported a total of 148 people over 2024/25. This ranged from people experiencing low mood, through to serious mental illness. The specialist worker, with an extensive background working in mental health, ensures people can access the appropriate services as well as providing direct support and acting as a point of expertise for other colleagues within SHG. Often this involves coordinating support plans drawing in a range of services, for example with the MHHSW supported a customer with a referral for bereavement counselling, additional health issues, including learning difficulties, and depression/anxiety, ensuring one cohesive intervention to help sustain a temporary accommodation placement after a long period of homelessness.

With people seeking rehousing with increasingly complex needs, this role both improves outcomes for customers and supports SHG in preventing tenancy failure. It also helps enable wider 'One Stockport' objectives around improving mental health and wellbeing within the Borough and reducing the need to access services in crisis situations.

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Domestic Abuse Case Officer

The Domestic Abuse Case Officer (DACO) provides support to people in Stockport who are experiencing Domestic Abuse. The post is funded from homelessness monies and provides advice and support, managing risk on a daily basis and making referrals to a range of services including GMP, Stockport Without Abuse, Adult Social Care, Stockport Family and Health. The DACO also attends all Multi Agency Risk Assessment Conference (MARAC) which deals with high-risk domestic abuse cases and participates in the multi-agency Domestic Abuse Operational Group. The aim is to reduce harm as well as reducing the risk of homelessness by supporting people at harm remain in the family home where safe and appropriate to do so or secure alternative accommodation.

Notable achievements and performance for 2024/25 include:

The post became vacant within 2024, with a new officer appointed. The DACO plays a key role in embedding the learning from the Domestic Abuse Housing Alliance (DAHA) accreditation. The DACO forms part of a dedicated team working alongside two specialist Housing Options Officers. As well as providing direct support to 238 households experiencing domestic abuse, the DACO has raised awareness through presentations at team meetings and assisted with a wholesale review of customer and staff policies and procedures across SHG. Domestic abuse is addressed as a partnership within the Borough, with the DACO co-located with Stockport Without Abuse on a regular basis and representing SHG at the Multi-Agency Risk Assessment Conference (MARAC) meetings to discuss high risk cases.

Working with people to either stay safely in their homes or explore alternative emergency or long-term housing solutions, the DACO develops a bespoke plan for customers focussed on their needs, wishes and aspirations. They also work with partner agencies to hold perpetrators to account, focus groups of partner agencies during the DAHA process demonstrated the value placed upon the role by both statutory services and third sector agencies supporting victims/survivors.

Skylight Partnerships Manager

Skylight Partnerships Manager continues to support the Council in the delivery of support to Refugee and Migrant households in the borough. The priority remains the support of Ukrainian households who have been 'hosted' under the Homes for Ukraine Scheme, which is now entering its third year. With still no end in sight following Russia's invasion of Ukraine in March 2022, Ukrainian households can make applications with the Home Office for a further 18-month extension to their Visas. The role also supports customers living initially in the borough's Asylum hotels who are granted leave to remain in the U.K. Decisions on asylum claims have increased significantly over the year nationally, this has resulted in a significant increase in Refugee households presenting as homeless and requiring support. Customers from the hotels are signposted by the Home Office to present to SHG for re-housing following notice to leave their hotel accommodation.

In the longer-term, this role will focus on wider work with ethnic minority communities, with work undertaken recently to improve access to the Asian Heritage Centre for older people in the Heatons.

Notable achievements and performance for 2024/25 include:

17 new households consisting of 20 people arrived under the Homes for Ukraine scheme and were resettled into hosting arrangements within the borough.

16 households consisting of 34 people were supported to move to private sector accommodation within the borough when their existing hosting arrangements came to an end. One household consisting of three people have been supported into a Local Authority Housing Fund (LAHF) property. The fund is provided by MHCLG to support the purchase of properties and rehouse Ukrainian households facing homelessness. Three households consisting of 4 people that lived in safer areas of the Ukraine decided to return.

Unfortunately, hosting arrangements for one household consisting of five people broke down and rematching arrangements had to be secured quickly in order to avoid homelessness presentations. 53 households consisting of 82 people continue to be supported by Skylight and the Council's Migrant Communities team.

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Twice weekly drop-ins are continuing to be held at Cornerstone for host sponsors and Ukrainian households providing housing advice and on-going resettlement support. Work has also been undertaken to support Ukrainian households into employment, improving their economic situation and thereby increasing the range of housing options which are affordable. This has included a bespoke direct employment support in areas of CV's and applications for suitable jobs. A monthly dedicated DWP drop in is also available for Ukrainian households who require support.

Skylight is continuing to work in partnership with the council and co-ordinated the relocation of the former Asian Heritage group to Queens Gardens sheltered scheme in Cheadle. The group, originally established in 1996 for older South Asian elders had to relocate from its original location in Heaton Moor, as access was not suitable. Following consultation with the members, the group was renamed 'Cultures Together' to promote wider inclusion and has successfully increased attendance and participation. Alongside attendance from customers living at the Queens Gardens scheme, membership includes customers with heritage backgrounds from Iran, Iraq, Portugal, Israel, India, Pakistan, and Bangladesh. Monthly planned events are organised by SKYlight, volunteers and the Customer Engagement and Inclusion Team. Events include health awareness sessions, insight of SHG customer services and a range arts and crafts activities.

Aim - Working in partnership to reduce demand on statutory services; and supporting the development of the third sector, ensuring additional resources and services are secured

Supporting the development of the Third Sector

Skylight continues to work closely with Sector 3⁴ and Stockport Council to develop a more consistent joined up voice of the Third Sector. SKYlight supports a wide variety of third sector organisations and civil society groups to design and create community projects. The SKYlight Funding Officer supports community groups to identify and access a range of grant funding to maximise local opportunities to the Voluntary, Community, Faith, and Social Enterprise Sector (VCFSE) to ensure a vibrant third sector community.

The SKYlight Funding Officer provides detailed funding searches using a bespoke grant matrix to refine and define the grant information and advice for each community organisation. This service can also progress into a bespoke project consultation from the Funding Officer which can be provided prior to any grant application being developed and submitted.

Notable achievements and performance for 2024/25 include:

Skylight continues to work closely with Sector 3 to deliver events which bring civil society groups together with funders directly, with 108 community groups benefitting from events this year. SKYlight's annual 'Funding the Future' conference was held in September, 65 community groups were brought together with local and national funders. SKYlight also facilitated smaller 'Meet the Funder' coffee table events for 43 community group attendees, ensuring each group had the opportunity to ask specific questions of the funder. These are aimed at smaller community groups who are new to grant funding or those groups looking to branch out into new areas of funding. Forever Manchester, Manchester Airport, Mersey Rivers, and Stockport Ward Flexibility Fund worked with SKYlight to deliver funding sessions this year. Local Intelligence meetings were held with Stockport Council, Sector3, SKYlight Community Fund and the National Lottery Community Fund which resulted in positive outcomes and local groups getting the most appropriate support from the most relevant organisation.

Working directly with local third sector groups, SKYlight has contributed to securing £1,124,090⁵ of grant income into the borough in 2024/25. SKYlight supports over 300 civil society groups each year through the

⁴ Sector 3 is a network of third sector organisations set up in Stockport in 2017 to improve the resilience and sustainability of sector organisations by bringing them together to share resources, expertise and voice.

⁵ This figure includes £368,716 from multi-year bids. The grant total for each of these projects has been divided to each year of the project's delivery as per the amounts specified within the grant application.

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‘LIFE’ model (Lead, Influence, Follow, Exit). LIFE is the process by which support is provided at a variety of different levels to allow groups access to help and advice when required leading to autonomy once the community group has learned to grow and develop. Support given under LIFE can range from:

- Funding searches and recommendations for applications
- Guided support to develop a funding bid in detail.
- Provision of statistical data
- Monitoring and supporting the submission of grant applications as a ‘critical friend’

Some highlights of this work in 2024/25 includes:

- Skylight’s Social Supermarket receiving an allocation of £197,179 over 3 years from the National Lottery Reaching Communities Fund. This service provides dedicated support for men furthest from the employment market.
- Skylight received £20,000 from the National Lottery Awards for All fund to support the purchase of a new van for the Furniture Recycling Service.
- Skylight has supported four organisations through referrals to the Fusion 21 Resilience Programme to access dedicated advice and professional support to become Charitable Incorporated Organisations (CIO’s). This specialist consultancy support has enabled four local organisations to register with the Charities Commission opening up new avenues of grant funding previously unavailable to them.

The Skylight Funding Office has a particular focus on identifying and nurturing community groups to enable them to grow into a sustainable, incorporated legal entities to maximise opportunities for growth and development. This focus addresses the challenges inherent in continuous reliability on short-term grants and funding identified by the National Council for Voluntary Organisation (NCVO). By utilising the LIFE model, future pathways are identified and explored to ensure a successful third sector is sustained which continues to develop and evolve.

Skylight Community Fund

The Skylight Community Fund provides awards of up to £2,000 to constituted community groups, non-profit organisations, small charities and social enterprise for projects and activities which improve the neighbourhoods where SHG manage properties and make a genuine difference to the lives of customers and the wider community. To be eligible for funding, applicants must demonstrate how funding would benefit Stockport Homes’ customers or communities. The panel, comprising local residents, evaluates applications and makes decisions on how the fund is spent, with an annual budget of £50K available.

The Fund’s objectives support groups and projects which meet one of the following six designated categories:

- Community Spirit
- Digital Inclusion
- Employment & Skills
- Health & Well-being
- Older People
- Younger People

Notable achievements and performance for 2024/25 include:

In 2024/25, 38 applications totalling £62,938 were made to the Fund. The Customer Panel awarded the full budget of £50,000 to 30 groups. 79% of all eligible applications secured funding with an average award of £1,667.

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Eight applications were deemed ineligible for a variety of reasons, including insufficient or inaccurate cost information being provided, failure to provide supporting documentation, the project being based outside of Stockport and the group already receiving funding in the last 12 months.

The awarded funding supports a diverse range of projects, reflecting SHG's commitment to fostering community spirit, health, and well-being. Notable recipients include Bracondale Practice Health Champions for their "Drama for Fun" project and Webb Lane Community Allotment for their "A Very Merry Christmas" initiative. Offerton Cricket Club received support for junior cricket and multi-skills activity sessions, while Stockport Pride was funded for their annual pride event.

Other notable projects include the "Our Space Autism Drop In Cafe" by Riverside Cafe and Icy Bar CIC, and the "Mindfulness Based Stress Reduction" program by FikaWelie Caribbean and African Mental Health CIC. These grants support a variety of initiatives, including support for first-time mothers and their families, youth projects, Age Well Yoga, care for experienced young people, digital inclusion, life skills, a volunteer programme for women experiencing domestic abuse, mental well-being football, and a Community Skills Exchange programme led by the Refugee Community Togetherness Group. Most projects have multiple benefits, with the majority of successful applications supporting health and well-being.

Case Study - Riverside Cafe and Icy Bar CIC- Our Space Autism Drop In Cafe

Riverside Cafe and Icy Bar CIC is a community interest company based at The Garden House community farm site in Marple. Surrounded by nature, farm animals, and a community growing garden, the cafe provides a tranquil space for visitors. It operates as a social enterprise, offering work and volunteer placements for adults and young people experiencing physical and mental health issues and other life challenges that may create barriers to employment.

In April 2024 the Customer panel awarded £1,985 towards the "Our Space Autism Drop In Cafe" project, which aims to create a welcoming and supportive environment for individuals with autism and their families. The initiative aimed to provide a safe space for people to connect, share experiences, and access resources tailored to their needs. The project involved setting up a drop-in cafe specifically designed to cater to the sensory and social needs of individuals with autism. The cafe offered a variety of activities, including sensory-friendly games, workshops, and support sessions. Staff were trained to understand and respond to the unique challenges faced by autistic individuals, ensuring a comfortable and inclusive atmosphere.

Offender Engagement Work

The Offender Engagement Officer (OEO) delivers direct and practical support to offenders in housing need. Delivered through Skylight, it is part of the organisation's commitment to engaging with the most excluded in the Borough who struggle to maximise their full potential.

In addition, the OEO delivers the 'Accommodation for Ex-Offenders Scheme' (AFEO) and the 'Community Accommodation Scheme' (CAS-3) within Stockport. The former supports ex-offenders at risk of rough sleeping into private rented accommodation and the latter provides interim housing for up to 84 days for people leaving custody and those moving on from Approved Premises who would otherwise face homelessness, supported by the OEO.

Notable achievements and performance for 2024/25 include:

The OEO continues to work closely with the National Probation Service (NPS) and Integrated Offender Management (IOM) Service to provide seamless support to offenders, many of whom have complex backgrounds and needs and often feel unable to access mainstream provision.

26 individuals have been supported under the AFEO scheme into private rented accommodation, exceeding the target of 15.

There has been a two-unit uplift at the end of last year, there are nine units utilised to deliver the CAS-3 scheme with the following outcomes achieved:

- 17 people successfully re-housed into their own private tenancies

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- 6 people supported to find and maintain employment
- 1 people have commenced training courses

Quote from customer:

"I was struggling long term with homelessness and having to live in unsuitable environments which didn't really help and only caused me a lot of misery and stress. Thankfully though after almost 2 years I was appointed to Az from Stockport Homes who worked with me tirelessly on a weekly basis with meetings and phone calls surrounding the matter of me being rehoused as soon as possible for my own apartment which I intensely wanted for a long time. The efforts on sorting that were then done pretty much every day and before long my dream came true and I was housed in a nice flat in Manchester. I'd been through the legal system process because I'd previously been in prison which made life after prison on the outside harder than I'd hoped - going through the system of probation and rehousing etc but now I am so happy. I sincerely thank Az for all his work he has done for me from day one, he is an excellent communicator, has many professional skills and is very dedicated to doing a good job for his clients, a decent bloke and for anyone who has been in my situation or a similar situation and is seeking the housing help they need I don't hesitate for a moment in recommending them to Azhar Baz of Stockport Homes. Thank you very much Az, your work is always really appreciated"

Ageing in Place Pathfinder (AIPP)

SKylight has undertaken extensive work with the GM Ageing Hub to identify potential opportunities to work together and secure external funding. This resulted in 40K of funding being secured for SKylight from the Dunhill Foundation to work alongside the GM Ageing Hub and Manchester University on a two-year research project around age friendly housing and supporting ageing in place.

A successful bid was also submitted to the Worwin Foundation for £2.5m across GM for the delivery of an Ageing in Place Pathfinder Project (AIPP) with SKylight receiving 200K over three years. The AIPP is a GM wide project comprising of ten projects testing new ways of creating neighbourhoods that support older people to age well, reduce loneliness and improve quality of life with older people placed at the heart of decision-making.

Both projects focus on the Brinnington area where there is a high concentration of older people but limited specialist accommodation and where life expectancy and healthy life expectancy is much lower than the borough average. Due to the complementary nature of both projects staff joint work where possible to maximise resources and ensure activities are aligned and complementary. The project is led by a Steering Group of residents within the local area and key partners.

Notable achievements and performance for 2024/25 include:

The Steering Group progressed the Action Plan centred around four priority domains of:

- Outdoor Space & Buildings
- Social Participation
- Respect & Social Inclusion
- Community Support & Health

A wide range of events and initiatives have then been developed within these themes including social events associated with International Older Persons Day, Halloween, Christmas, St Patricks Day and Easter. Health initiatives continued to focus on Yoga, healthy eating and cooking with a couple of very successful days out organised to RHS Bridgewater, developing the allotment and completing one of two planned Community Gardens. Several 'Warm Spaces' have been facilitated and a local Community Art Group continues to be supported. Of particular note is the progress the AIPP has made in engaging residents from local care homes, a community of older people who are often forgotten. This approach has evolved to include intergenerational events involving local schools with events being held within the Care Homes themselves as well as residents being supported to access the wider activities and events offered by the Pathfinder.

A number of residents were supported by the SKylight Employment and Training team to attend Mental Health First Aid courses enabling them to have the skills to support neighbours within the community requiring support with their mental health. Residents also undertook prostate cancer training as part of the Steering Group meeting as data demonstrates men over 55 in Brinnington approach the GP when they are

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in the later stages of prostate cancer. It is hoped that by encouraging men to talk openly to anyone displaying the pin badge it will encourage them to attend the GP at an earlier stage.

The Dunhill project ended in September 2024 with the final report due to be published in July 2025. Initial feedback from the findings reported by the University has been very positive particularly in relation to the relationship building with residents who were initially very guarded and mistrusting of the project and workers.

Following the Pathfinder securing £20k of funding from the UK Shared Prosperity Fund to develop the 'Brinnington Circle', residents now have access to a monthly newsletter (offered in print and digitally) for older residents to access a wide range of events and activities both locally and across GM.

The Pathfinder funding comes to an end in September 2025 and the AIPP Officers commenced end of project surveys with customers in March.

Preventative Services

Skylight is a partner in The Prevention Alliance (TPA) along with Age UK Stockport, Jigsaw Support, Nacro and Talk Listen Change. The TPA deliver early help and prevention support to improve the wellbeing of residents in Stockport.

The TPA are funded by Adult Social Care at Stockport Council to deliver the Boroughwide Contract from April 2022 to March 2027, with potential for a two-year extension up to March 2029. The Boroughwide contract includes the delivery of Stockport Support Hub and Your Support. Stockport Support Hub is a single point of access for people and professionals looking for support in Stockport. Through extensive local knowledge and partnership working, the Hub help people reach the right support at the right time and prevent escalation into statutory services.

Your Support have dedicated Key Workers who provide one to one support to help people who are feeling overwhelmed. Through person-led support people are encouraged to improve their health and wellbeing addressing issues such as housing, finances, digital skills, and confidence to enable them to live a full and independent life. Your Support also work in partnership and co-ordinate a multi-agency approach when needed.

Notable achievements and performance for 2024/25 include:

Stockport Support Hub received 6688 referrals. This is a decrease of 460 referrals compared to 2023-2024. The Hub triages every referral and provide information and advice, and signpost or refer people directly to the most appropriate support. The Hub provided advice on 4840 occasions to 3454 individuals and issued 1303 foodbank vouchers.

Your Support received 1234 referrals, 29 fewer than in 2022/23. Changes to the person's wellbeing are measured whilst they are working with Your Support. 97.24% of people showed an improvement to their wellbeing at case closure compared to 96.9% in 2023/24. Your Support also capture where people have made some progress but may not have fully achieved their goal. 96.6% of all goals were either partially or fully achieved, demonstrating that overall people are making positive progress.

Weekly BSL Interpreter support sessions are delivered for the Deaf Community at Cornerstone with regular access to support services, advocacy to break down barriers in accessing other services and the promotion of digital skills. The TPA delivered 372 BSL support sessions during the year.

The TPA are key partners in DigiKnow, Stockport's Digital Inclusion Alliance to help shape, support and promote digital inclusion in Stockport. The TPA delivered 1102 digital support sessions to help people improve their digital skills and access in 2024-2025.

Stockport Support Hub Case Study

Pat was referred to Stockport Support Hub by Stockport Triage and Referral Assessment Team (START) after seeking help with smoking cessation. She had recently experienced a prolonged hospital stay that left her

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with reduced mobility, lack of motivation, and heightened anxiety. Pat was struggling with her mental health and finding it difficult to care for herself or her home.

Pat spoke to Stockport Support Hub. She was tearful at the start of the call and shared her struggles with managing day-to-day life. Pat said she felt lonely during the day while her family were at work.

Pat and the Keyworker explored support options. Pat confirmed she would like a referral to Community Support to address her social isolation and to Home Support to help her improve her home conditions. Stockport Support Hub signposted Pat to Transport Support, to assist her with affordable travel options. To address her anxiety and emotional wellbeing, Pat was also referred to Talking Therapies and encouraged to speak with her GP.

Pat expressed concerns about her financial situation and was referred to Your Support for support to apply for Attendance Allowance. Additionally, support to make a benefit claim was offered to her son, who was financially dependent on her, to ease their financial burden.

'It was nice to talk to someone, I was in a dark place, I had come out of hospital and didn't know this support was out there, it gave me hope. The Keyworker was nice and explained everything to me, I will get a diary for all the appointments I have coming up since Stockport Support Hub's call! I really appreciate the help and once I get back to myself, I would like to look at volunteering.'

Your Support Case Study

Sally began working with Your Support, after being referred by the British Red Cross.

Sally faced multiple long-term health challenges, including Type 1 Diabetes, chronic back pain and limited mobility, which made it difficult for her to maintain her home environment or manage her personal health. These physical health struggles significantly affected her mental well-being, leading to self-harm and suicidal thoughts. Sally was highly vulnerable and lacked family or friends to support her.

Sally had financial difficulties and mounting debts, which caused considerable distress. Your Support referred her to Welfare Rights for assistance and provided her with a supermarket voucher from the Household Support Fund.

Over the months, her Your Support Keyworker built a trusting relationship, offering Sally support with benefit applications and coordinating services on her behalf, including the GP, Adult Social Care, Mental Health Services, and District Nurses. Several safeguarding concerns were raised and addressed to ensure Sally's safety.

Sally eventually agreed to hire cleaners to improve her living environment. Adult Social Care initially funded a deep clean and Sally was responsible for ongoing costs. Her Keyworker suggested that Sally sold her mobility car which she no longer used, to free up funds for cleaning services and improve her overall quality of life. Sally agreed to this plan.

With a backdated Employment Support Allowance payment, Sally now has the financial stability to support herself long-term. She has regular carers and cleaners in place, and both her mental health and living conditions have significantly improved.

'I'd like to take this opportunity to thank Your Support for the help my Keyworker has given me in navigating my finances since my life changed after breaking my back. I was totally overwhelmed by all the stuff I had to sort out and it really made a difference to have my Keyworker in my corner, helping me to navigate the baffling benefit system. The difference you have made to me is night and day.'

Skylight also work in partnership with Age UK Stockport, Talk, Listen, Change, and Stockport Without Abuse to deliver the Domestic Abuse Support offer as part of Stockport Support Hub. Domestic Abuse Support work with people who experience domestic abuse, and those that cause harm to help develop healthier relationships. In 2024/25, 1149 people were referred to the Domestic Abuse Support Service.

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Financial review

The 2024/25 financial year has been a successful year for SKylight. Financial performance was in line with the expectations for the year as outlined in the previous financial review. Gift Aid donations received were lower than in previous years, with the organisation reporting a decrease in funds for the year as a result.

The main sources of income are through Gift Aid donations, in delivery of services funded by the local authority or Stockport Homes, and through other government contracts and membership/subscription fees.

SKylight received a significant Gift Aid donation from Stockport Homes in March 2023 resulting in a healthy balance of funds at the end of 2024/25. This healthy opening balance of funds for 2024/25 enabled SKylight to deliver its objectives and budget for the year, utilising funds of £930,000 during the year as planned. SKylight received £835,000 in Gift Aid in March 2025 and therefore the funds position is in a positive position at £1,876,000 at March 2025. The Board have approved a budget for 2025/26 which will see a substantial amount of these funds being used to support the planned continuation and enhancement of projects through the financial year 2025/26 and 2026/27, as it is not the aim of SKylight to hold higher levels of reserves than it deems necessary.

Reserves policy

Reserves are needed to bridge the timing gap between expenditure and the receipt of income, and to provide a level of protection against unplanned events. The Board Members consider that the current minimum level of reserves should be equivalent to 1 months' expenditure relating to projects where any of the income received is from an external source outside of Stockport Homes, plus an additional amount in respect of consideration for unexpected events. Based on the budget for 2025/26 this indicates a level of reserves of £156,000. This level will continue to be reviewed in future years in line with SKylight's growing activities.

The total level of reserves at the end of March 2025 is £1,889,000 which are all unrestricted for use. Reserves will be used to support the delivery of the 2025/26 budget, funding the continuation of projects through the financial year 2025/26 and into 2026/27, and reducing the level of existing reserves.

Principal risks and uncertainties

A risk register is in place for SKylight which is approved by both SKylight Board and the SHG Board. This risk register allows SKylight to manage risk and embrace opportunities, and therefore supports the delivery of its charitable objectives. Each year, SKylight assesses the internal and external operating environment and identifies those risks (and opportunities) which could affect performance and achievement of agreed objectives. Quarterly risk update reports are then provided to ELT, SKylight Board and the Audit and Risk Committee of SHG Board, describing progress against delivery of risk control actions, highlights any exceptions, and identifies any new or emerging risks which the organisation needs to take account of.

The key risks for 2024-25 included:

- SKylight does not successfully deliver the agreed 2021-26 SKylight Business Plan
- SKylight does not positively contribute to SHG's consumer regulation requirements and / or to the political setting in which SHG (as an ALMO) operates
- SKylight's finances are not well managed
- Stakeholders do not fully understand SKylight's strategic aims and relationships are not well managed
- The requirements of the FCA registration are not maintained / adhered to at all times
- SKylight's Board Members are ineffective in their role to oversee and challenge whilst also driving the company's vision in line with the agreed aims of SKylight and SHG

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- Skylight is unable to attract / recruit / retain competent staff and employees in post (both current and future) are not engaged with SHG's values

Plans for future periods

- Skylight is still a relatively young organisation with a Business Plan which provides a clear framework for operations and priorities over five years, whilst remaining flexible and agile in order to be able to respond to funding and partnership opportunities as they arise. Particularly as a result of the on-going impact of the pandemic and Cost of Living Crisis, commissioners and funders have changed the focus and range of the support available, and it is vital that Skylight remains agile to take advantage of these opportunities as well as growing existing services and developing planned projects.
- A particular priority is delivering Skylight's Aim around supporting groups who may face more disadvantage, such as BAME communities and those with complex needs. This has also been identified as a priority in SHG's Supporting Communities and Customer Voice & Influence Strategies, demonstrating an organisation-wide commitment to ensuring all customer voices are heard and appropriate resources accessed to reduce disadvantage and enhance life chances. To this end Skylight has a dedicated Partnerships Manager role who works in partnership with Stockport Council to support migrant communities including Ukrainian households accommodated under the Homes for Ukraine scheme and Refugees recently granted status following accommodation at local hotels. This role also focuses on developing services and partnerships which support the wider ethnic minority communities in Stockport.
- A key area of growth for Skylight continues to be the transfer of existing Stockport Homes roles, which align clearly with Skylight's Aims, to the subsidiary as they become vacant. These are typically roles and services within SHG that support customers directly, with a proposal agreed internally to transfer individual roles as and when they become vacant. A total of nine services and up to 125 roles have been identified as appropriate for delivery within Skylight across a range of teams. It is estimated that turnover is likely to be approximately 10-15 roles per year therefore, any movement to Skylight would be incremental and over several years. In addition to being the most appropriate positioning of services within the Group structure, moving staff from SHL to Skylight would offer a sustainable and financially efficient way of delivering those services, ensuring Skylight can operate in a competitive market whilst remaining an employer of choice.
- Funding of £197k has also been secured from the National Lottery Reaching Communities Fund to deliver a 'Social Supermarket' with voluntary sector partner Groundwork. This programme will support 120 men over three years to access a range of services to support with the challenges of the cost of living and increase employment and training outcomes. The project will bring together core Skylight services including YLP, Employment, Training, Furniture, and mental health support in addition to the unique Groundwork service of Working Wardrobe to provide a full and comprehensive service.
- Skylight have secured £60k funding to support the Greater Manchester Manbassadors project with a two-year pilot project in Stockport in partnership with Bolton at Home, Salix Homes and Wigan Council supported by the National Lottery Community Fund. The pilot will launch on 1 April 2025. The project focuses on consulting, engaging, and encouraging participation among men of all ages, with a particular emphasis on supporting those facing mental well-being challenges.

Building on the partnerships developed through the Ageing in Place Pathfinder over the past three years, Brinnington was identified as the ideal location to strengthen existing relationships and develop the Manbassador model in Stockport with the aim of expanding throughout Stockport as the pilot grows.

SKYlight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2025

Structure, governance and management

SKYlight is a Charitable Community Benefit Society that is limited by shares and was incorporated on 10th December 2018.

SKYlight is a Registered Society under the Co-operative and Community Benefit Societies Act 2014 and is governed under its Rules.

SKYlight has adopted and adheres to the Charity Commission's Small Charities Governance Code.

SKYlight is controlled by Stockport Homes Limited, who has the right to appoint or remove any or all Board Members. Stockport Homes Limited produces consolidated accounts which are available to members of the public from its registered office: Stockport Homes Limited, Cornerstone, 2 Edward Street, Stockport SK1 3NQ.

Stockport Metropolitan Borough Council is the ultimate controlling party of the Company. Stockport Metropolitan Borough Council produces consolidated accounts which are available to members of the public from its registered office.

Key management personnel of the organisation comprise the SKYlight Board Members, and the senior management team who are employed by Stockport Homes, comprising the Chief Executive Officer, the Deputy Chief Executive /Director of Corporate Services, the Director of Customer Services and the Director of Property. The Board Members are not remunerated for their duties in relation to SKYlight. However, they can claim expenses to reimburse them for costs that they incur in fulfilling their duties relating to SKYlight - these include travelling specifically for charitable funds committee meetings and charity specific training events. The remuneration of key management personnel is set by Stockport Homes Limited, and the calculated benefit based on the estimated percentage of their time spent on SKYlight activities.

SKYlight works in collaboration with Jigsaw Homes delivering the Motiv8 service, funded by the DWP. The contract is delivered across Greater Manchester with three other housing providers. SKYlight also works in collaboration with a range of Greater Manchester (GM) partners on the GM Housing First contract, Great Places Housing being the lead partner on this contract. In addition, SKYlight worked with a range of partners to secure and deliver a range of Preventative Services, these include Age UK Stockport, Jigsaw Support, NACRO, Talk, Listen, Change, PURE and Stockport Women's Aid.

Public benefit

The main activities are outlined in the section above. They are all undertaken to further SKYlight's purpose for the public benefit, with due regard to the Charity Commission's guidance on this subject, including the guidance "Public benefit: running a charity (PB2)."

Recruitment and appointment of Board Members

SKYlight has a Board that directs the affairs of the organisation in accordance with its Objects and the Rules to ensure that its functions are properly performed.

The Board shall consist of between three and nine Board Members (excluding co-optees) as may be determined by the Board. The Independent Board Members who do not also sit on the Stockport Homes Board shall be a majority of the Board Members at all times. Board Members will be appointed for an initial fixed term of three years, which may be renewed and no Board Member may serve beyond nine consecutive years in office.

SKYlight Board Members are recruited through an open and transparent process. The advertisement of vacancies is broad and far-reaching to encourage applications from a diverse range of applicants.

Board Member induction and training

A Board Member induction plan has been developed to ensure that newly appointed Board Members are provided with relevant and required information to provide them with the best platform to be effective Board Members. Board Members also meet with senior managers at the beginning of their tenure in order to learn as much as possible about SKYlight.

SKylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2025

Reference and administrative details

The name by which the organisation is registered is SKylight Proud to be part of SHG Limited. Registration Number: 7953. The address of the registered office is Cornerstone, 2 Edward Street, Stockport, SK1 3NQ.

Board Members:

- Marie Gilluley (Chair) (appointed 7 November 2022)
- Priti Butler (appointed 20 September 2021)
- Kathryn Hanna (appointed 7 November 2022)
- Tessa Wiley (appointed 7 November 2022)
- Nicola Firth (appointed 30 September 2024)
- Roger Phillips (resigned 30 September 2024)
- David Nicholson (resigned 30 September 2024)

Senior Management Team:

- Helen McHale (Chief Executive)
- Carmel Chambers (Deputy Chief Executive and Director of Corporate Services)
- Anne-Marie Heil (Director of Customer Service & Lead Officer)
- Tim Pinder (Director of Property)
- Simon Welch (Director of Housing Plus - resigned June 2024)
- John Bowker (Executive Director of Operations - resigned June 2024)

The Board of SKylight meet quarterly and are responsible for providing strategic direction. The Senior Management Team are responsible for delivering the strategy which the Board set. The Scheme of Delegation sets out the responsibilities which the Board reserve for itself and those which it delegates.

Auditors:

Beever and Struthers
One Express
1 George Leigh St
Manchester
M4 5DL

Bankers:

Barclays Bank Limited
PO Box 190
Leeds
LS1 5WU

Solicitors:

Stockport MBC
Stopford House
Stockport
SK1 3XE

SKylight Proud to be part of SHG
Board Members Annual Report for the year ended 31 March 2025

Board Members Responsibilities

The Board Members are responsible for preparing the Board Members' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Board Members to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of

the charitable company for that period. In preparing these financial statements, the board members are required to:

- (a) select suitable accounting policies and then apply them consistently,
- (b) observe the methods and principles in the Charities SORP,
- (c) make judgements and estimates that are reasonable and prudent,
- (d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- (e) prepare the financial statements on a going concern basis unless it is inappropriate to assume that the charitable company will continue in operation.

The Board members are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable entity and enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement of Disclosure to Auditors

In so far as the Board Members are aware:

- (a) there is no relevant information of which the charitable company's auditor is unaware, and
- (b) the Board Members have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditors

A resolution for the appointment of auditors of the company is to be proposed at the forthcoming Annual General Meeting

Approval

This report was approved by the Board on 21 July 2025 and signed on its behalf by



Marie Gilluley

Chair of the Board

SKylight Proud to be part of SHG

Independent auditor's report

Independent Auditor's Report to the Members of SKylight Proud To Be Part Of SHG

Opinion

We have audited the financial statements of Skylight Proud To Be Part Of SHG ('the Co-operative and Community Benefit Society') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, Statement of Financial Position, Statement of Changes in Equity and the notes to the financial statements, including a summary of significant accounting policies in note 2. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the the Co-operative and Community Benefit Society's affairs as at 31 March 2025 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Co-operative and Community Benefit Societies Act 2014.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Co-operative and Community Benefit Society in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Board's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the the Co-operative and Community Benefit Society's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Board with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Annual Report, other than the financial statements and our auditor's report thereon. The Board is responsible for the other information. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Skylight Proud to be part of SHG

Independent auditor's report

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Co-operative and Community Benefit Societies Act 2014 requires us to report to you if, in our opinion:

- the Co-operative and Community Benefit Society has not maintained a satisfactory system of control over transactions; or
- the Co-operative and Community Benefit Society has not kept proper accounting records; or
- the Co-operative and Community Benefit Society's financial statements are not in agreement with books of account; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of the Board

As explained more fully in the Statement of Board's Responsibilities set out on page 24, the Board is responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Board determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Board is responsible for assessing the Co-operative and Community Benefit Society's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board either intends to liquidate the Co-operative and Community Benefit Society or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's web-site at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and addressing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We obtained an understanding of laws and regulations that affect the Co-operative and Community Benefit Society, focusing on those that had a direct effect on the financial statements or that had a fundamental effect on its operations. Key laws and regulations that we identified included the Co-operative and Community Benefit Societies Act 2014, health and safety legislation, and employment legislation.
- We enquired of the Board and reviewed correspondence and Board meeting minutes for evidence of non-compliance with relevant laws and regulations. We also reviewed controls the Board have in place, where necessary, to ensure compliance.
- We gained an understanding of the controls that the Board have in place to prevent and detect fraud. We enquired of the Board about any incidences of fraud that had taken place during the accounting period.

SKylight Proud to be part of SHG

Independent auditor's report

-
- The risk of fraud and non-compliance with laws and regulations was discussed within the audit team and tests were planned and performed to address these risks. We identified the potential for fraud in the following area: laws related to regulated nature of the Co-operative and Community Benefit Society's activities.
 - We reviewed financial statements disclosures and tested to supporting documentation to assess compliance with relevant laws and regulations discussed above.
 - We enquired of the Board about actual and potential litigation and claims.
 - We performed analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud.
 - In addressing the risk of fraud due to management override of internal controls we tested the appropriateness of journal entries and assessed whether the judgements made in making accounting estimates were indicative of a potential bias.

Due to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing fraud or non-compliance with laws and regulations and cannot be expected to detect all fraud and non-compliance with laws and regulations.

Use of our report

This report is made solely to members of the Co-operative and Community Benefit Society, as a body, in accordance with section 87 of the Co-operative and Community Benefit Societies Act 2014. Our audit work has been undertaken so that we might state to the Co-operative and Community Benefit Society those matters we are required to state to it in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Co-operative and Community Benefit Society and the members as a body, for our audit work, for this report, or for the opinions we have formed.

Beever and Struthers

Beever and Struthers
Statutory Auditor
One Express
1 George Leigh Street
Manchester
M4 5DL

Date: 21 July 2025

SKylight Proud to be part of SHG
Statement of Financial Activities for the year ended 31 March 2025

	Note	Unrestricted Funds £'000	Restricted Funds £'000	Total Funds 2025 £'000	Total Funds 2024 £'000
Income from:					
Donations and legacies	3	835	-	835	52
Income from charitable activities					
<i>Supporting people into employment, relieving poverty, relieving food poverty and developing digital skills</i>		416	49	465	496
<i>Supporting customers in local communities and delivering support services to help people live independently</i>		1,888	-	1,888	1,678
<i>Empowering communities to develop networks of support</i>		152	-	152	304
<i>Working in partnership to reduce demand on statutory services; and supporting the development of the third sector, ensuring additional resources and services are secured.</i>		306	90	396	380
Bank Interest Receivable		58	-	58	103
Total incoming resources		3,655	139	3,794	3,013
Expenditure on charitable activities:	4				
<i>Supporting people into employment, relieving poverty, relieving food poverty and developing digital skills</i>		912	49	961	980
<i>Supporting customers in local communities and delivering support services to help people live independently</i>		2,127	-	2,127	1,865
<i>Empowering communities to develop networks of support</i>		266	-	266	473
<i>Working in partnership to reduce demand on statutory services; and supporting the development of the third sector, ensuring additional resources and services are secured.</i>		432	90	522	465
Total expenditure		3,737	139	3,876	3,783
Net income/(expenditure)		(82)	-	(82)	(770)
Transfers between funds		-	-	-	-
Net Movement in funds		(82)		(82)	(770)
Reconciliation of Funds					
Total Funds brought forward		1,971	-	1,971	2,741
Total Funds carried forward		1,889	-	1,889	1,971

All Incoming resources and resources expended derive from continuing activities.

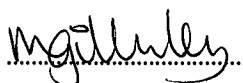
Skylight Proud to be part of SHG
Statement of Financial Position at 31 March 2025

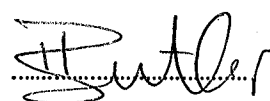
	Note	Unrestricted Funds £'000	Restricted Funds £'000	Total Funds 2025 £'000	Total Funds 2024 £'000
Current assets					
Debtors	9	135	12	147	295
Cash and cash equivalents	10	1,958	23	1,981	1,978
Total current assets:		2,093	35	2,128	2,273
Liabilities:					
Creditors: amounts falling due within one year	11	(204)	(35)	(239)	(302)
Net current assets		1,889	-	1,889	1,971
Total assets less current liabilities					
Creditors: amounts falling due after more than one year		-	-	-	-
Total net assets		1,889	-	1,889	1,971
The funds of the charity:					
Unrestricted Funds		1,889	-	1,889	1,971
Restricted Funds		-	-	-	-
Total charity funds		1,889	-	1,889	1,971

The financial statements were approved by the Board of Directors and authorised for issue on 21 July 2025.

Signature:







Name:

ANNE-MARIE HEIK

MARIE GILLULEY

PRIYA BUTLER

Secretary

Member 1

Member 2

The notes on pages 31 to 39 form part of these financial statements.

Company Registration Number 7953

SKylight Proud to be part of SHG
Notes forming part of the financial statements for the year ended 31 March 2025

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- 2 Accounting policies

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- 5 Analysis of governance and support costs
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- 7 Analysis of staff costs and remuneration of key management personnel
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Statement of financial position related notes

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- 10 Analysis of cash and cash equivalents
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- 12 Analysis of fund movements
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SKylight Proud to be part of SHG

Notes forming part of the financial statements for the year ended 31 March 2025 (*continued*)

1 Legal status

SKylight is a Charitable Community Benefit Society that is limited by shares. SKylight was incorporated on 10th December 2018. Its registered address is: Cornerstone, 2 Edward St, Stockport, SK1 3NQ.

SKylight is a Registered Society under the Co-operative and Community Benefit Societies Act 2014 and is governed under its Rules.

2 Accounting policies

Basis of preparation

The financial statements have been prepared in accordance with the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charitable entities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006 and are presented in sterling £ rounded to the nearest £'000.

SKylight meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or fair value unless otherwise stated in the relevant accounting policy note(s).

Going concern

The Board Members consider that there are no material uncertainties about SKylight's ability to continue as a going concern. There are no material uncertainties affecting the current year's accounts.

Funds structure

Where there is a legal restriction on the purpose to which a fund may be put, the fund is classified either as:

- A restricted fund or
- An endowment fund.

Restricted funds are those where the donor has provided for the donation to be spent in furtherance of a specified charitable purpose. SKylight's restricted funds tend to result from appeals for specified purposes.

Those funds which are neither endowment nor restricted income funds, are unrestricted income funds which are sub analysed between designated (earmarked) funds where the Board Members have set aside amounts to be used for specific purposes or which reflect the non-binding wishes of donors and unrestricted funds which are at the Board Members discretion, including the general fund which represents the charity's reserves.

Incoming resources

Income is derived from the provision of goods/services and stated after trade discounts, other sales taxes and VAT where applicable.

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether "capital" grants or "revenue" grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the goods or services being provided is deferred until the criteria for income recognition are met. Income is also deferred where it is either refundable, where performance or time

SKylight Proud to be part of SHG

Notes forming part of the financial statements for the year ended 31 March 2025 (*continued*)

related conditions have not been met, or where other terms and conditions limit the recognition of the income.

Income from donations and legacies

Such income is received by way of grants, donations and gifts and is included in full in the SOFA when receivable. Grants, where entitlement is conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Where income is received in relation to a particular project or activity to be carried out over a specified period, the relevant proportion of such income is deferred so that it is recognised in the same period that the relevant expenditure is incurred.

Gifts and donated services

Donated facilities and services that are consumed immediately are recognised as income, with an equivalent amount recognised as an expense under the appropriate heading in the statement of financial activities (SoFA).

As the value of services provided to the charity by volunteers cannot be quantified they have not been included in these accounts.

Resources expended and irrecoverable VAT

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to each category of expense shown in the Statement of Financial Activities. Expenditure is recognised when the following criteria are met:

- there is a present legal or constructive obligation resulting from a past event
- it is more likely than not that a transfer of benefits (usually a cash payment) will be required in settlement
- the amount of the obligation can be measured or estimated reliably.

Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include finance, human resources, insurance, irrecoverable VAT and assurance costs.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include audit fees and costs linked to the strategic management and administration of the charity.

Support costs have been apportioned between charitable activities on an appropriate basis. The analysis of support costs and the bases of apportionment applied are shown in note 5.

Charitable activities

Costs of charitable activities comprise all costs incurred in the pursuit of the charitable objects of the charity. These costs, where not wholly attributable, are apportioned between the categories of charitable expenditure in addition to the direct costs. The total costs of each category of charitable expenditure include an apportionment of support costs as shown in note 4.

Debtors

Debtors are amounts owed to the charity. They are measured on the basis of their recoverable amount.

Cash and cash equivalents

Skylight Proud to be part of SHG

Notes forming part of the financial statements for the year ended 31 March 2025 (*continued*)

Cash at bank and in hand is held to meet the day to day running costs of the charity as they fall due. Cash equivalents are short term, highly liquid investments, usually in 90 day notice interest bearing savings accounts.

Creditors

Creditors are amounts owed by the charity. They are measured at the amount that the charity expects to have to pay to settle the debt.

Amounts which are owed in more than a year are shown as long-term creditors.

Financial instruments

Skylight only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Judgements and Key Sources of Estimation Uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. The estimates and associated assumptions are continually reviewed and are based on experience and other factors considered to be relevant. No estimates, assumptions or judgements are deemed to be critical to the organisation's financial statements.

Pension costs

The company operates a defined contribution pension scheme. Contributions are charged to the profit and loss account for the year in which they are payable to the scheme. Differences between contributions payable and contributions actually paid in the year are shown as either other creditors or accruals at the year end.

SKylight Proud to be part of SHG

Notes forming part of the financial statements for the year ended 31 March 2025 (*continued*)

3 Incoming resources from donations and legacies

	Total 2025 £'000	Total 2024 £'000
<u>Unrestricted Income</u>		
<i>Gift aid</i>	835	52
Total unrestricted incoming resources from donations and legacies	835	52

4 Analysis of charitable expenditure - Unrestricted

	Supporting people into employment, relieving poverty, relieving food poverty and developing digital skills	Supporting customers in local communities and delivering support services to help people live independently	Empowering communities to develop networks of support	Working in partnership to reduce demand on statutory services;	Total 2025	Total 2024
	£'000	£'000	£'000	£'000	£'000	£'000
Costs directly allocated to activities						
Salaries, NI and pensions	545	1,813	156	105	2,619	2,542
Other staff costs including training and uniforms	71	10	(3)	141	219	250
Premises costs, licenses and health and safety	19	-	-	-	19	46
Your Local Pantry costs	58	-	50	1	109	113
Personalisation costs and participant expenses	-	3	-	-	3	4
Other costs	123	76	35	140	374	350

SKylight Proud to be part of SHG

Notes forming part of the financial statements for the year ended 31 March 2025 (*continued*)

Support costs and governance costs allocated to activities						
Support costs (see note 5)	91	213	27	43	374	395
Governance costs (see note 5)	5	12	1	2	20	20
Total unrestricted	912	2,127	266	432	3,737	3,720

4 Analysis of charitable expenditure - Restricted

	Supporting people into employment, relieving poverty, relieving food poverty and developing digital skills	Supporting customers in local communities and delivering support services to help people live independently	Empowering communities to develop networks of support	Working in partnership to reduce demand on statutory services;	Total 2025	Total 2024
	£'000	£'000	£'000	£'000	£'000	£'000
Costs directly allocated to activities						
Salaries, NI and pensions	28	-	-	60	88	60
Other costs	21	-	-	30	51	3
Support costs and governance costs allocated to activities						
Support costs (see note 5)	-	-	-	-	-	-
Governance costs (see note 5)	-	-	-	-	-	-
Total restricted	49	-	-	90	139	63

SKylight Proud to be part of SHG

Notes forming part of the financial statements for the year ended 31 March 2025 (*continued*)

5 Analysis of governance and support costs - Unrestricted

Analysis of support costs

	Raising funds	Charitable activities	Total 2025	Total 2024	Basis
	£'000	£'000	£'000	£'000	
Salaries, NI and pensions	-	178	178	216	Expenditure
Bank charges	-	2	2	2	Expenditure
Miscellaneous	-	194	194	177	Expenditure
Total	-	374	374	395	

Analysis of governance costs

	Raising funds	Charitable activities	Total Funds 2025	Total Funds 2024	Basis
	£'000	£'000	£'000	£'000	
Salaries, NI and pensions	-	15	15	14	Expenditure
External audit	-	5	5	6	Expenditure
Total	-	20	20	20	

6 Board Member remuneration, benefits and expenses

Members of SKylight board give their time freely and receive no remuneration for the work that they undertake in relation to SKylight. However, they can claim expenses to reimburse them for costs that they incur in fulfilling their duties relating to SKylight - these include travelling specifically for charitable funds committee meetings and charity specific training events. Expenses totalling £Nil were claimed for the financial year 2024/25 (2024: £108).

SKylight Proud to be part of SHG

Notes forming part of the financial statements for the year ended 31 March 2025 (*continued*)

7 Analysis of staff costs and remuneration of key management personnel

	2025 £'000	2024 £'000
Salaries and wages	2,334	2,281
Social security costs	212	200
Employers pension contribution	163	121
	2,710	2,602

The average number of employees within 2024/25 was 83(2024: 79)

No employees had emoluments in excess of £60,000 (2024: none).

Key management personnel of the organisation comprise the Board Members, the Chief Executive Officer, the Assistant Chief Executive, the Executive Director of Resources, the Executive Director of Operations and the Director of Customer Service. The services of the key management personnel of the organisation were donated with a calculated benefit of £39,420 (2024: £38,501) included within governance costs.

8 Auditors remuneration

The auditor's remuneration of £5,335 (2023: £5,874) related solely to the audit and £950 for additional work being undertaken (2024: £885).

9 Analysis of current debtors

Debtors under 1 year	Unrestricted funds £'000	Restricted funds £'000	2025 £'000	2024 £'000
Prepayments	1	-	1	6
Accrued income	42	12	54	16
Other Debtors	16	-	16	57
Less: provision for bad debt	(12)	-	(12)	(3)
Trade debtors	47	-	47	196
Intercompany debtors	13	-	13	14
Amounts owed by SMBC and associated companies	28	-	28	9
Total	135	12	147	295

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Notes forming part of the financial statements for the year ended 31 March 2025 (continued)

10 Analysis of cash and cash equivalents

Debtors under 1 year	Unrestricted funds £'000	Restricted funds £'000	2025 £'000	2024 £'000
Cash in hand	1,958	23	1,981	1,978
Total	1,958	23	1,981	1,978

11 Analysis of Creditors: amounts falling due within one year

	Unrestricted funds £'000	Restricted funds £'000	2025 £'000	2024 £'000
Creditors falling due within 1 year				
Trade creditors	20	-	20	19
Accruals and deferred income	61	35	96	37
Taxation and social security	49	-	49	83
Other creditors	24	-	24	19
Intercompany creditors	42	-	42	144
Amounts owed to SMBC and associated companies	8	-	8	-
Total	204	35	239	302

12 Analysis of fund movements

Unrestricted Funds	Balance B/Fwd £'000	Income £'000	Expenditure £'000	Transfers £'000	Gains & losses £'000	Balance C/Fwd £'000
General fund	1,971	3,642	(3,737)	-	-	1,876
Total	1,971	3,642	(3,737)	-	-	1,876

Restricted Funds	Balance B/Fwd £'000	Income £'000	Expenditure £'000	Transfers £'000	Gains & losses £'000	Balance C/Fwd £'000
General fund	-	139	(139)	-	-	-
Total	-	139	(139)	-	-	-

SKylight Proud to be part of SHG

Notes forming part of the financial statements for the year ended 31 March 2025 (*continued*)

13 Related Parties Disclosure

SKylight is controlled by Stockport Homes Limited, who has the right to appoint or remove any or all Board Members. Stockport Homes Limited produces consolidated accounts which are available to members of the public from its registered office: Stockport Homes Limited, Cornerstone, 2 Edward Street, Stockport SK1 3NQ.

Stockport Metropolitan Borough Council is the ultimate controlling party of the Company. Stockport Metropolitan Borough Council produces consolidated accounts which are available to members of the public from its registered office.

The following transactions took place between SKylight, Stockport Homes and Stockport Metropolitan Borough Council during the year:

	2025 £'000	2024 £'000
Other income receivable - unrestricted - Stockport Homes	13	14
Other income receivable - unrestricted - SMBC	28	9
Net amounts owed to/(from) Stockport Homes	42	130
Net amounts owed to/(from) SMBC	20	0
	91	153

Tessa Wiley is a Board Member of Greater Manchester Groundwork, a charity specialising in supporting the local community. SKylight made a payment to Greater Manchester Groundwork of £11,185 during the period (2024: £1,412.39).

