



**20 years
changing
lives**

**Impact Report
2017 / 2018**



Our Year

This year we celebrated 20 years in social business – supporting people with learning disabilities, learning difficulties, Autism, ADHD, Dyslexia and other conditions to realise their full potential.

Our talented team of **staff and volunteers** support our people to develop new skills, gain qualifications and employment. **Employers** work with us to offer valuable work placements and employment opportunities helping us to break down barriers.

Our **funders** believe in what we do, and support us financially to make an impact. **Parents, carers and health care professionals** help us shape each individuals personal development.

Our aim is to continuously deliver high quality services and social enterprises within the organisation.



Quality of service provision through youth, transition, training and employment, delivery of excellent customer service, and the creation of high quality social enterprises and products are important to us.

Our trainees and clients are at the heart of what we do and we are passionate about showcasing their skills and talents to employers and the public. We change perceptions through our work.

We are grateful to our funders who have contributed to the work of Stepping Stones NI over the period.

European Social Fund
Department for the Economy
Department for Communities
Lisburn and Castlereagh City Council
South Eastern Health and Social Care Trust

People are at the heart of what we do.

We are hugely thankful to each and every stakeholder who has supported us to change people's lives over the last year and over the last two decades.



Training

Skills and qualifications

Our training service team delivered hundreds of accredited and non-accredited courses aimed at enhancing our clients employability skills.

Our year in numbers and impact...

19

City and Guilds NVQ accredited Level 1 + 2 Food Preparation + Cooking and Food Service & NVQ Level 1 Food + Beverage Service

108

OCN Employability Skills Course

22

RSPH Health and Safety

23

Barista Training

20

RSPH Essential Food Hygiene Awareness

66

OCN Customer Service

5

Be Inspired Entrepreneurial Course

22

OCN ICT course

48

Softer Training Skills

24

OCN Budgeting and Money Management Programme



Each training course is delivered to meet the specific learning need and ability of the participants on the course

357

Accredited and non-accredited qualifications gained

People

Our foundation



We are delighted to report high levels of satisfaction from a range of stakeholders.

94%

parent and carer satisfaction

91%

customer satisfaction

90%

staff satisfaction

94%

user satisfaction



Our Year 2017-2018

Social Enterprise

Realistic training environments

We supported 72 people to participate in training through our social enterprises.



theavenue



Our Social Enterprises provide the working environment for people with learning disabilities to learn and develop employability skills in a realistic commercial environment leading to a paid job in the future.

All income derived from social enterprise activity is reinvested to support our work.

#buysocial

Employment Service

Opportunities to get work and stay in work

Our Employment Service provides tailored support to look for work, complete applications, attend interviews, and crucial on the job support.

71

supported through the Employment Service

25

gained paid employment

270

information and guidance sessions

85

took part in voluntary work placements

17

participated in voluntary work



Delivered across three council areas
Lisburn and Castlereagh City Council
Ards and North Down
Newry, Mourne and Down

This service was part financed by the European Social Fund and the Department for the Economy with match funding from the South Eastern Health and Social Care Trust, the Disablement Advisory Service and Lisburn & Castlereagh City Council to advance the skills and employability of people into volunteering and employment.

Youth Service

Developing skills and improving confidence

22

young people aged 16-24 were supported

Young people who participated in our Youth Service were supported to get involved in a range of activities to build confidence, self-esteem and promote team building and independence.

The Youth Service was supported by ESF and the Department for the Economy.

Participants were "Not in Education, Employment or Training", or NEET.



Transitions Service

Pathway to future options



Our Transitions team worked within schools supporting school leavers to look at their options for further education, training or employment.

55

people were supported in deciding on the direction on their futures



Quality Standards

Committed to continuous improvement

During the year we achieved a 4 star excellence in EFQM – European Framework for Quality Management, as well as Investors in People and ISO:9001.



Investment

Grateful for funding support & donations

Donations and Grants
£1,466,671

Reserves of
£675,823
in line with reserves policy



INVESTORS IN PEOPLE





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City Council



Department for
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**South Eastern Health
and Social Care Trust**

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