

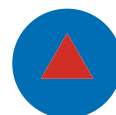


akt

IMPakt report 2021-22

Company Registration No 04494989

Charity Registration No 1093815





a message from the chief executive

welcome to the akt impact
report for 2021-22

Over 24% of the young people experiencing homelessness identify as LGBTQ+. It is so distressing that in 2022 young queer and trans people are still facing rejection, abuse and homelessness just for being brave enough to come out to their families. 9% of the young people who presented to akt between April 2021 and April 2022 were experiencing rough sleeping when they reached out to us. This is why we exist today. We are akt, the national LGBTQ+ charity providing pathways into safe housing through advocacy and support, partnered with a programme of training, mentoring and activities for young people to ensure they get the start in life they deserve.

Over the last 12 months our team have had to adapt and significantly grow in size to respond to the impact of the pandemic. The number of young people accessing akt's services is rapidly increasing nationally and they are facing multiple challenges, including poverty, unaffordable housing, transphobia and poor mental health alongside homelessness. We see these effects as being long term challenges for young people seeking accommodation and sustainable futures.



“I think volunteering for me has been very positive. I feel more people need support after lockdown and the pandemic and just by someone reaching out to them once a week and knowing someone cares is a really good thing, even if they are in a good place. Just having a general chat can lift a person's spirit. I feel proud to be a volunteer for akt and the work they do.”

akt mentor



We have been very fortunate for the continued success of the organisation over the past 12 months, thanks to all our donors, supporters and volunteers. Our team have been deeply affected by the challenges of the last two years, and despite this have provided outstanding support to young people.

Going forward into our new five year strategy, the board and senior management team have carefully listened to young people and all our stakeholders, to create a bold new programme, of national projects, supported by our free reserves, which responds to the real needs - evidenced through our work with young people and by our research.

Whether it is transforming our housing programme after 10 years of the Purple Door Project or expanding our digital services, our work is always underpinned by a recognition that our community is wonderfully diverse in its identity and experience.



As such the young people we help face different challenges when experiencing homelessness. At akt we believe that unity is community, and we are proud to be constantly working to become more inclusive in our work. This is all underpinned by a recognition that our community is wonderfully diverse in its identity and experience, and as such young people we help face different challenges when experiencing homelessness. At akt we believe that unity is community, and we are proud to be constantly working to become more inclusive in our work.

“I always wanted to feel like I was helping a young LGBTQ+ person. I now am a host and have an 18 year old living with me. I feel like I am giving back to the community and making a difference!”

akt host

None of this growth would be possible without your amazing assistance and the incredible work of our team of volunteers, staff and trustees. Thank you for your continued support as we try to prevent the cycle of homelessness for the next generation. I hope you enjoy reading about the success we have achieved through your help.

Tim Spoor MA DipSW FRSA MBE
Chief Executive, akt



how young people we have helped feel about akt

“Live chat helped me warm up to my case worker. It definitely made communication easier. It’s easier to type things than say them. I wouldn’t have opened up the same way [in-person].”

“Hey **akt**, thank you for all your help. I am really so appreciative of everything you’ve done for me, I really do feel like I’ve got a good future ahead of me because of it, it’s been an absolute pleasure.”

“My case worker was very supportive and understanding. She was quick to help me whenever I was stuck or needed advice. I am truly grateful for the help akt and my case worker have given me this last month.”

“I like the service because it allows for me to remain in contact when it’s difficult to be present within in person spaces.”

“The person I talked to was really helpful, dealt with my situation well and asked questions such as pronouns which made me feel listened too. Furthermore, asking whether to contact by phone or email was helpful, to make me feel like I can talk about my situation.”



the people we help

Experiences of homelessness and housing insecurity are not homogeneous. Over the past 12 months we are proud to have supported a diverse range of young people across the country, including those who are the most under-served in our community.

gender identity

cis	43%
trans	34%
non-binary	8%
questioning	6%

disability

living with a disability	39%
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young people accessing our digital services

south east	27.8%
london	24.5%
north west	19.9%
east midlands	8.6%
west midlands	6.6%
yorks & humber	4.6%
east anglia	2%
scotland	2%
south west	2%
wales	2%
ireland	0%
north east	0%

ethnicity

white (including white british, white irish, white other)	52%
black (including black other, black british african, black british caribbean)	20%
asian (including british pakistani, bangladeshi indian, other)	9%
mixed (young people with a mixed ethnic background)	
white & asian	2%
white & black african	1%
white & black caribbean	5%
mixed other	5%
arab	3%
chinese	1%
gypsy/irish traveller	1%



the people we help

sexuality

gay	26%
bisexual	21%
lesbian	17%
pansexual	11%
queer	9%
heterosexual	5%
unsure	4%
prefer not to say	3%
other	2%
asexual	2%
questioning	3%

63%

of service users in Bristol identified as trans/non-binary or questioning their gender identity



70%

of our service users in London identified as black, brown and people of colour

gender

male	41%
female	39%
non-binary	13%
queer	3%
questioning	3%
other	1%
prefer not to say	1%



our work

akt offers a range of services to meet the needs of our young people across the UK, including advice and guidance, casework, advocacy and signposting.



digital services

Our Digital Services team operate a Live Chat service where young people can speak to a caseworker who will offer advice wherever in the country they are situated. As well as an online resource hub for young LGBT people to find help and advice on areas of their lives that they may need support with.



youth engagement

Our Youth Engagement team offer wrap-around support because we know that the issues facing young people accessing our services, often transcend securing stable housing. We offer workshops, online support groups, career mentors as well as opportunities to get involved in akt's strategy and development.



trans pathway project

Our pilot Trans Pathway Project in Manchester is our first dedicated service that works specifically with young trans people through floating support and youth engagement. We are able to provide trans young people with extra support to maintain their housing whilst also building their confidence and resilience, building a community of young people with shared experiences.



housing options

Our housing options, through our host and purple door programmes, offer short to medium term accommodation for young LGBTQ+ people in supportive and identity-affirming spaces.



case study

digital service

Sammy, aged 20, was taken abroad by her parents for being trans. Once there, they took her passport and left her there, in a country that is dangerous for LGBTQ+ people. Sammy wasn't entitled to any assistance from the British Embassy as she is a dual national.



“I speak to my caseworker through the digital service – it wasn't safe on the phone. It was always quick. I couldn't go into the office as it was miles away. I've had great support. I'm too afraid to meet in person. I need to get more comfortable with people first. It's helped me warm up to my caseworker.”



She contacted akt via live chat and we put her in touch with Kaleidoscope Trust and a local LGBTQ+ charity in the country she was in. They paid for an emergency passport and Sammy's flight back to the UK.

Once she landed back in the UK Sammy contacted us as she had nowhere to go. We placed her in a hotel whilst we fought for three days to get the local authority to offer her emergency accommodation as they refused to recognise that Sammy was habitually resident and that her parent's actions constituted domestic abuse.

The local authority eventually did offer Sammy emergency accommodation, and then moved her into supported accommodation in another city where she wouldn't be at risk of seeing her family.

However Sammy had no ID, benefits or bank account due to financial abuse and barriers around her eligibility as a dual national and lacking documents. We helped Sammy to make a benefits claim but this was declined, and she had no one to countersign a replacement passport application.

It was impossible to find a solicitor due to no legal aid for Welfare Benefits law, and local services didn't have the level of expertise required.



In the meantime, we helped Sammy to survive through our Emergency Support Packs, but she was at risk of eviction due to rent arrears.

Eventually we found support through the Child Poverty Action Group's Survivors Welfare Advice Project (SWAP) who gave us invaluable advice and guidance, including providing welfare benefits case law which we were able to use when advocating for Sammy. SWAP is run in partnership with Barclays Bank and they are now helping Sammy to open her own bank account.

Finally, Sammy found someone to countersign her passport and through our Independent Living Fund we were able to pay for her replacement passport as well as her travel to the passport office.

Sammy's benefits claim is now up and running, her Housing Benefit is being paid, and she has received her first Universal Credit payment! Sammy says she is relieved and can now focus on other aspects of her life including her transition.

We have also supported Sammy to submit a complaint to the Local Government Ombudsman regarding the way her case was dealt with by the local authority. The LGO are currently investigating this complaint and we are hopeful of a positive outcome.

“Digital gives a greater range of young people, particularly those who may not have been able to access in-person resources, the ability to take agency over their life, giving them the freedom to escape harmful situations and provide the community and support that they need.”



the year in outcomes



service delivery

- We supported young people from Cumbria to Portsmouth experiencing, or at risk of homelessness or living in a hostile environment
- As well as supporting young people through issues around homelessness, we also gave support and signposted them to other services around related issues. These included poor mental health; financial problems; housing management; sexual and physical health; sexuality and gender; education, employment, and training; substance use, and immigration.
- We helped young people achieve positive outcomes, including securing emergency or long term housing, avoiding eviction, developing life skills, improved self-worth, access to employment and education, financial stability and improved personal relationships
- We ensured that the most vulnerable young people, those aged under 18 (10–19 per cent of young people we helped this year), had access to safe and appropriate support.
- Our Digital Services team grew by 200% to cover demand nationally
- We secured funding for, and started delivery of, the innovative Trans Pathway Project in Manchester (see our strategy on page 17 for more details)
- Successful youth engagement projects in Newcastle and Manchester, brought young people together to engage in a range of sports, including running, personal training and swimming
- New service centres in Newcastle and Bristol opened and the Mayor of Greater Manchester opened our service centre in Manchester
- We expanded all our casework teams to meet continuing high levels of need
- Improved data recording across our services led to better quality data and some new quantitative information being generated to inform service improvement and development
- akt was part of the recommissioned London Youth Gateway partnership with London councils



strategy

- After a successful online roadshow where we consulted with young people, the staff team, volunteers, donors and supporters we now have a new strategy for the prevention of homelessness, with a primary focus on the development of safe, affordable and inclusive housing pathways for LGBTQ+ young people
- External evaluation of our digital services has created a pathway forward for a multi platform, interactive digital offering for young people
- Following review of our research and data we made the decision to launch a pilot programme across the Midlands



governance

- Recruited a new chair to take us into our forthcoming strategic cycle
- Recruited a vice chair to provide the capacity and skills need for a national organisation
- Further diversified the Board membership to better reflect the young people we support at akt
- Ensured excellent governance within akt by completing delivery of the actions from our governance review

“The responses on live chat were concise and straight to the point whilst also comforting and reassuring. I have never heard of the help that was available until the advisor I was assigned to had provided me with their website URL.”



people & operations

the People and Operations function at akt provides the infrastructure to continue to build akt.



- Significant projects on structure, digital transformation and EDI were accomplished over the last 12 months.
- The staff team grew to 43 employees working across our four cities and online across the UK.
- We received a further boost in capacity with 8803 hours of volunteer support across the organisation.
- The team completed a range of workshops on anti-racism, trans inclusion, mental health awareness training sessions organised by the akt EDI Taskforce to ensure that our organisation remains reflective and knowledgeable of the many issues facing our communities and young people.
- Refurbished our Manchester service centre to improve the layout for work with young people and better support hybrid working by the team.
- Completed a full review of our Microsoft 365 environment and fully rolled out our system redesign to support our Hybrid Working environment.
- Completed a review and centralised our office, travel and services purchasing procedures to support our finance and create clear audit trails.
- Worked with Icarus (Data Protection Compliance consultants) to complete a review of our current GDPR/Data Protection status. Set up and chair the GDPR committee with a clear plan for compliance within 12months, in support of our DPO.
- Reviewed and implemented new starter and leaver processes to improve & simplify our onboarding/exit procedures to better support our team.



fundraising

- Huge thanks to the akt community for their continued generosity which allowed akt to expand and adapt our services to meet the changing needs of young LGBTQ+ people. Our winter appeal.
- A Warm Welcome was our largest appeal to date and our regular monthly giving has grown and provides a stable base of support year on year.
- Our corporate partners continue to boost our income and profile with over 60 partnerships across the year and is now the largest income stream for the charity.



marketing & communications

- Virtual Pride — We ran a successful Virtual Pride in May, where we collaborated with activists and organisations within our community to run a week of online content to engage and entertain our young people. This was extremely successful, and the content remains online to view.

campaigning, policy & research

- Launched LGBTQ+ youth homelessness report (April 2021).
- Co-produced The Manifesto for London LGBTIQ+ Community Housing as part of the London LGBTIQ Community Housing Coalition for the London Mayoral Election 2021 campaign and working as part of the coalition to lobby on policy asks, particularly around improved data collection.
- Launched joint guidance with Homeless Link on supporting trans young people alongside an event with housing professionals.
- Built relationships with key stakeholders, including local authorities, housing associations, civil servants, ministers and parliamentarians.
- Launched our Inclusive Housing report in May 2022 at the house of lords, which included speeches from young people and ministers.
- Young people met with the equalities minister to share their experiences and the challenges they have faced when accessing mainstream services. They also highlighted the changes that need to occur to make safe and inclusive accommodation a reality for LGBTQ+ young people.



case study

newcastle youth engagement service

With funding from Rise we ran a fitness project for young people in Newcastle. We held weekly group fitness sessions with a personal trainer at an outdoor venue for three months over summer. Eight young people took part in the sessions and we were able to cover travel expenses and provide suitable clothing, trainers and exercise equipment to ensure the sessions were accessible to those who wanted to participate.



“The sessions I have attended have been so good! I’ve enjoyed it more than I thought I would. Being able to work on myself in a healthy manner while feeling safe around other LBGT+ folk has been super helpful, and since I struggle to get out and talk to more people and make friends and such it’s been really good to have that social aspect too. :)”

case study

london services

Chase came to akt as they wanted some advice on how to leave a controlling family environment. They were living in an overcrowded house, sharing a room with their siblings. Their parents were also disapproving of Chase pursuing a creative career and Chase felt there was no way they could be open about their sexuality and gender. Chase felt they could not keep going in the family home and had to take steps to move.



Chase was also contributing financially to the family household, which made it hard for them to save so a Rainbow Starter Pack was a great option for them. Chase looked for a room in a shared house but found it so competitive with the renting market in London. Chase moved into purple door, akt's supported accommodation project, where they were able to get some space and have some time to think about Chase's next steps. Quite quickly, Chase had found a house share with QTPOC which was an ideal situation for them. We made an RSP application but unfortunately last minute, the guarantor fell through, so they had to return to house searching again.

It was quite hard to find the time to look for a place as well as working but eventually, Chase teamed up with the same group of people from the previous house share that fell through, and they all found a house together.

The landlady is a part of the LGBTQ+ community and wanted to help others so they didn't require a guarantor or full credit checks through an agency, they just did their own affordability checks and Chase was able to demonstrate that the accommodation was suitable for them.

After 10 weeks at Purple door, Chase moved out into permanent accommodation with the support of an RSP from akt. They are slowly unpacking and adjusting to a freer and more autonomous lifestyle.



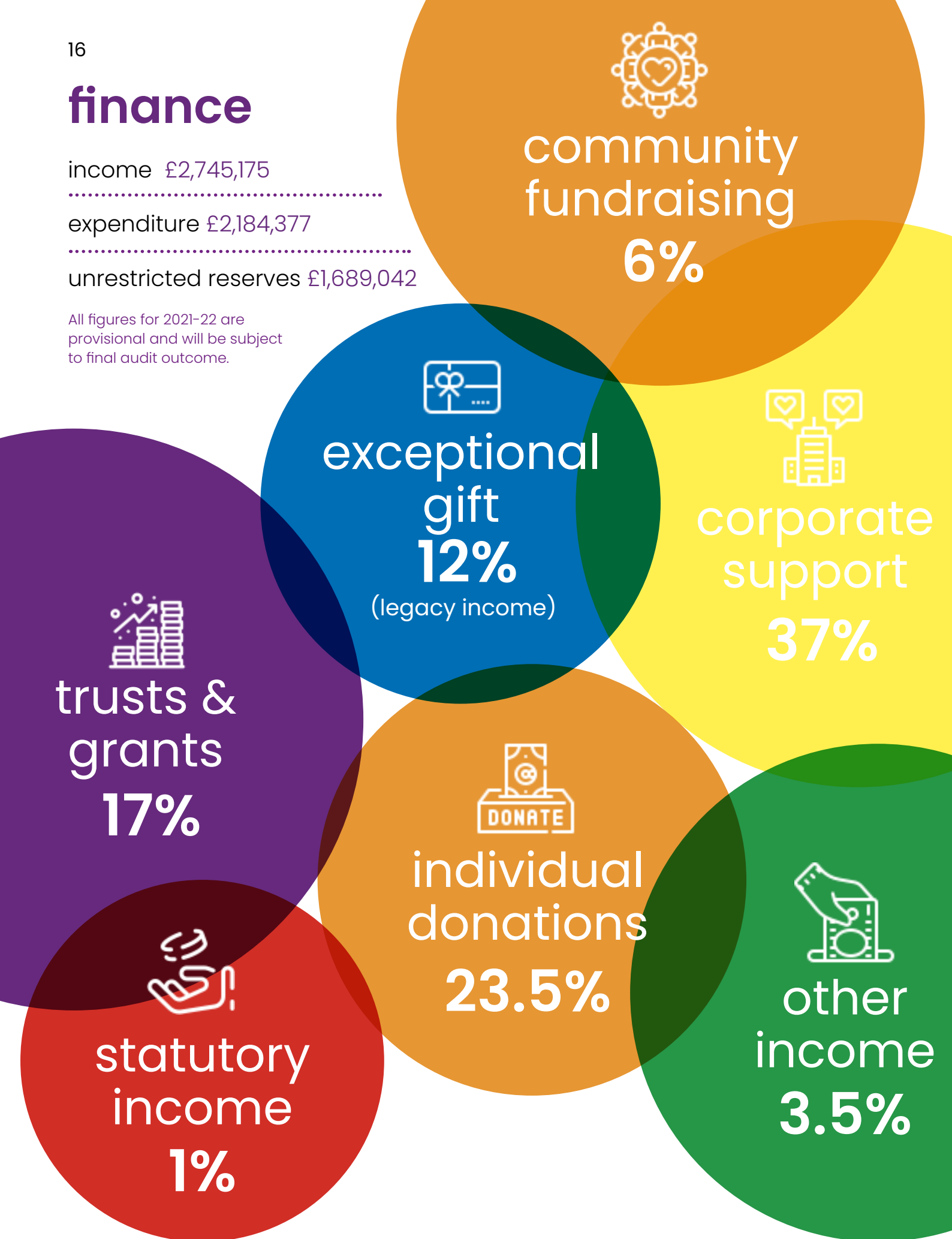
finance

income £2,745,175

expenditure £2,184,377

unrestricted reserves £1,689,042

All figures for 2021-22 are provisional and will be subject to final audit outcome.

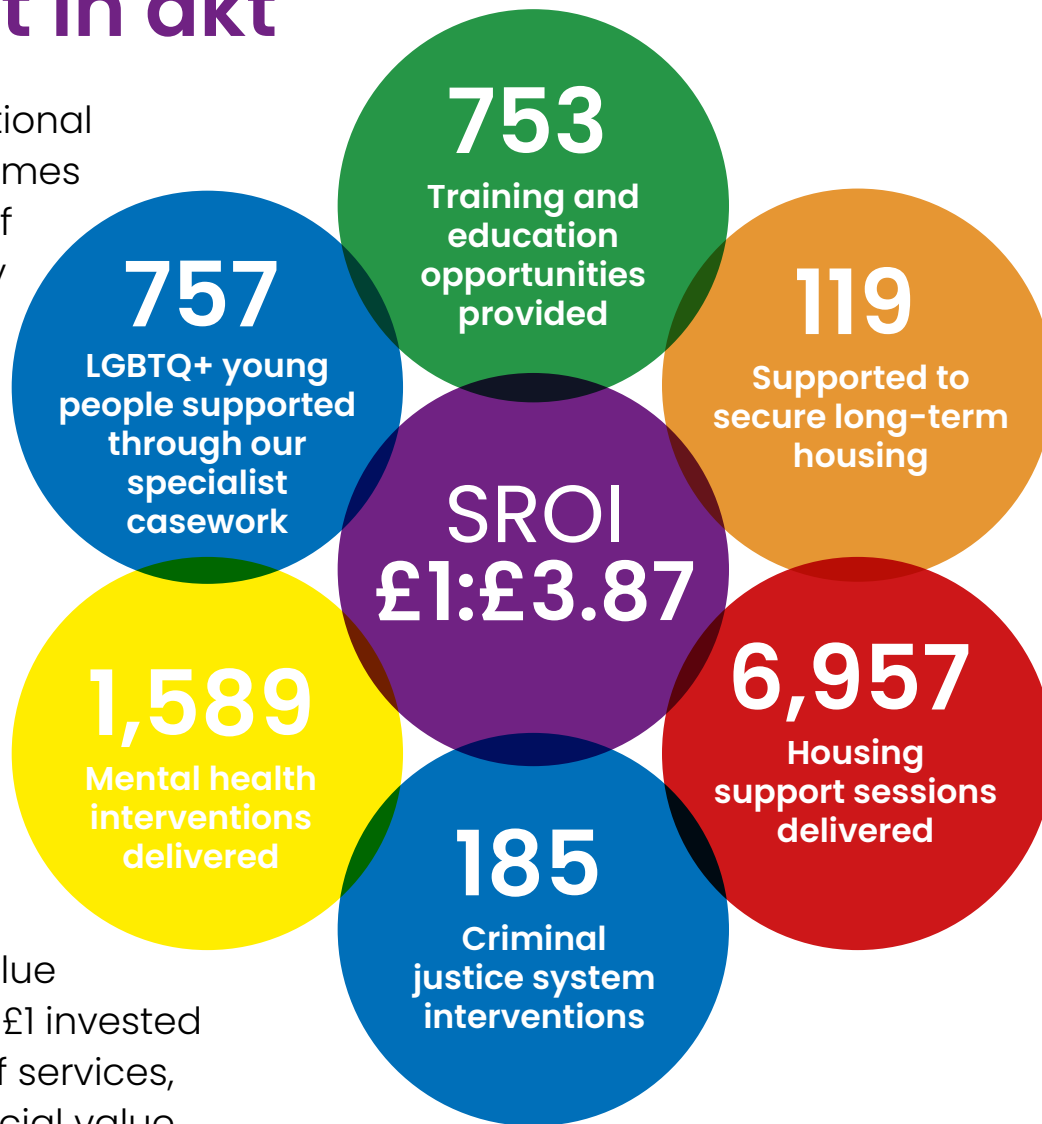


akt's social impact: return on donors & funders investment in akt

social value is the additional value to society that comes as a secondary result of primary service delivery

It is possible to monetise social value using proxy values from national databases. For the purposes of this impact report we have been able to monetise the value of support around housing, health and wellbeing, training and education as well as criminal justice interventions.

akt has generated **£8,465,046** of social value meaning that for every £1 invested by akt on the delivery of services, it generates **£3.87** of social value.



£8,465,046

The enumeration of any social impact is notoriously difficult and often receives criticism from within the research and evaluation field as sources of data are very limited and have little testing. As we were keen to provide an enumerative assessment of impact, we have adopted the SROI method, however the proxies used in this process often come from small sources sometimes only a handful of organisations have been able to test and contribute to the bank of proxies and so as with all economic impact assessments this should be treated with caution.

As noted by Arvidson* et al 2010, "In order for a comprehensive and credible SROI assessment to take place, organisations will need access to evidence based on both quantitative and qualitative data, some of which is quantifiable and some of which is not. As New Philanthropy Capital (NPC) (2010) frequently points out, there is considerable lack of evidence within the third sector as a whole, and organisations often lack data required for a comprehensive SROI". This is the case for akt services which, like many other organisations, is reliant upon external proxies to assess the SROI performance of this programme.

*<https://www.birmingham.ac.uk/generic/tsrc/documents/tsrc/working-papers/working-paper-49.pdf>



our strategy 2022-27

our vision

To build a more inclusive society where lgbtq+ young people do not have to choose between a safe home or being who they are.

our mission

To provide a pathway to a better future for lgbtq+ young people living in hostile environments, experiencing, or at risk of homelessness.



The number of young people accessing akt is rapidly increasing nationally; they are facing multiple challenges including poverty, unaffordable housing, transphobia and poor mental health alongside homelessness, and are now more likely to have experienced rough sleeping before they reach us. This has driven us to create a strategy focused on prevention / early intervention based services, which will give lgbtq+ young people the start in life they deserve. Young people tell us they need services that recognise all aspects of their identity and respect and respond to the different challenges and discriminations they face when experiencing homelessness. We are committed through our strategy to respond to this by providing equitable and inclusive services.*

“If you’re a big ball of anxiety like me and sort of want to shut down or are just in a quiet mood, then I think it’s a preferable resource to be able to do it digitally rather than in person.”



strategic priority

1

provide pathways into safe, affordable & inclusive housing

floating support

By providing interventions which includes life skills training, advocacy and support to young people living within their first homes, we will increase the chance of them sustaining their tenancies and avoiding further homelessness. This programme will partner with our outstanding casework offer.

housing pathways

Following our recent housing options review, we will partner with housing associations, private landlords and charities to ensure more pathways into the scarce supply of suitably safe and affordable housing for LGBTQ+ young people at risk. The focus here will be on co-creating models of accommodation which are: affordable to young people, offer a more positive impact on their lives than more traditional options and comprise a more scalable way to meet growing need amongst LGBTQ+ young people.



2

reach young people where and when they need us most

digital services (expansion)

In lockdown our digital service provided support nationally to some of the most geographically and socially isolated and vulnerable young people experiencing rejection, homelessness and abuse. As a low cost / high impact prevention focused intervention, we will be developing the service through co-creation with young people to build more interactive platforms and resources to reach more young people nationally.

national expansion

Our digital service and research shows a strong need for our services in the Midlands, over 15% of young people contacting akt via our digital services coming from the area. We will launch a pilot project in the Midlands in 2022, working in partnership with local services to provide the support LGBTQ+ young people need.



strategic priority

3

engage with more young lgbtq+ people from intersectional identities

community outreach

LGBTQ+ young people from intersectional identities, face multiple forms of discrimination and their journeys through homelessness are often more complex and challenging. Our outreach programme launching in 2023/24 will be prevention focused, working with communities to reach and support young people facing multiple forms of discrimination.

trans pathway (manchester)

This nationally significant pilot will develop better access to pathways of support for young trans people experiencing homelessness. 34% of the young people akt help identify as trans and we will work with partners and others to ensure their services are informed by best practice.

4

inform and influence to create change

mainstreaming best practice

This pilot project will develop toolkits to support providers of housing and homelessness services to better understand and meet the needs of young lgbtq+ service users. This will improve lgbtq+ young people's pathways into accommodation.

community campaigners

Young people should be at the forefront of improving their own and the next generations future. Working with other organisations, community campaigners will provide lgbtq+ young people who have experienced homelessness with the opportunity to develop skills and receive a platform to secure for their right to a better future.

real world research

A programme of research in partnership with others, which informs better outcomes for lgbtq+ young people experiencing or at risk of homelessness – with a focus on those who are most marginalised when accessing support.

youth panel

Young people should always have access to a platform to have their say on the strategy and governance of charities which support them. Youth Panel will be co-created with young people, the board and akt team to provide development opportunities and a voice for those using our services.



strategic priority

5

be a great place to work and volunteer

team experience

We will build a strong people and operations function and infrastructure at akt to support us in becoming a more inclusive and equitable organisation, that people aspire to work for, are proud to be part of and is a space where everyone feels supported to develop and learn new skills.

volunteering

We will focus on growing and diversifying volunteering opportunities at akt, improving the volunteer experience with input from our volunteers, and seek to diversify the volunteer team to better reflect and represent the young people akt supports.



“I like the service because it allows for me to remain in contact when it’s difficult to be present for spaces in person.”



thank you



akt was founded by a group of six LGBTQ+ people led by an ally just 33 years ago.

It is only because of our passionate community, allies and supporters that we have become a vital national charity for so many LGBTQ+ young people experiencing hostile home lives and homelessness.

Thank you to all our donors, supporters, funders, volunteers and our wonderful community of LGBTQ+ people and allies.

You are all amazing, and your generosity is helping our team ensure young people have pathways to safe accommodation and better futures every single day.



Please support akt so that no young LGBTQ+ young person needs to choose between a safe home and being who they are.



akt London

19-20 Parr Street,
London N1 7GW
t. 020 7831 6562

akt Manchester

50 Oak Street,
Northern Quarter,
Manchester M4 5JA
t. 0161 228 3308

akt Newcastle

MEA House,
Ellison Place,
Newcastle upon Tyne NE1 8XS
t. 0191 281 0099

akt Bristol

1st Floor,
St Pauls Learning & Family Centre,
94 Grosvenor Rd, St Paul's,
Bristol BS2 8XJ
t. 07761 246 386

“I would just like to say akt has had the most impact in my life. They don't ignore the little things that are not associated with housing. They go the extra step.”

akt young person

akt

to get involved with our work
email info@akt.org.uk
call 020 7831 6562

  [aktcharity](https://www.aktcharity.org.uk)

[akt.org.uk](https://www.akt.org.uk)



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