



# Postcode Support Trust

## Impact Statement 2021-2024

# Postcode Support Trust

## Impact Statement 2021-2024

Postcode Support Trust has a **vision** that everyone has the right to access person-centred support to enable transformative change, so that each individual can embrace their full potential. We want a world where individuals and communities feel confident and empowered to achieve change for themselves and others through the power of connection, voice, participation and volunteering.

Postcode Support Trust's **mission** is to support people who need help to live happy and more fulfilled lives.

The Trust supports **charities** and good causes with those purposes through grant funding for charitable activities across Great Britain.

### Celebrating our charity partners

Over the last few years, many charities, including those supported by the Trust, faced real challenges. Whether from the COVID-19 pandemic, the climate crisis, or the cost of living, we are proud that players of People's Postcode Lottery are helping Postcode Support Trust to fund charities to continue their important work.

### New charity partners

In 2024 Royal British Legion, Shelter and Turn2us joined the Trust's portfolio of regularly funded charities, meeting the growing need around support for those living in poverty, access to affordable and safe housing, and support for veterans. A One-year Special Award commitment was made to The Royal Foundation of the Prince and Princess of Wales.

### Funding in numbers

Over the last 4 years (2021 - 2024) the Trust has awarded a total of £55.3 million. In the strategy period, the Trust's funding has supported the following cause areas:

**£23.7m**

to charities supporting homeless young people and adults.



**£18.4m**

to connect and empower communities through volunteering.



**£5.9m**

to charities supporting those facing hardship and family crisis.



### Response to Cost of Living crisis

Throughout this strategy period, we recognize that cost pressures related to the cost of living crisis in the UK affected charities in a number of ways. In response, in 2023 we gave £100,000 of additional unrestricted funding to all of our long-term charity partners, providing them with a much-needed boost in income at the end of a challenging year.

## Case Study

### Viki's Story

Supporting



Viki is from Scotland and was homeless, on and off, living in B&Bs, sofa surfing and having to

rely on family. She has first-hand experience of how difficult it is to progress and thrive without access to secure, safe housing. She was on a local authority waiting list for 20 months before securing a home.

Crisis supported Viki on her journey out of homelessness with access to the kind of flexible, tailored support that is only possible thanks to the generous unrestricted funding that we receive. While a Crisis Member, Viki became a Member Ambassador talking publicly about her experiences of sofa-surfing and living in supported accommodation.

Viki is now helping to create systemic change as a Crisis Trustee who works with the Client Services Governance Committee and Lived Experience Advisory Board. She is passionate about members sharing their lived experiences to inspire changes to policy and services. She is passionate about overhauling the current convoluted and disconnected systems of support that make it almost impossible for people to navigate their way out of homelessness.

*"I was homeless, on and off, for a few years, really. I spent time in the homeless B&B. And then eventually, I sofa-surfed a lot as well. I spent a lot of time backward and forward to my parents' house, which is great, and I was grateful and lucky that I always had my parents as a sort of back-up. But once you're in your 20s and 30s, you don't really want to be crashing at your mum and dad's house for prolonged lengths of time."*

*"I became in touch with Crisis when I was living in supported accommodation. It was women's supported accommodation in Edinburgh. And I'd seen some of the posters up. I wasn't working at the time, so I was keen to do things and fill my day. I'd seen they had some good classes on, so I went along to one of the classes and yeah, it just took off from there."*

**Viki experienced our previous Skylight Edinburgh building, before funding from the players of People's Postcode Lottery enabled us to design a new, person-centred Skylight which opened in September 2023.**

*"People really want to support you. And I think a lot of thought goes into designing how those first interactions take place, making people feel comfortable and being psychologically informed, and all that sort of thing. I think the first impressions people are going to get if they're approaching Crisis for the first time now are going to be a lot better in the new building than in the old building."*



Postcode Support Trust is a registered charity with the Scottish charity regulator OSCR (SC045861) and has been in operation since 2015. The trust operates its own society lottery and receives all its funding from the players of People's Postcode Lottery.

An independent board of trustees is legally responsible for the governance of the trust and how it is managed.