

# Report 2024/25

DIMON
HOUSE:
creating a
beautiful,
safe and
secure home

OUR VISION OUR VALUES













CANW

**ProContact** 

services

Emotional Health and Wellbeing,

#### Since April 2024, we have:

**Provided over** interventions across our service areas





Council

Worked with 11 commissioned schools, working on a 1-1 basis with over 260 **children**, many with additional needs



Supported 54 foster care placements (increase of 15), 37 foster carer households and 63 individual carers

child arrangements

Received over 770 referrals

to support families with sustainable

Supported 31 young people

in statutory reparation (544 hours of

community reparation with 182 visits

(6 new)

**19,000** children and vulnerable adults in the criminal justice system via our Appropriate

**Supported over Adult service** 

> **Supported over Young Carers**

Seen parents attending **Think Family** sessions

**Onboarded and welcomed** 91 new employees and workers

**Worked with more than** parents to improve co-parenting

across 10 projects)

Supported **Young Farmers** 



**Seen Dixon House** offices transformed into **James** Dixon House, a residential home for three young people

**Held fundraising events** 

including the Shining a Light **Ball. Orphanage Cup. Junior Orphanage Cup** 

**Received Christmas gifts worth over** £6,000 for families we support

Moved into our new office building in **Buckshaw Village** 

**Engaged with 61** young people in vear two of **Break the Cycle**, a communityrooted early intervention programme

In my first year as Chair of the **Board of Trustees** at Child Action Northwest (CANW), I am delighted to present to you our CANW Annual **Impact Report** for 24/25.

teve Peddia Chair Person

It has been a significant year of change and growth for the charity, under the leadership of our new Chief Executive Officer, Ali Stathers-Tracey. On behalf of the Board of Trustees, we are excited to support the charity in continuing to achieve its strategic objectives over the coming years.

I would also like to thank each and every volunteer, my fellow Trustees and each member of staff for their support and dedication in continuing to deliver the amazing services that our children, young people and adults tell us that they need, every day. The skills and experience of each and every one of our team shine through in living our shared CANW values.

I am excited to see the next phase of CANW's growth and development, not least the opening of our first residential children's home. James Dixon House, in 2025.

I am delighted to present our 24/25 Impact Report, reflecting just a taste of the impact we have delivered in this my second year as Chief Executive Officer at our wonderful charity.

li Stathers-Tracev **Chief Executive Officer** 

This report demonstrates the strength of all of our work. with children, young people and adults. We continue to maintain the highest of standards, across all of our services and our leadership team, who continually deliver incredible performance results against our priority areas outlined in our strategic plan. We have spent some time this year refreshing our shared CANW values and are excited to present some of the evidence of our impact in this report.

We are proud that we continue to hold our Investors in People accreditation, as well as our Trusted Standards level 2 award. These awards, along with many others, recognise each and every member of CANW staff's commitment and dedication to the delivery of high quality services, to achieve the best possible outcomes.

2024-25 has been the start of a transformation for CANW and gives us confidence that we can further embark on this exciting journey of renewal by introducing new and much needed services that our services users tell us they need. This includes our anticipated registration of our new residential home, James Dixon House, welcoming children in a beautiful calm, therapeutic place - taking us back to our original purpose.

I would like to say a huge thank you to all of our trustees, staff and volunteers for everything that they do to make such a difference.

#### Inspiring lives, changing futures

CANW is a charity that supports

thousands of children, young people, vulnerable adults and families across the North West and beyond, providing the support they need, when they need it, to navigate the challenges they face in their dayto-day life. The charity believes that everybody deserves the chance to reach their potential, achieve their dreams and fulfil their aspirations.

CANW's services include Family Autism Service, Appropriate Adults, support for Young Carers, Youth **Engagement Support, Emotional** Health and Wellbeing (EHWB), Fostering, and support for separated families through its ProContact division.

CANW's long legacy is in the North West, including Lancashire, Greater Manchester and Cumbria, but the charity also delivers services across the North East and Midlands.



#### our vision

That everyone gets the support they need, when they need it, to navigate the challenges they face in their day to day life.



We never give up: we believe in those we support and will do everything we can to promote and encourage individual positive growth and change.

We care: kindness, caring and concern for those around us is at the heart of everything we do.

We empower: we empower people to believe in themselves and their ability to take control of what happens in their lives, to become stronger, more independent and confident.

#### our mission

# #1 Grow our impact & innovation

Address the increase in need for our services through growth and operational excellence, delivering services that will improve life chances and increase the number of children and families accessing our services. We will identify and meet gaps in support needs to ensure that those who need our services can access them.

#### **#2 Operational excellence**

that delivers the right support, at the right time, with the right outcome.

#### #3 Sustainability

To be a well-governed and financially sustainable organisation that looks after its people and lives up to its values.

#### #4 Speak up and speak out

about the inequities that affect the people we support.

# Care & Accommodation

We work alongside families to ensure young people receive the care and support they need throughout their formative years and into early adulthood.

#### Foster with CANW

We work with young people across Lancashire, Cumbria, Greater Manchester and Yorkshire who, for a whole range of reasons, require the support of a foster carer. We're incredibly proud of our foster carers – they're a hugely important part of the CANW team.

#### **Residential Care**

We are thrilled to have re-modelled an existing building into a residential home for three young people to provide them with a stable and loving home where they can recover, thrive and achieve their potential into adulthood.

#### ProContact

Operating across North and West England, the team offers a range of services for families to help make informed decisions about safe and sustainable contact arrangements. The team enables and promotes contact for children and their family, and supports parents to improve co-parenting and reduce conflict.



The Emotional Health and Wellbeing of children and young people has been central to our work for many years and we are proud to deliver a range of services that directly focus on this area.

# Emotional Health and Wellbeing

We work to improve the emotional health and wellbeing of children, young people and families to help them understand and manage their situation, leading to sustainable outcomes for them.

CANW's Emotional Health and Wellbeing team offers early intervention and preventative

services across all age groups. This includes working with young people in school and education settings across the region (1-1 and in groups), a new mental health awareness programme for young farmers, support for young carers (young people aged between 5-18 with a caring responsibility at home) and much more.

We work hard, alongside and embedded within communities, to understand the needs of those we support. We develop programmes of support that directly target what is required.

#### Criminal Justice/Social Inclusion

We strive to engage and support children, young people and vulnerable adults in order to improve their life chances. We aim to reach and support those who have entered, or are at risk of entering, the criminal justice system. The team works to develop trusting relationships to achieve positive outcomes.

The main focus of our work within Criminal Justice is the provision of Appropriate Adults (AA). We also offer restorative justice and statutory reparation services. Our social inclusion team delivers pre-employment and educational support, along with offering early intervention, preventative and therapeutic programmes.



Canw.org.uk



# Ofsted **Foster** with CANW

In the last year, we have been out and about, spreading the word about Foster with CANW at colleges and recruitment fairs.

We have also had some amazing outings with our foster families, including trips to Blackpool Pleasure Beach, Preston Space Centre, Blackburn Ice Skating, Apple Jack's Adventure Farm Cheshire, Bowland Wild Boar Animal Park, Level Preston Trailer Trash Jim's Crazy Golf, Blackpool Illuminations. Trampoline Park and Funtasia. We have had seasonal fun too, with pumpkin picking and carving, a Christmas party and Easter egg hunts.

We take training very seriously and have produced a **new** learning and development brochure for all our foster carers to access training resources. We have also provided **face-to-face training** in our fantastic new HO at Buckshaw for our foster carers on When Placements End, Exploitation and Children Leaving Care.

Our monthly foster carer support groups have covered topics such as Compassion Fatigue, Child Personal Hygiene, Missing From Home (delivered by current carers sharing their experiences), and Healthy Relationships. We have planned **foster carer coffee morning** events and our Men Who Foster support group is in progress.

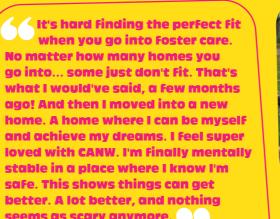
After much planning, our **Youth Council** has been set up and has had two meetings so far. We have also set up our **Goodbye Book project group** to improve end of placements.



children in foster homes

foster **families** 

foster carers



PLACEMENT FEEDBACK FROM ON





It can be full on, but I love being out and about with the children. I've loved watching the two children change from being mainly indoors to having a proper best of all is knowing we've helped them. Seeing them happy makes me happy. **FOSTER CARER** 

**James Dixon** House: creating a beautiful, safe and secure home

Last year we recruited our Registered Individual (RI) to oversee our vision for creating a CANW residential service. The first phase was turning Dixon House offices into a bespoke home for three young people, to be called James Dixon House.



The project was designed by Ribble Valley **Architects** and the building work was carried out by **Daniel Blackburn Contractors.** The resulting home includes bedrooms for staff and young people, three bathrooms, a spacious kitchen, separate living areas and a sensory room for 1-1 therapy sessions.

We have acquired donations to furnish the home to a wonderfully high standard.

Over the past few months we have been preparing policies and procedures as required by Ofsted. Recruitment of a dedicated staff team is underway, all of whom will be passionate about providing tailored and holistic care and support to meet the unique needs of each young person.



# Planning **Together For Children (PTC)**

PTC aims to improve co-parenting. CANW delivers PTC across the North West of England.

90%

of parents state 'high satisfaction' with the programme and support offered

98%

zing delivery

everyone

delivered at

reat pace and

ade everything

derstandable

PARENT FEEDBACK

of parents report that they will take action to place the child at the centre of all communications and agreements

92%

of parents report having a clearer understanding of the impact of family conflict on children

children.

PARENT FEEDBACK

I think the material

was delivered well and balanced sensitivity of

the situation, certainly

did not feel judged

and benefit to the

with the importance

89%

of parents were able to give examples of what they will do differently as a result of completing the programme

**Contact Services** 

**Contact Services often** 

re-establishes or maintains family time in both private and public law proceedings. CANW offers supervised contact, supported contact and supported handovers.

CONTACT SERVICES PARENT FEEDBACK

**▲ ★** \*STAFF MEMBER\* was amazing, always went above and beyond to make me feel at ease if anything occurred.

enhanced naccc

**66** families supported

100% of children scored their staff 5/5.

\*\*\*\*

**Improving Child** and Family **Arrangements (ICFA)** 

ICFA NORTH & WEST supports families with sustainable child arrangements and makes recommendations to help families move forward, CANW delivers ICFA with nine subcontractors.

**∠** Communication with the worker throughout was excellent, I feel this led to a positive outcome for the child. The allocated worker persevered in terms of breaking down some of the barriers and progressing arrangements. REFERRER FEEDBACK

ICFA North CANW

180 referrals

**subcontractors** 

referrals

**ICFA West** 

**CANW 197** referrals subcontractors

referrals

**Spring** 

Spring is a new bespoke programme service, first commissioned by Blackburn with Darwen (BwD) in 2024. Spring helps co-parents, working with a Family Practitioner, improve child arrangements and their communication, and reduce conflict through a Parenting Plan.

Spring aims to prevent families having to go to court over child arrangements or needing professional involvement due to parental conflict. It focuses on four key outcomes:

- Establish an effective communication method
- Establish an effective handover method
- Establish effective child arrangements
- Review arrangements to act as a safety net.

Family A wanted to achieve better communication, child arrangements and positive co-parenting and by the final assessment they felt they were closer to achieving these goals and had agreed a parenting plan which stabilised their child arrangements.

#### **Emotional Health and Wellbeing (EHWB)**

EHWB provides therapeutic interventions to children and young people, their families, and adults across Lancashire, including Blackburn with Darwen, South Cumbria and Greater Manchester. A dedicated team of counsellors. play therapists and therapeutic practitioners

offers face to face, remote, 1-1 and groupwork tailored interventions. We work collaboratively with statutory and voluntary organisations, developing mental health awareness, improving resilience, and building on strengths to achieve positive and sustainable outcomes.

Some highlights from the last year:

#### **Emotional Health and Wellbeing Partnership** with Lancashire County Council (LCC)

This partnership supports children and young people to maintain healthy emotional wellbeing and to develop self-care strategies, coping tools and build resilience, confidence and self-esteem

**1471 children and young people** have been supported through our partnership with LCC. This service provides specialist support on referral to children, young people and families residing in Lancashire or attending a Lancashire school who are experiencing Emotional Health and Wellbeing needs.

66 Helped me to stop worrying.

\*staff member\* helped me so much I am going to miss her thank you so much!

COMMENTS FROM CHILDREN

I have enjoyed having someone to talk to instead of keeping it to myself.

It's helped me to understand the complexity of family life and me

There hasn't been one session where \*staff member\* hasn't made me lauah.

You actually let me talk and I knew you listened. I never get that apart from with my boyfriend. You are the best. AGED 12YRS +

66 I believe my son will be a lot more willing to accept more help in the **Future due to the extremely positive** experience \*staff member\* has left him with.

\*Staff member\* was amazing and A engaged really well with her. It is very rare that A would want to take part in sessions like this, but she would almost skip in the building to see \*staff member\* which was a pleasure to watch, and I feel she has been calmer since the sessions.

When the intervention began, I would have graded these as low as possible and that other interventions have previously failed, the intervention of \*staff member\* and CANW process cannot be underestimated. FROM PARENTS AND REFERRERS.



100% of all feedback shows that the support has made a difference, and the Young Person/parent/referrer would recommend the service.

#### **Commissioned** Schools

We offer a bespoke package of support to 11 commissioned schools across Lancashire, South Cumbria and Greater Manchester. This includes 1-1 support, group work, welfare checks and weekly drop ins, as well as parental interventions and assemblies. In the past 12 months we have worked directly on a 1-1 basis with 262 children. many with additional needs including ASD and ADHD.

#### **Young Carers**

By the end of March 2025, we had supported over 362 Young Carers across Blackburn with Darwen(BwD).

This BwD-commissioned service enables us to support young people in the area aged 5-18, who look after a family member with an illness or disability, mental health problems or alcohol/substance misuse issues. We look at how to reduce a Young Carer's caring role, signposting families to appropriate services and moving Young Carers onto Universal Services once their intervention is complete.

A therapeutic offer, funded through Eric Wright Community Trust funds, allows us to offer therapeutic support and interventions

to our Young Carers who require specialist support when dealing with the stresses and strains of being a Young Carer.

Our respite offer has seen us forge strong working relationships with Blackburn Youth Zone, where we hold the majority of our respite group sessions, so we can use the football pitch and the climbing wall, as well as the arts and crafts rooms. We also deliver mindfulness sessions, and talks from the School Nurse and local groups around keeping safe and healthy. We have run some fun outings too, including to the cinema and bowling.

#### Award win for 476 one Young Carer

Romi, aged 16, who was a Young Carer for her Mum who lived with chronic obstructive pulmonary disease was awarded **BBC Radio** Lancashire's Make A Difference 'Carer Award 2024'.

Well done, Romi!

# Has your caring role improved?

66 It is sad when we are leaving that's the only bad thing.99

Have we made a positive improvement to vour life?

Were you happy with the service?

66 I have enjoyed having time to myself. 99

Would you recommend the 66 The girls both loved attending young carers and enjoyed the groups and trips

very much.

#### **Positive Pals**

This peer support initiative trains groups aware of techniques and strategies to help more emotionally aware and be able to build resilience by becoming a Positive Pa



#### **Our Voice**

service to others?

CANW is commissioned by NHS Integrated Care Board to provide a therapeutic support service to children and young people in East Lancashire who are in local authority care.

In the past year, the service has supported 107 children in care across East Lancashire. The service is being developed further across Lancashire and South Cumbria.

canw.org.uk

# to transform Health and Wellbeing)

(Peer advice

CHILDREN & YOUNG PEOPLE Phase 2

PATH supports parent carers residing in Blackburn with Darwen (BwD) who may want a safe space for support and guidance in supporting their child with their emotional or mental health problems.

Now on phase two, the PATH project offers support groups virtually and face to face mainly from the BwD Family Hubs.

PATH support groups also consist of focus sessions for parents whose child may be struggling with their wellbeing, presenting issues such as anxiety, low mood, depression, self-harm, eating disorders, suicidal thoughts or obsessions and compulsions.





#### **Young Farmers**

Funded by a grant from the Dulverton Trust, we have been able to support Young Farmers to develop knowledge and understanding of common mental health issues to help them become more resilient and self-aware.

Via peer support, this group empowers young farmers to offer support to friends, family and other farmers at a time when the farming community is facing such challenges and are a known isolated group.

#### Family Autism Services (FAS)

This service is open to parents and carers of children In East Lancashire and BwD who have an autism diagnosis or who are seeking a diagnosis. We offer parent support groups, 1-1 support, autism workshops for parents and carers, social activities, emotional health & wellbeing sessions as well as facilitating the Cygnet Group for parents and carers.

#### Think Family

Think Family aims to increase parents' selfawareness and how to build effective and lasting relationships. This service is commissioned by BwD to provide therapeutic group work to parents and carers who have children's social care involvement, and with support from their Family Support Workers, are ready to complete their individualised action plans. The sessions consist of six weekly two-hour sessions, with a final 1-1 meeting to evaluate and plan for the future. 33 parents have attended the groups.



I have enjoyed the class and wish it was longer, I have made friends, and I would love to have more things like this because it has helped sad to finish.



canw.org.uk

## Move **Forward**

This programme has focused on helping individuals become employment-ready by supporting them with the development of CVs and cover letters, setting up and using email accounts, improving job search skills, registering with employment agencies, and actively applying for jobs. We have helped participants access education, build life skills, explore basic literacy and numeracy, and develop creative abilities.

A particularly powerful example of our holistic approach, is a participant who had been isolated and struggling with low self-esteem. Through one-to-one support, she built her confidence, to turn a hobby in crafting into a self-employed business opportunity.

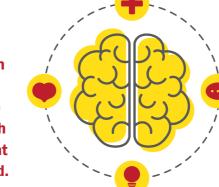


Through hands-on group cooking activities, participants developed essential maths abilities, such as measuring ingredients accurately, scaling recipes, budgeting for meal planning, and understanding unit conversions. They explored real-world applications of maths beyond cooking and, beyond numeracy, the sessions provided valuable life skills, such as practical problem-solving, teamwork, and communication while following recipes, adjusting portion sizes, and managing time effectively in a kitchen setting. The collaborative environment also encouraged social interaction, reducing isolation and building a supportive peer network.



**CANW** has been working with young people aged 16 - 20 who have faced inequalities while accessing **Mental Health services.** 

These young people have co-designed a training package that will be delivered to Mental Health professionals who work with this target group. We worked in partnership with five focus groups to look at the inequalities they faced.



These included young people from:

- New Era Send Group
- Child Action Northwest \$ Leaving Care
- Rawtenstall Zone
- Blackburn Rovers \* Well-Being Champions

The training is funded by Lancashire & South Cumbria Integrated Care Board, who are required to transform Community Mental Health services for young people.





#### The Virtual Decision project

The Virtual Decision pilot programme was funded by Community Alcohol Partnerships (C.A.P) Innovation Fund. We worked with young people aged 11+ over eight weeks. The sessions focused on early prevention of crime and involvement in gangs and substance misuse, while also promoting mental wellbeing and social responsibility.

Young people experienced life-like scenarios through virtual reality headsets. Through the scenarios, they could make informed choices around drugs, gangs and violence and see the consequences of involvement in these risky behaviours. The sessions were designed using a creative innovative approach to enable young people to identify risks.

Carl Simms, CANW's Youth Engagement Manager, was awarded the Chair's Award by Community Alcohol Partnerships for his innovative approach to tackling youth-related issues, including developing these virtual reality workshops.

**Congratulations Carl!** 



#### **Appropriate Adults**

Appropriate Adults (AA) safeguard the interests, rights, entitlements and welfare of children and vulnerable people suspected of a criminal offence. Appropriate Adults ensure children and vulnerable people are treated fairly and have the opportunity to participate effectively in the legal process.

CANW supports thousands of these people every year, with 19189 referrals in the last year and currently provides AA delivery in Greater Manchester, Derbyshire, West Mercia, County Durham, Lancashire, Cumbria and Cheshire. We also provide additional services including work for the Counter Terrorism Unit, Department for Work and Pensions, the RSPCA, prison visits and age assessments.



#### Statutory Reparation

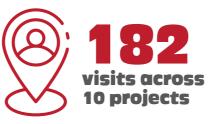
Our Statutory Reparation service is provided by CANW partnering with Blackburn with Darwen (BwD) Youth Justice Service, working alongside communities, police and young people to break the cycle between adversity and antisocial behaviour.

One of these projects included a team. partnered with BwD Youth Justice Service helping to clear the garden and pathways at Bangor Street Community Centre, one of the largest community centres in Lancashire. We have recently supported a local project to help maintain Blackburn old cemetery too.



young people supported

of community reparation completed



#### **Break the Cycle:** Year Two

Break the Cycle is a communityrooted early intervention programme that provides intensive support to vulnerable young people aged 10–17 across Blackburn with Darwen, Burnley, and Hyndburn. The project works primarily with those released from police custody with No Further Action (NFA), disrupting patterns of re-offending and promote long-term positive life outcomes.

We deliver tailored, traumainformed support that addresses:

- Emotional wellbeing and mental health
- School and education reengagement
- Risk taking behaviours
- Family relationships
- Confidence, resilience and life skills

The Year 2 journey of Break the Cycle has reaffirmed the power of personalised, consistent, and community-connected support. We provided a blend of 1:1 mentoring. group sessions, and hands-on activities designed to build trust, promote wellbeing, and encourage personal development.



#### Year 2 in numbers:

received from

All received 3-6 months of intensive support

total engagement group activities and

in Year 2 to 61 across varying levels of intensity

This brings our

Year 2 follow-up suggests:

Over 75% of intensive support participants showed improved mental wellbeing



attendance or reengagement



group or community settings

65% gained new social connections or reduced social isolation

Over 40% were referred to further support and activities on completion, to work experience or volunteer pathways during and after the programme had come to

canw.ora.uk



### Human Resources

- Successfully moving into our new office building which provides a modern and safe place for our people to work as well as offering flexible and hybrid working models for employees
- Ongoing review of our generous benefits package
- Introduction of our fundraising and volunteering policy, so staff can claim up to two days per year for volunteering and fundraising activities to support CANW

We are passionate about making CANW an incredible place to work. To that end, our achievements this year include:

- Remaining a real living wage employer
- Implementation of a new Learning
   Management System for all employees,
   from mandatory safety training to
   additional/optional courses to enhance
   skills and job specific knowledge
- Expansion of HR team with a new administrator and advisor as the charity grows
- Recruitment programme, as CANW grows, we have a number of exciting opportunities available.

It has been an incredibly busy year for our IT and Estates team, culminating in the move to our stunning new headquarters in Buckshaw Village. Here is a snapshot of what has been achieved:

- Managed the move from
   Homestead at Wilpshire
   into our new open plan
   offices at Buckshaw.
   While some colleagues
   were working from home,
   the team ensured they had
   hubs to work from when
   required
- Installed barriers at
   Homestead in Wilpshire to
   maintain site security
- Worked closely with Lancashire Archives to archive a fascinating range of historical documentation for safe keeping and future access

- Improved CANW IT security by implementing new security software
- Moved to a new cloudbased telephony system to ensure that no customer contacts are lost
- Held ongoing review of supplier contracts to ensure best value is being achieved
- Estates and IT team increased to three FTE to support CANW's exciting growth plans.

#### HR in numbers

This year we have onboarded and welcomed
91 new employees and workers
who bring a wealth of knowledge and experience.

Employee Satisfaction Survey Results: our last six-monthly survey found an average satisfaction result of 4 Out of 5 from our people.

#### **Special thanks to:**

AO Blackburn Chemicals Sencat The Senator Group
Ella Shaw's Academy of Arts Ohana Events Kurogo
Glitterball Events Clitheroe Chamber of Trade
Cormar Carpets Pavers Foundation Back Care Solutions
BAE Systems Ribble Valley BANG Wilpshire Hotel
Exertis JCS Interiors SER Recruitment
Duncling Blackburn, Global Ardour Beauding

Exertis JCS Interiors SER Recruitment

Dunelm Blackburn Global Ardour Recycling

Dan Blackburn Contractors NatWest Blackburn

Right at Home Lancashire Football Association

St Paul's RC Primary School Feniscowles

St Mary's RC Primary School Horwich.

A huge thank you to everyone else who raised funds for the charity over the course of the year. Without this support from the local community, we simply couldn't do the work that we do.

Thank you all!







Alongside supporting the charity financially, we were incredibly grateful for the donations of **chocolate treats at Christmas & Easter, skips, furniture, equipment and much more.** 

Thanks to the incredible generosity of local businesses, the community, and members of the public, for Christmas 2024, we were yet again overwhelmed with kindness, receiving donations worth over £6,000. Every single gift reached a child in need, and we are deeply grateful for the support that makes this possible.



We are incredibly grateful to have Blackburn Chemicals as a valued Patron of CANW. Family is at the heart of everything it does, and despite its remarkable growth and success, it has remained a fully family-owned business. Its generous multi-year pledge is a testament to its dedication, and it will allow us to continue providing loving foster homes for young people in need. We truly appreciate Blackburn Chemicals unwavering support.

18 canw.org.uk

# Inspiring lives. Changing futures.



6 canw.org.uk

Registered Charity No: 222533