

SKylight Proud to be part of SHG

Company Limited by Shares
Charitable Community Benefit Society
Financial Statements

Year ended 31 March 2024

Registered Number: 7953

SKylight Proud to be part of SHG

Report and Financial Statements for the year ended 31 March 2024

Contents

Page:

1	Board Members Annual Report <ul style="list-style-type: none">• Foreword by SKylight Chair• Objectives and Activities• Key Areas of Activity• Financial Review• Plans for Future Periods• Structure, Governance and Management
25	Independent auditor's report
28	Statement of financial activities
29	Statement of financial position
31	Notes to the financial statements

SKYlight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

The Board Members present their report and accounts for the year ended 31 March 2024. 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 Roger Phillips, Chair of SkyLight Board

Welcome to SKYlight’s fifth annual report. SKYlight continues to work with some of the most vulnerable households within the community, delivering a range of initiatives to tackle homelessness and rough sleeping, address food and furniture poverty and work with people from a wide range of backgrounds and communities to achieve positive outcomes.

Despite the continuing challenges faced by many charitable organisations, SKYlight has continued to achieve successes through many of its projects with customers supported to reach positive outcomes and progress within their lives. This is demonstrated throughout this report but particularly comes to life within the case studies provided for the Rough Sleepers Accommodation Programme, the Exploitation Protection Officer service, and Preventative Services. SKYlight Board Members welcome these accounts as they demonstrate so clearly the difference projects and services are making to people so directly and personally.

SKYlight continues to strive to do more and I am delighted to see successful bids and applications being made which create additional services and resources for the people of Stockport. This year this includes securing additional funding from the DWP, the UK Shared Prosperity Fund, and the Big Lottery. Many of these successes are as a result of building relationships with a range of partners from across the housing and third sectors and working collaboratively to explore opportunities as a partnership. I look forward to seeing how these services develop in the coming year.

On a less positive note, increasing homelessness, a national housing crisis and the continued Cost of Living Crisis continues to challenge many of SKYlight’s services and the customers we serve. The shortage of affordable and accessible accommodation will not be solved without radical, long-term plans led nationally, and represents a significant and on-going challenge for SKYlight, the council and wider stakeholders.

SKYlight continues to deliver its first Business Plan which provides an ambitious framework to develop and grow over the coming five years, delivering a range of services and outcomes which will benefit some of the most disadvantaged households in Stockport and Greater Manchester. We are very grateful to all those who contribute to funding our work including the Council, charitable bodies, and particularly members of Stockport Homes Group.

This will be my final report as I come to the end of my term as Chair of SKYlight Board. I have thoroughly enjoyed my time as Chair and have been privileged to support SKYlight from a newly created, fledgling start-up to the collaborative and established organisation it is today. I am confident the new Chair and SKYlight Board Members will continue to support Officers to deliver and develop further. I’d also like to take this opportunity to thank all of our SKYlight colleagues and Board Members for their continued enthusiasm, commitment and positivity.

SKYlight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

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 Big Lottery and European Social Fund, working with those most removed from the labour market to make progress in their lives and move towards education, training and employment, came to an end in March 2023. The service supported almost 6,000 people across GM over the life of the programme and 2,171 participants moving into employment, education, training or job searching. SKYlight was a huge part of the success of the programme, supporting nearly 1,200 of those people, of which 539 progressed into employment, education, training or job searching and over 6,000 individual outcomes were achieved in areas such as Health and Well-being, Finance and Employability and Self-confidence and Self-Development.

Motiv8 delivery partners worked together to sustain a level of provision whilst opportunities under the UK Shared Prosperity Fund (UKSPF) were explored. This resulted in funding of 500K being secured from the DWP for a small GM wide programme for 12 months targeted at people over the age of 18 with complex needs who are registered with the job centre but not currently engaged with other funded provision. The service provides wrap around support for six months to remove barriers to employment by developing a

Skylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

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 Board agreed to fund two Complex Needs Keyworkers for a year to continue the work of Motiv8 in Stockport.

Notable achievements and performance for 2023/24 include:

Skylight recruited two Key Workers to work on the DWP project as part of the wider Motiv8 partnership covering all areas of GM. The programme exceeded the target of supporting 500 participants throughout Greater Manchester, with 505 participants supported in total, of which 223 completed training, 89 secured employment and 306 commenced job-searching. Take-up in Stockport was lower than other areas of GM however 31 customers were supported in the borough with six progressing into employment & self-employment, nine moving into training and 20 began job searching. Keyworkers also supported 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) In total over the 12 months period the Stockport residents were supported to achieve 46 Employability outcomes, 13 Financial, 33 Health and Wellbeing, 27 Self-Development & Self-Esteem and seven Tenancy outcomes.

The two Complex Needs roles funded by Skylight were beset by recruitment difficulties with only one role recruited to during the year. This role supported some of the most complex customers including customers with offending backgrounds and people with physical and mental health needs and disabilities. This role was highly instrumental in supporting customers from the Hong Kong community who transferred to the region as part of the British National Overseas Passport scheme, in addition to supporting customers from the Ukraine and Afghan communities. During 2023/24, 11 customers moved into employment, with nearly 100 applications completed with customers which translated into 25 formal interviews. Overall, 241 outcomes were achieved which included everything from creating CVs, to accessing training and educational outcomes in addition to job searching and supporting customers into volunteering and work placements.

Case study

Ali was referred to Motiv8 by his Work Coach at the DWP, he was in his late 30s and struggling with opium use which he felt had been worsened by living in shared accommodation where drug use was common amongst other residents. Ali reported feeling unsafe in his accommodation where other residents were often engaged in negative behaviours that led to police involvement. This led to him becoming increasingly socially isolated. By the time he engaged with Motiv8 he stated that he was lacking in support and motivation, and this had led to suicidal thoughts. Ali's Keyworker supported him to access primary healthcare and seek support for his mental health, he was also encouraged to disclose his opium use. He received support to submit housing applications with Stockport Homes and other housing associations and he connected with the Motiv8 specialist resource delivered by Shelter. Ali's Keyworker was able to support him to gain stable accommodation and he is now working with Drug & Alcohol specialist services locally to reduce his drug use. He reports an improvement in his mental health and wellbeing due to finding more suitable accommodation. Now Ali is more stable he has been supported by his Keyworker to look at progression opportunities and has been referred to an ESOL course to support his learning and development and increase his English language skills ready for employment opportunities. Ali is currently job searching in the construction industry.

Apprenticeships

Skylight's apprenticeships programme provides people with an opportunity to work whilst obtaining an appropriate qualification over an 18 month / two-year period which will then enable the post holder to progress further in their employment. 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.

SKylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

Notable achievements and performance for 2023/24 include:

SKylight continues to undertake significant work to identify roles within Stockport Homes which could form part of a comprehensive apprenticeships programme and be transferred to SKylight. Previously this was limited to entry-level roles but has since expanded to higher level positions due to the continued expansion of apprenticeship qualifications.

To date 20 roles have been converted to apprenticeships in a wide range of service delivery areas including 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 team leads on apprenticeships ensuring a smooth 'on-boarding' for new starters, providing ongoing support throughout their programme as well as growing the programme across the organisation. 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.

The level of apprenticeships offered by Stockport Homes Group varies from Level 2 (GCSE standard) to Level 7 (Masters Degree standard). Within SKylight's 20 Apprenticeships, qualifications being pursued range from Level 2 to Level 5 and in a range of disciplines including Housing & Property Management, Information Communications and Operational Management.

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 donated 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, diverting low-income households away from high-cost credit, and thereby 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 also prevents it from ending up in landfill.

Notable achievements and performance for 2023/24 include:

The Furniture Recycling Project has collected furniture from 348 donor households during 23/24, and from 178 void properties, an increase of 188 on the previous year. The increase is a result of the team advertising for donations through new avenues including local magazines in more affluent areas of the borough, and a significant increase in the promotion of the service through social media platforms. The team supported 321 households in need with supplying furniture, this included supplying 294 white goods, 134 sofas, 178 wardrobes and drawers. A total of 42.1 tonnes was diverted away from landfill. To meet the continued high demand for the service the team has prioritised customers leaving Temporary Accommodation or customers that have been homeless.

Additional funding of £31,000 for the service was secured from the Household Support Fund held by Stockport Council. This provided an additional 59 beds and mattresses and 93 white goods to 91 households between September and December 2023. An additional amount of funding (£5,940) has been allocated at the end of the financial year, which will be utilised to support more households in 2024/25.

The furniture warehouse in Hazel Grove which opened in October 2022 continues to grow, with a constant stream of good quality furniture held for a short time, ensuring items are collected and available to customers quickly, with many items often taken within days of being donated. As well as providing much needed, additional storage space and enabling the service to grow and develop as detailed within the Furniture Business Plan, the premises also offers customers the opportunity to visit and select their own items, offering more dignity and choice. A wide range of additional and smaller items are also sold from the warehouse, creating additional income for the service, with £20,475 of additional income created from such this year.

Skylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

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 pay monthly plan at a high cost.

“Just wanted to say how helpful and efficient Rob and the team at the furniture project have been. Great people. They’ve kitted me out nicely” - Customer of the Furniture Recycling Project

“A huge thank you for arranging collection of furniture from the above address this morning. The two men were lovely and very helpful (one was apparently the boss having a day away from the office) and my husband and I really appreciated their positive attitude and their efficient work” - Donor to the Furniture Recycling Project

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 £4.50 membership fee, which entitles them to a weekly shop of up to 10 items often to an equivalent value of £21¹.

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 with 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 franchising scheme. YLP is also the preferred referral route for residents contacting Stockport Council’s Cost of Living helpline, with four-week pantry memberships funded by the service where appropriate. Supplies from Fareshare are supplemented by weekly donations from a range of stores including ASDA, Aldi, Morrison’s and the Co-op.

Notable achievements and performance for 2023/24 include:

At the end of March 2024, membership stood at 288 members across the five pantries, this includes 67 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 8,658 pantry visits were made by members during the year which equates to an estimated value of £181,818 based on the £21 average value shop.

YLP generated £64,827 of social value as a result of volunteering alone with 4,116 hours of volunteer time committed². During the last 12 months, three new volunteers have been recruited and supported through a comprehensive induction programme, including training in manual handling and Food Hygiene Level 2. One pantry volunteer has progressed into paid employment this year.

Following consultation with members in Summer 2023, a number of changes have been made to the service. This includes reducing the number of opening days at each pantry to one day per week but with extended hours, enabling working households to attend. To ensure the sustainability of the pantries and maximise the memberships available, membership is now lapsed after four weeks of non-attendance as opposed to eight weeks. Arrangements are now in place with local suppliers of fresh meat and milk to ensure the regular supply of these items which were deemed essential by pantry members during the consultation. A range of cost of living & health wrap around support and advice services have been showcased during the year including Smart Works (a women’s styling service for interview clothes), the local public health team, employment support, energy advice, money advice, and cancer awareness. One outcome from this was the Money Advice Team providing advice and guidance to a member who was struggling with their finances and not paying rent, preventing possession action.

¹ Estimated value by Church Action on Poverty

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

SKYlight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

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

- *“The pantry is a Godsend in these times.”* Brinnington Pantry Member
- *“I need the saving I make to survive.”* Brinnington Pantry Member
- *“I really do appreciate the pantry; it helps me so much and ensures that I can stock up on my weekly food shop.”* Mottram Street Pantry member.
- *“The pantry is a much-needed resource, and we would struggle without it.”* Anonymous
- *“Great team, very supportive. We couldn’t do without you.”* Anonymous
- *“Base for meeting people and having a chat, getting ideas from other people and enjoying the company as I live on my own.”* Mottram Street Pantry member.
- *“Love the pantry, it has helped me to stretch my state pension as I don’t have a private pension to use.”* Bridgehall Pantry Member
- *“Pantry Number 5 has been a God send to me. There is always healthy food and a wide range of tin food which you can always make a meal. The ladies who run it are always friendly and sometimes they are the only people I speak to in a week.”* Bridgehall Pantry Member.

During the year, YLP have received £26,364 in grants and financial donations, with £20,000 from Stockport Council’s Household Support Fund to increase access to low-cost food as part of supporting residents with the cost-of-living crisis. The remaining amount has been small grants to purchase additional food stock and upgrade fridges and freezers.

SKYlight designed and developed the YLP model and continue 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 116th YLP store in the UK. Over this year 11,575 members have been supported with 72,540 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 mental resilience 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 2023/24 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 (49 places provided in Easter, 55 in Whit, 221 places in Summer, 68 places in October 2023 and 85 places in February 2024). Delivering a total of 478 interventions for young people aged 11-17 identified as vulnerable under the HAF eligibility criteria.

A range of enrichment activities and trips were provided each day, alongside healthy meals and snacks. A food pack was also provided to the young people to take home after each session. The team collaborated with a broad range of external organisations and facilitators, to deliver specialist workshops, including a photography masterclass, DJing sessions, Circus Skills, healthy meal preparation and cooking, clothes upcycling, and Afro-Brazilian drumming. Trips were organised to take the young people rock-climbing, axe-throwing and high-rope adventure centres, as well as to educational spaces such as Manchester Museum and the National Football Museum.

SKylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

Parent/carer feedback:

- *“Going to holiday club makes my son happy and always looking forward to the days.”*
- *“Both boys enjoyed the experience tremendously, meeting new people and lots of activities.”*
- *“[My daughter’s] confidence has increased and her anxiety around new people has reduced.”*
- *“It has given them the opportunity to meet new friends, skills and encounter new experiences.”*

In addition, this year SKylight successfully bid for £5,000 from Stockport Council’s Town of Culture initiative and has delivered the Stockport Young Makers Arts Programme, an after-school Arts Club for young people who have accessed mental health services but have not engaged with other SKylight youth projects. Many of the referrals came from the SHINE mental health programme delivered by Beacon Counselling. The Young Makers programme engaged 11 young people aged 13-18, over nine weeks delivering a range of creative workshops, including screen-printing, ceramics, woodwork, and collage.

Feedback indicated that 87% of parents and carers felt that the programme provided young people with an opportunity to meet new people and improve their emotional well-being. 100% felt the programme provided an opportunity for them to learn new skills. The work produced was included in the Town of Culture Showcase in March.

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 2023/24 include:

The GM Housing First service delivered by SKylight is currently supporting 13 customers, nine 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 2023/24 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

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

Skylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

primary health services. Many are being supported to access support from external partners around mental health and substance misuse and one positive outcome of this multidisciplinary approach has seen a customer access a longer-term permanent housing pathway and subsequently graduate from the Housing First initiative.

During the last 12 months, six customers have either graduated from the Housing First programme or left due to other reasons (three customers graduated to successful future pathways, one customer passed away, one customer remained on the programme but transferred to the Manchester zone and one customer was given a long custodial sentence and a decision was taken to close the case to GMHF after months of non-engagement prior to this).

This year, the GMHF officers have focused much attention on peer support, anchoring within communities, involvement in Co-Production activities across the whole GMCA programme, and even designing and developing a successful community event open to GMHF customers across all 4 zones "Mix with Music".

The five week "Mix with Music" event provided an opportunity for customers to engage with informal support and activities, meet new friends, socialise over lunch, and enjoy a host of hobbies and activities all centred around music, culminating in the group recording and producing their own track. A variety of speakers also attended the sessions providing a range of information including money advice, support with energy efficiency and bills, benefits and employment and community groups. Most notably one of the Housing First customers also spoke candidly about his issues with addiction, offending, homelessness, relationships and health, which was very well received by attendees.

"The event was filled with a huge contrast of different energies, it's nice to see more people attend each week! We all managed to get stuck into a production session, allowing all to implement their own ideas to a musical composition ending of with a vibrant karaoke session at the end. Time flew these sessions! Pleasant atmosphere, coffees sandwiches and cakes flying around! Appetites conquered in every perspective. Warmest, Chi :)" - Facilitator of the Mix with Music event.

Further funding has not been identified, though this continues to be explored, and therefore exit planning will be undertaken during the course of the next 12 months to ensure successful graduation for customers and the sourcing of appropriate pathways for those still requiring support to sustain tenancies.

Rough Sleeper Accommodation Programme

Established in April 2022, The Rough Sleeper Accommodation Project (RSAP) provides capital funds to purchase & 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 2023/24 include:

Of the 15 customers currently engaged on the project, 12 are sustaining their tenancies and proactively engaging with support. These 12 customers are responding to structured support addressing a range of challenges which would otherwise put their tenancy at risk including substance and or/ alcohol use, poor mental and physical wellbeing and engaging in anti-social behaviour. In relation to the remaining three customers, the officer is working intensely to engage these individuals and coordinate a network of professionals and services to sustain their tenancies and deliver positive outcomes.

Case Study

Lenny had an extensive history of street homelessness and short periods in Temporary Accommodation. Additionally, he had served numerous custodial sentences attributed to substance and alcohol misuse. He struggled to sustain a tenancy independently and was identified as a suitable applicant for an RSAP property in August 2022.

Skylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

Prior to Lenny moving into the property, his Officer assisted him to obtain furniture and white goods with a 'personalisation fund' which is part of the RSAP offer. This enabled Lenny to secure items that would ensure the property felt like a home from the moment he moved in. Budgeting is essential for sustained success and the Officer supported Lenny to set up utilities and ensure rent payments would be consistently paid.

Lenny's Officer used a person-centred approach to develop a bespoke action plan to address factors that had previously resulted in tenancies failing. Ensuring Lenny engaged with probation, a substance misuse worker, and their GP was critical in ensuring tenancy sustainment and improved wellbeing.

Lenny also had multiple physical health issues that were poorly managed. Lenny was supported to register with a GP and is now attending regular medical appointments and receiving appropriate medication to better manage health conditions.

Since securing a tenancy and receiving wraparound support from the project, Lenny's substance misuse has reduced greatly, and he is now abstinent from alcohol. Testament to the effective working relationship nurtured between Lenny and his Officer, engagement has remained consistent, and Lenny feels confident to attend Cornerstone independently in addition to the frequent home visits provided by the project.

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:

Mental Toughness

Skylight provides Mental Toughness sessions across primary, secondary schools, Pupil Referral Units (PRS) and a college in Stockport to improve young people's attendance, confidence, resilience and overall wellbeing. It is delivered to young people who may be lacking in confidence or find themselves struggling in classes of 30 or more children. The programme is delivered to small groups or on a one-to-one basis. The young people are referred to the programme by the school. The service is highly valued by schools as many local schools do not have a wellbeing budget to support young people's mental health.

Notable achievements and performance for 2023/24 include:

The Mental Toughness programme has been delivered in six different schools to 71 different young people. This has been supported by an additional 31 one to one sessions for young people requiring a more bespoke person-centred approach. Mental Toughness has been delivered in one primary school, three secondary schools, two Pupil Referral Units (PRU) and one Higher Education (HE) college. Programme delivery has included a combination of group sessions which focused on confidence and resilience and team building activities, as well as one-to-one sessions which focused on developing emotional awareness and building emotional coping strategies.

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.

Skylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

Notable achievements and performance for 2023/24 include:

There has been a rise in rough sleeping on a local, sub-regional and national scale, with an estimated 19 people rough sleeping in Stockport at the end of 2023/24, double 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.

Responding to referrals from partner agencies and the public and visiting known rough sleeping locations, the workers usually start at around 7am to ensure they find people while bedded down. Co-location at the Wellspring Day Centre several days a week 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 2023/24, there were 670 reports of rough sleepers, with 246 resulting in a confirmed rough sleeping site. Keeping the numbers down to 19 has proved an exceptional challenge due to the acute lack of affordable accommodation, but as well as the established 'A Bed Every Night' scheme that provide ten beds at any one time, 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.

Partnership work has been key to minimising the problem, with a strong focus on linking people with accommodation when leaving prison and hospital, two of the main causes of rough sleeping. Fortnightly meetings with key statutory and third sector services ensure all rough sleepers have a dedicated rehousing and support plan, at the very least maintaining contact and making welfare checks.

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 a 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 2023/24 include:

The Mental Health and Housing Support worker supported a total of 198 people over 2023/24. This ranged from people experiencing depression and anxiety, through to Post Traumatic Stress Disorder and 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 co-ordinating support plans drawing in a range of services, for example with one customer aligning substance misuse, domestic abuse, and mental health support into 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.

Skylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

Domestic Abuse Case Worker

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 deal 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 to harm remain in the family home where safe and appropriate to do so or secure alternative accommodation.

Notable achievements and performance for 2023/24 include:

The DACO role has been instrumental in working towards Domestic Abuse Housing Alliance (DAHA) accreditation during 2023/24, forming part of a new dedicated team working alongside two specialist Housing Options Officers. As well as providing direct support to 293 households, they have raised awareness through presentations at team meetings and assisted with a wholesale review of customer and staff policies and procedures. 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, giving evidence in one case that resulted in a violent partner being convicted and receiving a significant prison sentence. 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.

Exploitation Protection Officer

Skylight employs an Exploitation Protection Officer to tackle the growing problem of exploitation and “cuckooing” of vulnerable people. The Officer covers the whole of the borough and all tenures with a key objective to prevent exploitation occurring and help those who have become the victims of cuckooing remain safe.

Cuckooing is where another person takes over a property that is not their own, usually by taking advantage of vulnerable people or those who have complex needs such as mental health problems or substance misuse issues. The perpetrator will then use the property for illegal purposes such as growing cannabis farms, storing drugs or weapons and to breed dogs.

Customers are provided with dedicated support to help them access services including drug and alcohol support and to implement partial closure orders which help victims remain in their home and near their support network, whilst prohibiting the perpetrator from being at the property. The Officer also works proactively with GMP and other agencies to try and identify those most at risk of being cuckooed before the exploitation takes place.

Notable achievements and performance for 2023/24 include:

During the course of the year, 136 cases have been referred with 72 households accepting support and remaining in their properties, 32 cases were investigated but found to not involve exploitation and 24 households refused support. As well as supporting those experiencing exploitation to sustain their tenancies, the role also assists in the prevention of homelessness and the loss of rental income through void costs.

The service has been recognised nationally with presentations delivered at Leeds University School of Law to a wide range of professionals working in the sector and to six police forces across GM. The team have also won a Problem Orientated Policing (POP) award for its work supporting vulnerable people.

Skylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

Case Study

A referral was received from GMP for a vulnerable tenant living in a high-rise property, who was believed to have had his property taken over but did not wish to make an official complaint to the police.

The Exploitation Protection Officer (EPO) investigated and found that a known, violent male had taken over the tenant's property and would make the tenant leave when his girlfriend came to stay, which resulted in the tenant sleeping in the bin chute of the building as he had nowhere else to go. The male had gym equipment in the property and had used a dumbbell to hit the tenant over the head, resulting in a hospital stay and multiple stitches. The male force fed the remnants of ashtrays to the tenant purely for his entertainment. The male would punch, kick, spit and denied the tenant alcohol and food.

The EPO and GMP conducted a joint visit to the property, the perpetrator was also present and tried to convince Officers that he was the tenant's career and was helping him with his alcohol addiction, by only giving him small amounts of money to be able to buy the alcohol he needs. The EPO noted that it was clear the tenant was very distressed and scared of the male. The EPO arranged to meet the tenant at Cornerstone where the tenant gave a full account of what was happening to him. He also disclosed he was waiting for an appointment to go to Rehab where he felt he would be free.

The EPO contacted all support services that the tenant was involved in and provided supporting information for his Rehab placement. Keeping in contact with the tenant was difficult as the perpetrator was always present and creative ways were utilised to arrange appointments. Although initially the tenant did not want to leave the property, due to the risk from the perpetrator, advice and support was provided to explore alternative housing options.

Alternative accommodation was secured and a plan put in place to safely move the tenant with the EPO providing practical and emotional support throughout. The EPO and GMP then visited the perpetrator and advised him to leave the property immediately. A Community Protection Notice was served by the EPO which stated he was not allowed to return to the block and he was removed by GMP.

The tenant is happy and thriving in his new home and has managed to self-detox from alcohol.

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 initial priority remains the support of Ukrainian households who have been 'hosted' under the Homes for Ukraine Scheme for a period of six months. With no end in sight following Russia's invasion of Ukraine in March 2022, the Homes for Ukraine scheme has now entered its second year and has continued to be funded by DLUHC (Department for Levelling Up, Housing and Communities) however visa rights for new arrivals have now been reduced from 36 to 18 months, with many of the visas of earlier arrivals due to expire in Spring 2025.

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 2023/24 include:

36 new households consisting of 57 people arrived and were resettled into hosting arrangements within the borough.

During the course of the year extended hosting arrangements have been agreed for 45 households consisting of 102 people. 31 households consisting of 75 people were supported to move to private sector accommodation within the borough when their existing hosting arrangements came to an end. 16 households consisting of 30 people that lived in safer areas of the Ukraine decided to return. Unfortunately, hosting arrangements for 5 households consisting of 11 people broke down and rematching arrangements had to be secured quickly in order to avoid homelessness presentations. 62 households consisting of 106 people continue to be supported by SKYlight and the Council's Migrant Communities team.

Skylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

Twice weekly drop-ins are 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 employment event with local employers.

Skylight has also worked with the council to relaunch and relocate the Asian Heritage Centre, originally established in 1996 for older South Asian elders. The number of participants to the Centre had been reducing and the group also had issues with the venue it was utilising. Following consultation with members of the group, SKYlight offered the use of the communal spaces at Queens Gardens sheltered scheme. Members also agreed they would like to widen participation from all sections of the community and have renamed it as the 'Cultures Together' group to promote wider inclusion. A wider range of partners have been invited to be involved with the group including planned health awareness sessions and a Community Arts programme.

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 2023/24 include:

Skylight continues to work closely with Sector 3 to deliver events which bring civil society groups together with funders directly, with 160 community groups benefitting from events this year. SKYlight's annual 'Funding the Future' conference was held in September with 60 community groups brought together with local and national funders. This event also included Greater Manchester Council for Voluntary Organisation (GMCVO) and Sector3 and raised awareness of new grant programmes including the UK Shared Prosperity Fund. SKYlight also facilitated smaller 'Meet the Funder' coffee table events for 15 community groups, 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. Manchester Airport, ASDA, TESCO, and Forever Manchester 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 £636,137 of grant income into the borough in 2023/24. SKYlight supports over 300 civil society groups each year through the '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:

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.

Skylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

- 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 2023/24 includes:

- Make A Difference and Ongoing Women’s Local Support (OWLS) supported to access almost £40,000 of consultancy support and core cost grant funding for unincorporated organisations to transition into Charitable Incorporated Organisations, this complex step will be transformational as it will open a wider range of grant funding, tenders and commissioning opportunities for the group
- £254,913 National Lottery Reaching Communities grant awarded to the RTime partnership of Stockport Council and SKyLight led by Active Stockport CIC (Life Leisure) to deliver a three-year programme of youth work
- £36,000 grant from Greater Manchester Environment Fund to develop a new Community Interest Company “Seeding the Change”. This fund has since improved greenspaces in Shaw Heath and develop a community allotment plot on Webb Lane Allotments
- £242,235 National Lottery Reaching Communities grant provided to Starting Point over three years to recruit and train 250 new digital champions and support Stockport Councils ‘Digiknow’ project

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. In order to be awarded funding, applicants must demonstrate how funding would benefit Stockport Homes’ customers or communities. The panel, comprising local residents, evaluate applications and make 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 2023/24 include:

During 2023/24, 54 applications totalling £85,159 were made to the Fund, a significant increase on the 44 applications totalling £64,609 received in 2022/23. A number of groups applying exceeded the £2,000 limit which has contributed to the increase in the total requested throughout the year. The Customer Panel awarded the full budget of £50k to 33 groups. 61% of all eligible applications secured funding with an average award of £1,477.

SKylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

21 applications weren't eligible 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.

Funding has been awarded to a wide range of projects including support to first time mothers and their families, youth projects, Age Well Yoga, support to care 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 wellbeing.

Case Study - BOOST Wellbeing CIC: 'Get Onside Mental Wellbeing Football'

BOOST provide safe social spaces for people to get active, connect with others, build skills, and improve mental wellbeing. When applying for the SKylight Community Fund, BOOST set out their belief that sport, and football in particular, can help to build social connections essential for wellbeing.

In April 2023, the SKylight Community Fund awarded BOOST £1,750 to deliver their 'Get Onside' mental wellbeing football classes at Stockport Sports Village in Woodley. The fund contributed to the cost of the pitch and equipment and was delivered in partnership with Stockport Town Football Club and Life Leisure.

Starting with six residents, the group has since welcomed 60 residents who have benefitted from the free wellbeing sessions and supports an average of 20 people per session. Sessions are mixed in gender and age, with players ranging from 16 to 67 years old. The sessions have also supported those in primary and secondary care, as well as people with physical disabilities and additional needs.

BOOST have received excellent feedback from participants, highlighting the importance of the sessions in not just building physical wellbeing, but social inclusion and self-esteem:

'It makes me feel better after stressful days at work. I do feel better after physical exercise and meeting up with other participants[....] I enjoy the banter, support and encouragement'.

'It is a fantastic way to meet new people, have fun and keep fit. The games are not competitive, everyone encourages each other and is very friendly. I forward to it every week and it is a great way to put aside any niggles that life throws my way for an hour'.

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 2023/24 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.

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

Seven units are utilised to deliver the CAS-3 scheme with the following outcomes achieved:

- 19 people successfully re-housed into their own private tenancies
- 13 people supported to find and maintain employment

Skylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

- 3 people have commenced training courses

Quote from customer:

"I just wanted to say how much help I got from Az. He helped me so much, when life circumstances weren't too good. I would like to thank you for all your hard work you did to help me stand in my feet and progress with my life. Az has done so much for me and I will be thanking him forever because he saved my life from being homeless. I can't express how much grateful I am."

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 has 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 nine 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 will 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 will 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 2023/24 include:

The Steering Group developed an 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 focussed on Yoga, healthy eating and cooking, securing a local allotment and developing a Community Garden. Several 'Warm Spaces' have been facilitated and a local Community Art Group 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 and excluded. This approach has included 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.

The Pathfinder has also secured £20k of funding from the UK Shared Prosperity Fund to develop the 'Brinnington Circle' which will offer one access point for older residents to access a wide range of events and activities both locally and across GM.

Case Study

Alan attended one of the weekly pop-ups delivered by the Pathfinder and disclosed that he was struggling financially, getting into debt and relying on a foodbank. Referrals were made to the Money Advice Team and Stockport Council's Support Fund for practical support. Alan also disclosed he felt socially isolated and Officers discussed with him the Pathfinder and the opportunities it offered. He was encouraged to join the AIPP Steering Group to get involved and connect with other local residents and also provided with information about the range of activities on offer.

Alan then had a period of illness but support continued through the AIPP with four weeks of free meals organised through a local voluntary organisation. Following Alan's recovery he started engaging with the Steering Group and other activities and has made some friends. Alan recently expressed how grateful he was for the support that the AIPP team had provided him and the difference it has made to his life.

SKylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

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 2023/24 include:

Stockport Support Hub received 7148 referrals. This is an increase of 1240 referrals compared to the previous year. 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 4987 occasions to 3424 individuals and issued 1504 foodbank vouchers.

Your Support received 1263 referrals, 171 fewer than in 2022/23. Changes to the person's wellbeing are measured whilst they are working with Your Support. 96.9% of people showed an improvement to their wellbeing at case closure compared to 92.6% in 2022/23. Your Support also capture where people have made some progress but may not have fully achieved their goal. 97.2% 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 364 BSL support sessions during the year and developed a suite of BSL videos hosted on the Stockport Support website to improve accessibility.

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 1286 digital support sessions to help people improve their digital skills and access in 2023/24.

Case Study - Stockport Support Hub

Ann's son contacted Stockport Support Hub, he was concerned about his elderly mum. Ann is blind and has carers to help with daily living.

Ann's boiler wasn't working, she had no hot water or heating in her home. Ann was using an electric heater which was expensive to use and only warmed one room. Ann was unable to afford a new boiler.

The Key Worker at Stockport Support Hub identified that Ann was eligible for help through the Household Support Fund and immediately referred Ann to partners at Home Support to access the fund.

Home Support contacted Ann the next day and arranged for a gas engineer to visit her. A new boiler was fitted within two days and Ann's now has a warm and comfortable home which will improve her health and wellbeing.

Skylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

Case Study - Your Support

Charlie was referred to Your Support by the Sensory Loss Team. Charlie is registered blind and required support with benefits.

Charlie explained that he lives with his father and teenage son. His father was currently in hospital for cancer treatment.

Until his cancer diagnosis, Charlie's father had been working full time and had supported his son and grandson financially. Charlie was receiving Personal Independence Payments and was not in receipt of Universal Credit. The family were facing financial hardship as they were all surviving on Charlie's PIP payments. The Key Worker decided to take a whole family approach.

Charlie's Key Worker recognised that due to his sight loss he would need longer term support and made a referral to Adult Social Care. His Key Worker supported him to make a claim for Universal Credit and showed his son how to manage his claim online until his capability for work had been assessed. The Key Worker supported Charlie to have his Child Benefit reinstated - it had stopped as he hadn't informed them his son was at college. He received a back payment for over 12 months of Child Benefit. Charlie's Key Worker helped his son to apply for Carer's Allowance and his father's Personal Independence Payments under the special rules.

Not long after this, Charlie's father sadly passed away. Understandably this was a very hard time for the family. The Key Worker supported Charlie to make sure that all the utility bills were changed to his name and applied for Council Tax exemption due to his disability.

A Care Act Assessment was completed by Adult Social Care and a package of support was provided for Charlie. The Key Worker referred Charlie's son to Signpost for Young Carers and Pure Innovations. She encouraged his son to reach out to his GP for mental health support and he started counselling with Healthy Minds.

Charlie says, 'My Key Worker was a life saver. I'd lost my sight two years ago and was struggling to cope. She was kind, down to earth and straightforward and helped me understand it all. I don't know where we would've been without her. I feel like, though life can be challenging, we do have a future now'.

SKYlight has also worked with PURE and Age UK Stockport to secure and mobilise contracts for the Community Hub tender (which supports connections in the community and tackles isolation) and Help at Home tender (which supports independent living particularly for older people, people with disabilities and carers). SKYlight acts as a sub-contractor and employs one Officer for each contract.

Across the whole of the Community Hub partners there have been 604 referrals for 1:1 support in 2023/24. SKYlight's Officer coordinates a caseload of approximately 20 customers providing support for individuals struggling with social isolation, assisting with the Start the Week group on Monday Afternoons. During the last year the SkyLight Officer has received a total of 68 referrals 30 of which were provided solely by SHG colleagues.

The SKYlight Officer delivering The Help at Home contract manages an average caseload of 28 people needing support to maintain their living conditions. Over the course of the year, support has been provided to 64 customers, providing advice and support as well as practical assistance with clearing the home and arranging deep cleans.

Case study

Michelle contacted her Neighbourhood Housing Officer (NHO) to discuss the Mutual Exchange process as she wanted to move to Hazel Grove to be nearer friends due to feeling socially isolated in her current location. When the NHO visited the property they found Michelle's property had significant amounts of clutter with lots of rubbish bags containing refuse in all her rooms. Michelle explained that her friend who was supporting her to maintain the property had passed away seven months prior and that they had supported her to control her hoarding behaviours, she also noted that she struggled practically to clear rubbish due to mobility issues.

Skylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

Michelle was referred to the Help at Home Officer to address the condition of her property and provide support with her physical and mental health issues. The Officer worked closely to build rapport, mindful of past issues which needed to be taken into consideration at the early stages of engagement. It took a long period before Michelle felt confident to allow the Officer into her property, it was only through active listening that Michelle opened up about her grief and the embarrassment she suffered about the condition of the flat that she finally felt the confidence to allow the Officer into her home.

A realistic and achievable personal action plan was created jointly with Michelle. It was clear that Michelle required support with clearing, cleaning and maintaining her flat and managing her mental and physical health. Michelle disclosed that she had been heavily affected by a number of bereavements and suicides within her family. She was also socially isolated and her concerns around the poor condition of the flat prevented her from inviting people to visit.

Michelle has been included in every step of improving her property, she was concerned about strangers entering the property to clear it and preferred to work on a one-on-one basis with the Help at Home Officer to clear her space. To date, 63 bags of rubbish have been cleared, via a patient and methodical process. On occasions Michelle has found items which have triggered negative feelings and emotions, when this has occurred the Help at Home Officer has been there to support her to take time and reflect. Michelle is supported with regular contact and appointments to ensure that progress is maintained and discussions have been held on the importance of self-care. Michelle has noted her physical health has improved now she is able to get around the property and sleep in her bed.

Michelle has shared how thankful she is for the Help at Home service stating she feels more motivated and ready to achieve her future goals.

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 2023/24, 815 people were referred to the Domestic Abuse Support Service.

Financial review

The 2023/24 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 2022/23. This healthy opening funds balance for 2023/24 enabled SKYlight to deliver its objectives and budget for the year, utilising funds of £770,000 during the year as planned. Skylight's funds position remains in a positive position at £1,971,000 at March 2024. The Board have approved a budget for 2024/25 which will see a substantial amount of these funds being used to support the planned continuation and enhancement of projects through the financial year 2024/25 and 2025/26, 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 2024/25 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.

SKYlight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

The total level of reserves at the end of March 2024 is £1,971,000 which are all unrestricted for use. Reserves will be used to support the delivery of the 2024/25 budget, funding the continuation of projects through the financial year 2024/25 and 2025/26, 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 2023-24 included:

- SKYlight does not successfully deliver the agreed 2021-26 SKYlight Business Plan
- SKYlight is not able to secure new opportunities to sustain the Business Plan
- 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 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, however it has achieved a significant amount during the short time it has been in operation and Board members are keen to build on the achievements to date. SKYlight's Business Plan provides a clear framework for operations and priorities over the next 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 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 and of encouraging and supporting mutual aid activities. This has also been identified as a priority in SHG's Social Investment 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 created 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 Afghan evacuees placed at a local hotel. In the longer term this role will also focus on developing services and partnerships which support the wider ethnic minority communities in Stockport.
- A key area of growth for SKYlight over the next few years relates to 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

SKylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

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.

- A number of successful bids have been achieved during the course of 2023/24 which will commence delivery in 2024/25. This includes the Support to Succeed programme which is being delivered with other GM Housing Providers through the Athena Partnership. The programme is aimed at those who are economically inactive, over the age of 19 and not currently engaged on another DWP mandated employment programme. There is a particular focus on the over 50's cohort. SKylight will employ two Key Workers to deliver the programme in Stockport and parts of Manchester.
- 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.

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 Director of Housing Plus, the Executive Director of Resources and the Executive Director of Operations. 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 four 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.

Skylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 2024

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.

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:

- Roger Phillips (Chair) (appointed 10th December 2018)
- Priti Butler (appointed 20 September 2021)
- Kathryn Hanna (appointed 7 November 2022)
- Marie Gilluley (appointed 7 November 2022)
- David Nicholson (appointed 10th December 2018)
- Tessa Wiley (appointed 7 November 2022)

Senior Management Team:

- Helen McHale (Chief Executive)
- Simon Welch (Director of Housing Plus)
- John Bowker (Executive Director of Operations)
- Carmel Chambers (Executive Director of Resources)
- Anne-Marie Heil (Assistant Director - Skylight) (Lead Officer)

SKylight Proud to be part of SHG

Board Members Annual Report for the year ended 31 March 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

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

SKYlight Proud to be part of SHG
Board Members Annual Report for the year ended 31 March 2024

(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 22 July 2024 and signed on its behalf by



Roger Phillips

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 Charitable Entity') for the year ended 31 March 2024 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 1. 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 Charitable Entity's affairs as at 31 March 2024 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 Charitable Entity 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 Charitable Entity'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 Charitable Entity has not maintained a satisfactory system of control over transactions; or
- the Charitable Entity has not kept proper accounting records; or
- the Charitable Entity'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 pages 23 and 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 Charitable Entity'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 Charitable Entity 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 Charitable Entity, 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 Charitable Entity'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 Charitable Entity, 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 Charitable Entity 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 Charitable Entity 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: 22.7.24

Skylight Proud to be part of SHG
Statement of Financial Activities for the year ended 31 March 2024

	Note	Unrestricted Funds £'000	Restricted Funds £'000	Total Funds 2024 £'000	Total Funds 2023 £'000
Income from:					
Donations and legacies	3	52	-	52	2,022
Income from charitable activities					
<i>Supporting people into employment, relieving poverty, relieving food poverty and developing digital skills</i>		496	-	496	881
<i>Supporting customers in local communities and delivering support services to help people live independently</i>		1,678	-	1,678	1,129
<i>Empowering communities to develop networks of support</i>		304	-	304	129
<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>		317	63	380	237
Bank Interest Receivable		103	-	103	13
Total incoming resources		2,950	63	3,013	4,411
Expenditure on charitable activities:					
<i>Supporting people into employment, relieving poverty, relieving food poverty and developing digital skills</i>	4	980	-	980	1,149
<i>Supporting customers in local communities and delivering support services to help people live independently</i>		1,865	-	1,865	1,261
<i>Empowering communities to develop networks of support</i>		473	-	473	264
<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>		402	63	465	333
Total expenditure		3,720	63	3,783	3,007
Net income/(expenditure)		(770)	-	(770)	1,404
Transfers between funds		-	-	-	-
Net Movement in funds		(770)		(770)	1,404
Reconciliation of Funds					
Total Funds brought forward		2,741	-	2,741	1,337
Total Funds carried forward		1,971	-	1,971	2,741

All Incoming resources and resources expended derive from continuing activities.

Skylight Proud to be part of SHG
Statement of Financial Position at 31 March 2024

	Note	Unrestricted Funds £'000	Restricted Funds £'000	Total Funds 2024 £'000	Total Funds 2023 £'000
Current assets					
Debtors	9	295	-	295	387
Cash and cash equivalents	10	1,978	-	1,978	3,178
Total current assets:		2,273	-	2,273	3,565
Liabilities:					
Creditors: amounts falling due within one year	11	(302)	-	(302)	(824)
Net current assets		1,971		1,971	2,741
Total assets less current liabilities			-		2,741
Creditors: amounts falling due after more than one year		-	-	-	-
Total net assets		1,971		1,971	2,741
The funds of the charity:					
Unrestricted Funds		1,971	-	1,971	2,741
Restricted Funds		-	-	-	-
Total charity funds		1,971	-	1,971	2,741

The financial statements were approved by the Board of Directors and authorised for issue on 22 July 2024.

Signature:

AM Heil *Roger Pullen* *P. Butler*

Name:

ANNE-MARIE HEIL *Roger Pullen* *PRITI 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 2024

INDEX OF NOTES

General notes

- 1 Legal status
- 2 Accounting policies

SOCI related notes

- 3 Incoming resources from donations and legacies
- 4 Analysis of charitable expenditure
- 5 Analysis of governance and support costs
- 6 Board Member remuneration, benefits and expenses
- 7 Analysis of staff costs and remuneration of key management personnel
- 8 Auditors remuneration

Statement of financial position related notes

- 9 Analysis of current debtors
- 10 Analysis of cash and cash equivalents
- 11 Analysis of liabilities
- 12 Analysis of fund movements
- 13 Related party disclosures

SKYlight Proud to be part of SHG

Notes forming part of the financial statements for the year ended 31 March 2024 (*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 2024 (*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 2024 (*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 2024 *(continued)*

3 Incoming resources from donations and legacies

	Total 2024 £'000	Total 2023 £'000
Unrestricted Income		
<i>Gift aid</i>	52	2,022
Total unrestricted incoming resources from donations and legacies	52	2,022

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 2024	Total 2023
	£'000	£'000	£'000	£'000	£'000	£'000
Costs directly allocated to activities						
Salaries, NI and pensions	521	1,619	302	100	2,542	2,230
Other staff costs including training and uniforms	61	26	2	161	250	15
Premises costs, licenses and health and safety	46	-	-	-	46	36
Your Local Pantry costs	61	-	52	-	113	59
Personalisation costs and participant expenses	4	-	-	-	4	15
Other costs	176	14	64	96	350	350

Support costs
and
governance
costs

SKylight Proud to be part of SHG

Notes forming part of the financial statements for the year ended 31 March 2024 *(continued)*

allocated to activities						
Support costs (see note 5)	104	198	50	43	395	282
Governance costs (see note 5)	5	10	3	2	20	20
Total unrestricted	978	1,867	473	402	3,720	3,007

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 2024	Total 2023
	£'000	£'000	£'000	£'000	£'000	£'000
Costs directly allocated to activities						
Salaries, NI and pensions	-	-	-	60	60	-
Other costs	-	-	-	3	3	-
Support costs and governance costs allocated to activities						
Support costs (see note 5)	-	-	-	-	-	-
Governance costs (see note 5)	-	-	-	-	-	-
Total restricted	-	-	-	63	63	-

Skylight Proud to be part of SHG

Notes forming part of the financial statements for the year ended 31 March 2024 *(continued)*

5 Analysis of governance and support costs - Unrestricted

Analysis of support costs

	Raising funds £'000	Charitable activities £'000	Total 2024 £'000	Total 2023 £'000	Basis
Salaries, NI and pensions	-	216	216	225	Expenditure
Bank charges	-	2	2	2	Expenditure
Miscellaneous	-	177	177	55	Expenditure
Total	-	395	395	282	

Analysis of governance costs

	Raising funds £'000	Charitable activities £'000	Total Funds 2024 £'000	Total Funds 2023 £'000	Basis
Salaries, NI and pensions	-	14	14	14	Expenditure
External audit	-	6	6	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 £108.00 were claimed for the financial year 2023/24 (2023: £Nil).

Skylight Proud to be part of SHG

Notes forming part of the financial statements for the year ended 31 March 2024 (*continued*)

7 Analysis of staff costs and remuneration of key management personnel

	2024 £'000	2023 £'000
Salaries and wages	2,281	1,994
Social security costs	200	158
Employers pension contribution	121	78
	2,602	2,230

The average number of employees within 2023/24 was 79 (2023: 70)

No employees had emoluments in excess of £60,000 (2023: 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 SKylight and Customer Service. The services of the key management personnel of the organisation were valued with a calculated benefit of £38,501 (2023: £41,055) included within governance costs.

8 Auditors remuneration

The auditor's remuneration of £5,874 (2023: £5,000) related solely to the audit and £885 for additional work being undertaken (2023: £800).

9 Analysis of current debtors

Debtors under 1 year	Unrestricted funds £'000	Restricted funds £'000	2024 £'000	2023 £'000
Prepayments	6	-	6	6
Accrued income	16	-	16	15
Other Debtors	57	-	57	18
Less: provision for bad debt	(3)	-	(3)	-
Trade debtors	196	-	196	38
Intercompany debtors	14	-	14	251
Amounts owed by SMBC and associated companies	9	-	9	59
	295	-	295	387

Skylight Proud to be part of SHG

Notes forming part of the financial statements for the year ended 31 March 2024 *(continued)*

10 Analysis of cash and cash equivalents

Debtors under 1 year	Unrestricted funds £'000	Restricted funds £'000	2024 £'000	2023 £'000
Cash in hand	1,978	-	1,978	3,178
Total	1,978	-	1,978	3,178

11 Analysis of Creditors: amounts falling due within one year

Creditors falling due within 1 year	Unrestricted funds £'000	Restricted funds £'000	2024 £'000	2023 £'000
Trade creditors	19	-	19	20
Accruals and deferred income	37	-	37	36
Taxation and social security	83	-	83	42
Other creditors	19	-	19	14
Intercompany creditors	144	-	144	712
Total	302	-	302	824

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	2,741	2,950	(3,720)		-	1,971
Total	2,741	2,950	(3,720)	-	-	1,971

Restricted Funds	Balance B/Fwd £'000	Income £'000	Expenditure £'000	Transfers £'000	Gains & losses £'000	Balance C/Fwd £'000
General fund	-	63	(63)		-	-
Total	-	63	(63)	-	-	-

SKylight Proud to be part of SHG

Notes forming part of the financial statements for the year ended 31 March 2024 (*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:

	2024 £'000	2023 £'000
Other income receivable - unrestricted - Stockport Homes	14	251
Other income receivable - unrestricted - SMBC	9	59
Net amounts owed to/(from) Stockport Homes	130	(710)
Net amounts owed to/(from) SMBC	0	(1)
	153	(401)

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 £1,412.39 during the period (2023: none).

