

Annual Impact Review 2017 - 2018



MAYDAY
TRUST

What is the problem?

The systematic institutionalisation of people accessing homelessness services

Vision:

A world where systems work for people going through tough times

Mission:

To reconstruct the system by giving people going through tough times access to the PTS, whilst influencing others in the sector to adopt strength based, personalised approaches

Creating a system that works for people

Pat McArdle, Chief Executive Officer of Mayday Trust



This year there has been much discussion about 'system change'. Mayday found that it had a lot to contribute to these debates due to our experience in delivering the Personal Transitions Service alongside people going through tough times.

It is true to say that Mayday inadvertently came across 'system change' as a result of delivering person centred work at the grassroots. We started to see the difficulties that frontline staff were encountering on a daily basis, as our personalised approach 'bumped' uncomfortably against the work of other providers, as well as traditional commissioner expectations.

Mayday has gone through a radical internal transformation and culture change in order to facilitate the PTS. Every aspect of the organisation has changed; the language we use, the people we recruit, our quality framework, systems, processes, leadership style, ways of measuring impact and appetite for risk.

Whilst this internal transformation created the environment for Coaches to deliver the PTS, we had not anticipated the level of external change that was required. Other organisations and approaches to commissioning needed to change in order to truly facilitate this person-led approach.

After 3 years of delivering personalised and strength based work, we can clearly evidence that such new initiatives and thinking cannot be effectively delivered within the current UK deficit informed system. Homelessness will not be resolved without a change to the whole system.

We began to contemplate what a new system would look like for people and what elements needed to change. We recognised that this was not just about tweaking or amendments; a whole new system was needed. A system that was led by the person, not one where individuals have to meet the requirements of the system, which results in people becoming marginalised from society.

The current Deficit Informed System



Result: People then become segregated from communities and adopt a homeless identity.



Moving forward

So this year we have evolved our viable system model, a 'Transitions System'. This aims to create a paradigm shift from where we are now to a system that is flexible enough to be built around each individual.



A step towards change

Andrew Meehan, Chair of Mayday's Board of Trustees

The Transitional System

1. Person Led



3. Community & real world opportunities



5. Responsive Government



2. Personalised & strength based approaches



4. Funder and provider partnerships

Result: People aren't segregated from society and tough times become a temporary transition in someone's life.



The Transitional System provides the right intervention at the right time. It requires relational approaches to funding and commissioning which provide accountability, but also enables the system to learn and develop organically. The power relationships between funders and providers are more open and honest and allow for failure and meaningful data rather than tick box measurements.

The reality would be a system that works for people who become homeless or experience tough times. In this system, people are treated with dignity and respect and have control over the types of interventions, community support or services they can access in order to get through what should be a brief transition in their life.

This new thinking and approach to influencing has been possible because of the commitment by everyone in Mayday, working as 'one team' and constantly reflecting and questioning all of our practices.

I am excited for the next phase as we explore a new personalised housing model and begin to prototype the first strength based accreditation. This year has been a time of real learning and has been significant in getting us closer to a vision for a future that truly honours the voice of the people who contributed towards *Wisdom from the Street**.

"I've come further in 6 months with Mayday than the last 10 years with many other organisations"

*Wisdom from the Street was published by Mayday Trust in 2012 and features experiences and feedback from people experiencing homelessness and accessing services. Download your copy from www.maydaytrust.org.uk

This year has seen Mayday Trust take a significant step towards systemic change, by adopting a new vision and mission. The change in vision is recognition of what we heard when we set about systematically listening to people experiencing homelessness. We have made great strides in our strategy of 'influencing through doing' by continuing to welcome PTS Innovation Partners into the fold. I would like to thank new and existing partners for all their hard work ensuring many more people have access to the Personal Transition Service (PTS).

I would like to thank my colleagues on the Board of Trustees, who have very ably made the key strategic decisions to enable Mayday to transform from a traditional regional homelessness charity, to an organisation advocating for systemic change in the homelessness and wider social care sector. I would also like to thank our funders and investors who have not only supported us financially, but who have taken the time to offer guidance, encouragement and validation for the bold steps that we have needed to take along the way. I would particularly like to thank Lankelly Chase, Tudor Trust and Comic Relief who were a listening ear and always willing to hear when things were going wrong as well as right.

But no doubt the greatest asset to Mayday is our committed, passionate and determined teams who work hard and relentlessly to support people through their tough times. This year has been as fast paced as ever but the achievements within this report reflect the huge contribution from all at Mayday.

Our Impact in Numbers

Achievements in 2017-2018



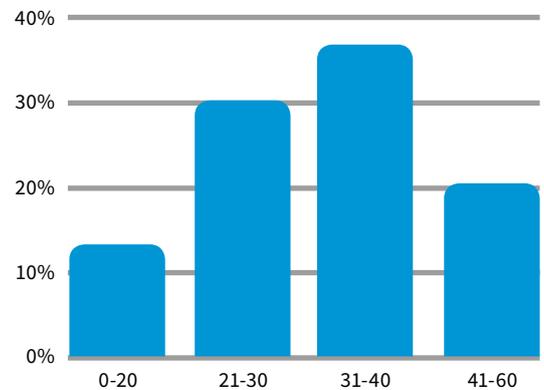
"MAYDAY HAVE GIVEN ME MORE THAN JUST A ROOF OVER MY HEAD, THEY'VE GIVEN ME MY DIGNITY BACK"

Due to the non-intrusive nature of the conversations Mayday Coaches have with the people they work with, disclosure of substance use or offending is not a requirement. However, for those who have chosen to disclose this information an 81.3% reduction in re-offending and 86.5% decrease in substance misuse was recorded.

Let's talk about Assets

Mayday developed a unique way to measure impact, by focusing on assets instead of deficits. This method highlighted that the people who work with Mayday have many more strengths, assets and talents, compared with traditional assumptions. Mayday adapted a measuring tool (Developmental Assets), designed by Search Institute in the US, which calculates the core resources people need to thrive in their lives and their communities, as well as reach their potential.

Distribution of Total Asset Scores



The table above shows that the people Mayday work with show considerable strength and abilities, they should therefore be identified by their strengths, rather than labels or 'complex needs'.



"If I had come to Mayday earlier I might have had a better life. Although things are good now. What I'm trying to say is that having a Coach changed my life."

Be the Change - one year on

Mayday Trust have completed the first year of a three year Social Impact Bond (SIB), commissioned by First for Wellbeing with investment from Bridges Fund Management and supported by The Big Lottery Fund. The SIB, known as 'Be the Change' works with young people in Northamptonshire who are experiencing multiple barriers, are homeless, unemployed and going through particularly tough times in their lives.

In the first year Be the Change has seen very real and positive outcomes with people who have often acquired so many labels, that they are not expected to achieve. These positive results show how well the personalised and outcome focused nature of the PTS works alongside Social Impact Bonds.

Case Study - Joe

Traditional Profile

An alcohol and substance misuser, shows obstructive behaviour, struggles with ADHD and depression, historical self-harmer and criminal record for a number of offences.

Response: A referral to a drug and alcohol service

PTS Profile

Joe is experiencing trauma as a result of the mismanagement of his ADHD. He often turns to alcohol or other substances in an attempt to cope, which can lead to criminal behaviour and self-harm.

Response: Source appropriate ADHD support and listen to what Joe wants for his future

PTS Outcome

For the first time Joe has maintained a tenancy, and he has joined the local gym to help him positively release frustration. Joe has also completed a forklift training course and obtained work in warehouses and landscaping.

SIB Outcomes in Numbers

May 2017 - May 2018

**REFERRALS GOAL
ACHIEVED BY 181.5%**

**EMPLOYMENT GOAL
ACHIEVED BY 175 %**

**ACCOMMODATION
GOAL ACHIEVED
BY 118 %**

By focusing on strengths and sourcing suitable and stable accommodation, young people are taking control of their lives and their futures.

Creating change and new challenges



Wisdom from Supported Housing

Previously, as a result of deeply listening to people's experiences of homelessness and the services they received, Mayday developed the well-known 'Wisdom from the Street' blogs. This led to a change in the way the whole organisation operated, transforming Mayday from being process driven to being entirely person led. This resulted in the development of the Personal Transitions Service. The next logical step was to shift the focus onto Supported Housing.

Wisdom from Supported Housing will be published in the coming months and it will be available to download from www.maydaytrust.org.uk

As before, we started by listening and hearing people's feelings and experiences of living in supported accommodation. The results were so powerful that we have embarked on co-designing a personalised housing offer where the individual feels in control and retains power. This will, no doubt, demand real world change in our housing culture, systems and processes. We say, bring it on!

A move into Westminster

Mayday has successfully landed in London, specifically in Westminster, which has one of the highest documented homelessness figures in the UK. The PTS Coaches and housing team are working with 34 individuals from a range of backgrounds and have achieved some fantastic, positive results with people. Proof that a fresh, personalised approach really does make a huge difference.

The PTS Accreditation

Through Mayday's experience of developing and implementing the PTS, it became clear that it takes far more than tweaking elements of traditional support to deliver a genuine strength based approach. It requires full organisational commitment to devolving power to the frontline and people we work with.

Mayday has developed a PTS Accreditation to evidence organisational commitment to the internal system and cultural change required to deliver the PTS with fidelity and integrity. This also includes capturing evidence of external systemic disruption to call out deficit based practice as a collective.

This will provide credibility to the work of current and future PTS Innovation Partners and will give confidence to funders and commissioners that they are investing in genuine person-led work that is aiming to change the system!



"I'M SCARED THAT ONCE I GO INTO THE SYSTEM I WON'T COME OUT. SO, INSTEAD I SLEEP ON THE NIGHT BUS UNTIL I GO TO COLLEGE IN THE MORNING. I LOOK FORWARD TO COLLEGE, IT MAKES ME FEEL NORMAL."

Wisdom from Supported Housing

The PTS Movement for Change

It's much harder to stop a movement than it is to stop a single organisation



Personal
Transitions
Service
By Mayday Trust



Bringing about systemic change takes more than one organisation. To achieve our vision where the system works for people going through tough times, we need to join together as a movement.

If you are a delivery organisation, funder or commissioner that shares our vision and want to transform to become genuinely person-led and strength based in your approach, culture and systems, get in touch to join our national PTS Innovation Partnership.

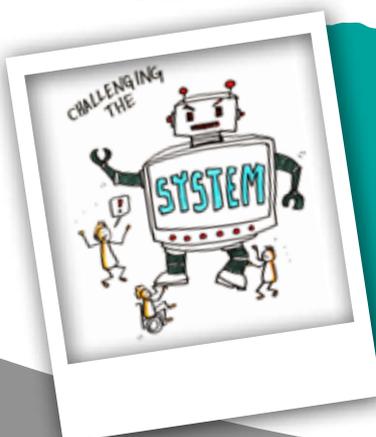
Our Partners:



CHANGING LIVES



South
Northamptonshire
Council



We decided to join Mayday after being inspired by their vision for the future of services which help people exit homelessness, focusing on strengths, not deficits. This chimed with our thinking and direction, but Mayday brought significant evidence and learning about how to deliver this type of service. We have already started to see changes within our culture, frontline staff and people we work with".

Becky Elton - Director of Operations, Changing Lives

Thank you

Mayday would like to thank all those who supported us during 2017/18. In particular we would like to thank the many trusts, organisations, funders, local authorities and individuals who have contributed to our work with financial and in-kind donations.

29 May1961 Charitable Trust
Badbury Parish
Bedford Borough Council
Big Lottery Fund
Blake Morgan
Bridges Ventures Fund
Management
Christopher Laing
Comic Relief
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Esmee Fairbairn
First for Wellbeing
Garfield Weston Foundation
Grendon Prison
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Oxford City Council
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Robert & Margaret Moss
Charitable Trust
Roger Vere Foundation
Rueben Foundation

Santander
Foundation
Souter Charitable Trust
South Northants Council
St. Martins in the Field
Stanton Ballard
Charitable Trust
Towergate Mia
Tudor Trust
Weathersby's
Charitable Trust
Westminster City Council

To view our Annual Accounts
for 2017-18 please visit
www.maydaytrust.org.uk,
call 01865 6700028, email
enquiries@maydaytrust.org.uk
or write to us at 10c Littlegate
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Get in Touch

Whether you are interested in becoming a PTS Accredited Partner, are a Local Authority or delivery organisation interested in commissioning a PTS Social Impact Bond in your area, or simply have a few questions, we want to hear from you!

You can find out more at www.maydaytrust.org.uk or email innovate@maydaytrust.org.uk



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