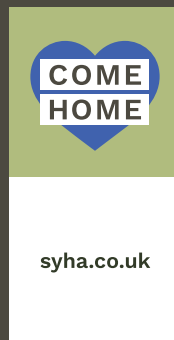


# **“Our time to shine”**

## **An update from SYHA’s LiveWell services**

January 2026



**Welcome  
from Juliann Hall**

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**South Yorkshire Housing Association's (SYHA) vision is for our customers to settle at home, live well, and realise their potential.**

**We achieve this by providing a range of homes, services and support, including our LiveWell services. LiveWell's care and support services empower people to improve their health and wellbeing, live independently, develop their skills and meet their goals.**

**Everyone is entitled to live a fulfilling and joyful life, and housing associations – with local knowledge, resources and connections – are well-placed to offer services that can help people flourish.**

**Offering effective, personalised support alongside good-quality homes is what really empowers communities to thrive.**

**We believe in the power of partnerships to effect meaningful and sustainable change. We work with local authorities, the South Yorkshire Mayoral Combined Authority and the voluntary and community sector to provide support and opportunities across South Yorkshire.**

SYHA is also part of Homes for Cathy, a national alliance of housing associations and charities working together to end homelessness, and a founding member of PlaceShapers, a national network of housing associations committed to supporting thriving communities and places. We're proud to work with organisations across the UK to understand how we can improve systems and services across health and social care.

SYHA has recently joined Places for People – a network of companies creating happy, inclusive and sustainable communities – as a subsidiary. As we enter a new chapter in SYHA's history, we've created this report to showcase our ongoing commitment to our LiveWell services.

We also wanted to demonstrate the positive impact of well-designed, place-based and person-centred services on our customers' wellbeing and futures.

A huge thank you to all the customers and teams across our LiveWell services. Your tenacity, strength and achievements really shine through in this report.



**Juliann Hall**  
**Executive Director of Care, Health and Wellbeing**

## About this report

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**Inspired by the National Housing Federation's Starts at Home Day, we're sharing more about supported housing and the positive impact it has on people's lives. We also offer support and opportunities for people in their own home and community.**

**You'll get a unique insight into our range of LiveWell services in this report.**

**This is a celebration of our customers and colleagues, and evidence of how the right home and support helps individuals to flourish. Thank you to our customers, colleagues, funders and partners for your work, support and sharing more about your experiences.**

## An introduction to LiveWell

SYHA's LiveWell directorate employs 205 people – 48% of SYHA's total workforce. Most of our LiveWell employees work directly with our customers in roles including keyworkers, employment specialists, work and health coaches and peer support workers.

**This year (2025-26), we will support over 7,500 people through a range of services across our four portfolio areas.**



**Supported housing and extra-care**



**Mental health services**



**Homelessness prevention**



**Work and wellbeing services**

We currently manage 26 different services across these portfolios. This includes evidence-based models like Housing First, and Individual Placement and Support services supporting people living with severe mental health conditions into employment.

## **Supported housing: extra-care, supported accommodation management service (SAMs) and agencies**

Our extra-care homes are made up of individual, self-contained flats. They are based in Sheffield, Barnsley, Glossop, Wakefield and Dronfield, and are places where people can access the support they need while continuing to live independent lives. Our extra-care customers have freedom, privacy and opportunities to socialise in lovely communal spaces and gardens.



**350**

people are supported across our seven extra-care schemes.

**“I have been here for 17 years and it is the best thing that I have ever done.”**

**“I’ve got friends here. I have carers who help and staff are always watching out for us.”**

**“This is our time to shine.”**

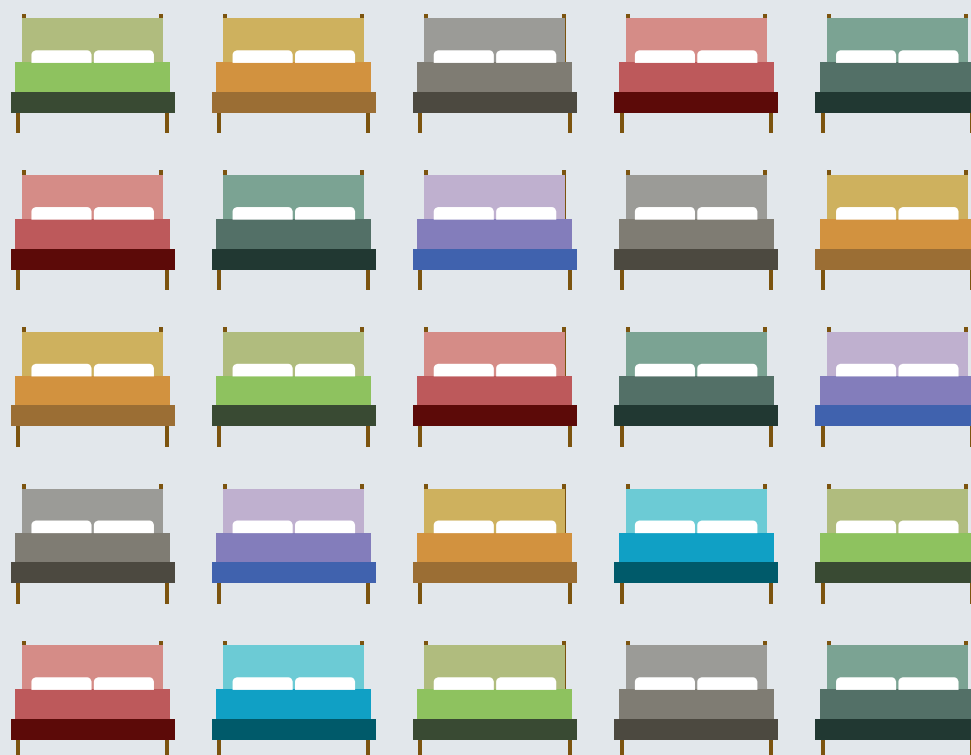
Extra-care customers

Our SAMs service provides supported living across South Yorkshire. The service is available to adults with learning difficulties, physical health conditions and long-term mental health conditions. Referrals to this service are accepted from a range of health and social care professionals including social workers, psychiatrists, occupational therapists and community psychiatric nurses.

**“On the day of sign-up the housing officer was amazing and helped me every step of the way. My father was also impressed with the amount of support, and felt as though nothing was too much trouble and everything was sorted fast.”**

**SAMs customer**

We also have homes managed by third-party agencies, known as managing agents, that are responsible for providing care and support for the people that live there.



**Our managing agents work across the statutory and voluntary sector, providing 403 bed spaces with commissioned support for a wide range of customers – including young people and people with learning and/or physical disabilities.**





## Homeless services

We offer homes and support for people and families experiencing homelessness. Our services provide people with a safe space to recover from the trauma of being homeless, as well as helping them to look after their health and wellbeing, access any specialist support, and settle in a permanent home. We work with customers to develop skills to manage their tenancy, and connect them with local services and communities.

Our support includes providing homes for individuals through Housing First Rotherham and Chesterfield.

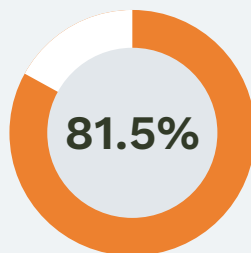
**Housing First** offers people who are experiencing homelessness – through leaving prison, rough sleeping, being at risk of eviction or living in temporary accommodation – a home to settle in. Their home creates a long-term, stable foundation for recovery and to access further support and opportunities.



people supported by Housing First Rotherham and Doncaster since 2018



average points reduction in customers' Chaos Index\* scores

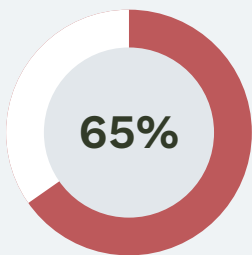


customers have sustained their Housing First tenancy

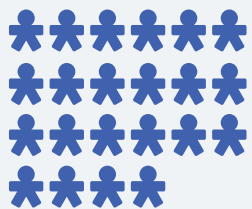
\*We use the New Directions Team Assessment, also known as the Chaos Index. This is embedded in Housing First services across the UK and was developed by South West London and St George's Mental Health NHS Trust. It assesses the behaviours of an individual across 10 areas, including anxiety, substance misuse and risk.

The reduction in scores is positive, and indicates that customers experience greater stability and security by taking part in Housing First.

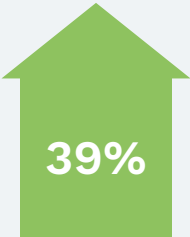
**Indigo Project** is funded through the government's Rough Sleeper Accommodation Programme and supports adults that are sleeping rough in Rotherham and Barnsley. We work with local partners to support customers to achieve their goals and move on to independent living.



Customers with substance misuse now successfully engage with drug and alcohol support



22 people have moved on to independent living



Average increase in customers' Five Ways to Wellbeing scores

**“I am so grateful for everything you have helped me with to get this far. I don't think I would have achieved this on my own initiative. For a long while, I've never felt this secure.”**

**Indigo Project customer**

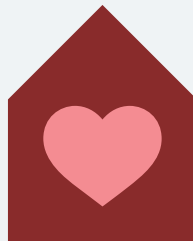


At **Cuthbert Bank**, we work with families experiencing homelessness by providing a safe place to live while supporting them to find and settle in a permanent home. We work with local authorities, the voluntary and community sector and other housing associations to offer co-ordinated and holistic support.



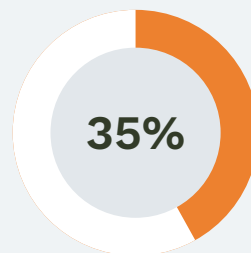
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**38 Cuthbert Bank homes in Sheffield**



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**38 families have successfully moved on from the service since September 2024**



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**increase in customers' Warwick Edinburgh mental wellbeing scores**

**“We want to say thank you for all your endless support during our time here. We are extremely grateful for the help, kindness, and advice you’ve given us.**

**Without you we wouldn't be where we are today, moving into our own house. We will forever be grateful for everything.”**

**Cuthbert Bank customer**

Our **Changing Futures Co-production service** supports people with lived experience of multiple disadvantage to build confidence, develop new skills and use their insights to shape local services. Multiple disadvantage is when people experience three or more challenges such as homelessness, substance misuse, mental health issues, domestic abuse or involvement with the criminal justice system.

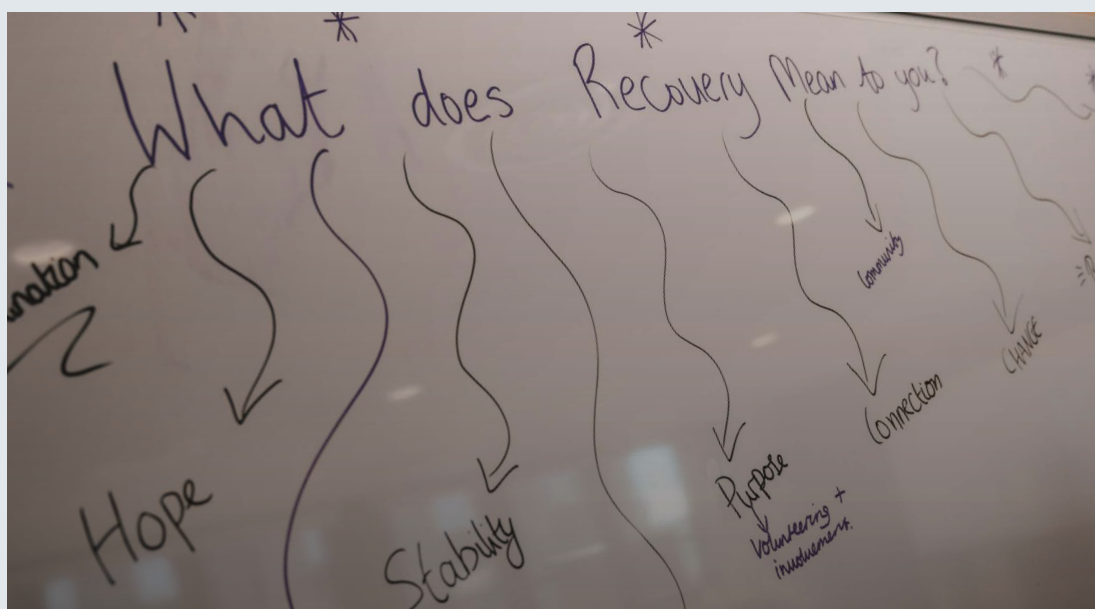
So far, we've provided access to opportunities for 115 people with lived experience of multiple disadvantage to learn, grow and use their insights to support our system change work.

**“The exercise made me feel so relaxed and comfortable in a room full of people I didn't know. It enabled me to contribute better to the discussions.”**

**Krista**  
**Changing Futures Associate**

Our **Changing Futures Peer Support Services** are led by people with lived experience who use their insight to build trust, offer practical and emotional support, and help others navigate housing, health and support systems.

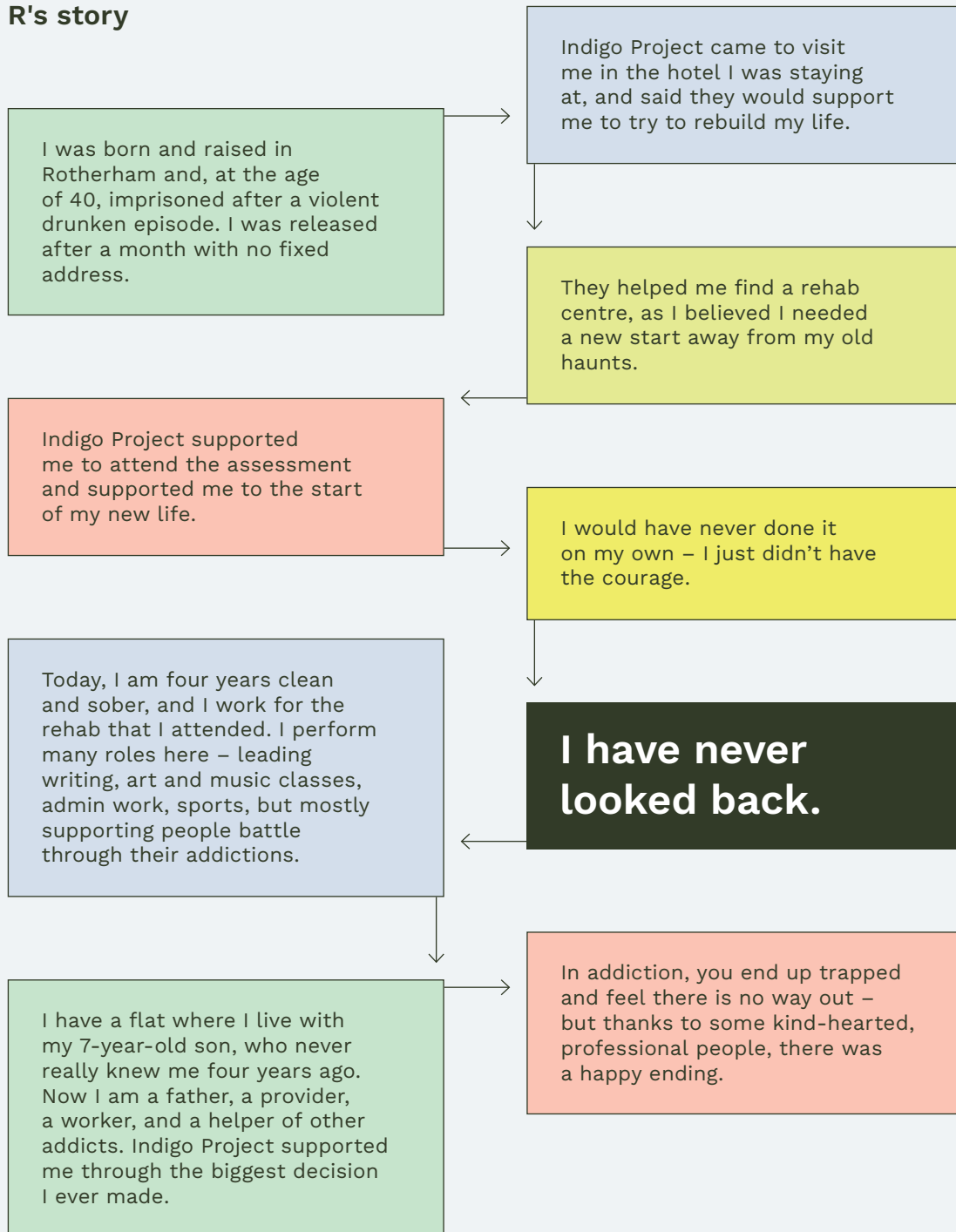
Through outreach, advocacy and person-centred, trauma-informed support, Peer Support Workers help people overcome barriers, access essential services, develop confidence and reconnect with their communities. The service also uses lived experiences to strengthen partnership working and improve how local services understand and respond to people's needs.



**“This opportunity will upgrade my life so much. I can't believe it! I never thought anyone would give me the chance to do a job like this.”**

**Peer support worker**

## R's story





## Mental health services

We support customers to manage their mental health conditions, build independent living skills and achieve their goals. Our teams work with customers to help them stay safe and well, and to improve their physical and mental wellbeing. We have a range of mental health services including supported accommodation and registered care settings, as well as support that people can access in their own home and community.

We support approximately 100 customers at any one time across our mental health services. Some customers receive 24-hour care and support in our residential services, while others work with their keyworker both in their own home and out in the community. We have a great pathway for our customers to start off in a service that requires more support, and then move on to a more independent life with support tailored to their needs.



people have moved on to independent living across our services in 2025



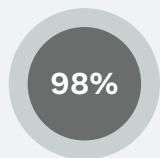
Promoting Independence has helped 73 customers move out of residential care settings into their own accommodation



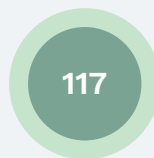
occupancy in all our services



Promoting Independence has been a huge success, achieving all outcomes six months early, and achieving over £3m in cost savings to the system



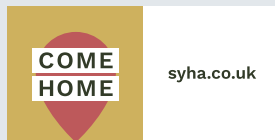
of customers have sustained their tenancies in 2025



people supported by Promoting Independence since 2019



**LivingWell is a pioneering partnership between SYHA and Sheffield Health Partnership University NHS Foundation Trust that supports customers to move back to Sheffield from out-of-city placements or acute settings.**



**The service provides people with a SYHA home, clinical support and one-to-one support from our team to develop independent living skills and improve wellbeing. Our customers have the option to stay in their home long-term once they move on from the service.**

## A day in the life of Helen, key worker for our LivingWell project

My day started with a visit to a customer who has been on our project for about a month. When I arrived, he showed me two letters that he had received as he often needs support with reading English. He has settled into his home really well, and has just got a kitten which he is absolutely delighted about.

My second customer is currently struggling with his mobility. I am also supporting him with debt management, so today I helped him provide some evidence that had been requested.

We also had some safety concerns about carpets that had been fitted by an external company, so I helped him to make a complaint. Before I left, I supported him to complete his weekly supermarket shop and arrange support for an upcoming medical appointment.

Before lunch, I had a phone call from another customer asking me to report a very large spider in his kitchen!

Following this, I had a phone call from a customer who is waiting to transfer from our support to a new home. When this happens, he will no longer have a support package with us which demonstrates the massive progress he has made – he is now ready to live independently.

I also volunteered my own services to go and find the spider, despite my own fear of them. Every day brings something new!

My last customer of the day was asleep when I arrived as he had been in hospital and was very tired. He asked me to reschedule which I was happy to do. I understand that life can be difficult for my customers, and being flexible is all part of my role.

**I really love my  
job and enjoy the  
variety that every  
day brings.**

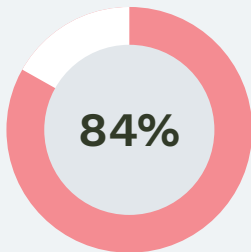
# Work and wellbeing

Our work and wellbeing services support people to find, stay and thrive in employment. We also help our customers manage any physical and mental health conditions, and talk to their employer about what they need to do their best work.

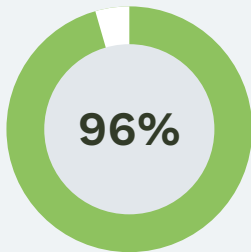
We believe that work can offer people joy, fulfilment, balance and stability, and are committed to helping people find the right job for them.



Up to 1000 people supported at any one time in South Yorkshire



of people we work with stay in their job for over 13 weeks



customer satisfaction rate in our WorkWell service



We are forward-thinking in our approach to helping people into work, and collaborate with partners across the UK to test and develop innovative employment support.

- We are part of the world's first randomised controlled trial of Individual Placement and Support employment support for people experiencing homelessness.
- Through our Jobs Plus service we are testing a new model of employment support that has been successful in the United States – we're part of the first UK provision.
- Our WorkWell service is testing 'upstream' employment support, which breaks the cycle of people being unable to sustain employment. We are one of 15 sites providing this service nationwide.
- Our three Pathways to Work services are offering a new model developed as part of the Pathways to Work commission, cited as an example of best practice in the recent Get Britain Working white paper.

## Liam's story

I was really struggling and had been working long hours in a stressful, toxic environment. My health had taken a downturn, and life felt like a balancing act that was increasingly unstable.

But, from day one, my Employment Specialist, Gina, helped me move forward, step by manageable step.

By the January, I'd applied for and accepted a kitchen assistant role that felt like a perfect match. It was local, meaningful and allowed me to cook fresh ingredients from scratch – something I love to do.

Weekly meetings gave me focus and reassurance, and Gina's patient support guided me to see my strengths and make my decision of sticking with my passion of working with food. It dawned on me that this wasn't about any employment role – it was about finding the right role that I could see myself in for the longer term.

**I enjoy my work  
– and I enjoy  
my time at home.  
I feel settled,  
supported and  
proud.**

The environment was calm, my new team welcoming, and for the first time in a long time, I felt seen and appreciated. My confidence has grown massively. I'm sharing ideas with colleagues, managing my health better, and making long-term plans.

I used to wonder if work would make my mental health worse. It didn't – it gave me back structure, trust, and purpose. I'm not just surviving anymore – I'm thriving.

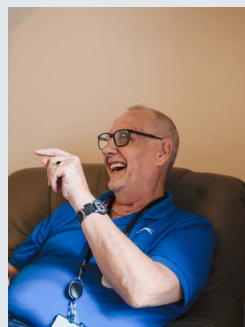
Good Work helped me reframe what employment looked like for me – not just a mundane task, but a place I belong. I'd urge anyone to take the first step to a positive future with the support of Good Work.

**Find out more about our employment services at [syha.co.uk/work](https://syha.co.uk/work)**

## The next 12 months for LiveWell

Over the next year, we will continue to provide brilliant support and services to people across South Yorkshire through our LiveWell services. SYHA also remains committed to playing a key part in delivering the ambitions outlined in the South Yorkshire Housing Partnership prospectus through our membership of the partnership and wider workstreams.

We are proud of the wide range of partnerships that we have across the region with local authorities, health trusts, the South Yorkshire Mayoral Combined Authority and others, including national partners. These collaborations allow us to achieve much more together, and we are incredibly grateful to our partners for their ongoing support.







We will keep innovating and developing our services to deliver the best outcomes for the communities that we serve, and we believe this will be made even stronger through our new partnership with Places for People.

We are steadfast in our commitment that communities across South Yorkshire deserve high-quality supported housing, and we support the National Housing Federation's Save our Social Housing campaign, which asks the government to urgently commit to long-term sustainable funding for support services in supported homes.

The government's [A National Plan to End Homelessness](#) has just been published, and sets out a clear vision to prevent and end homelessness. We will contribute to fulfilling the strategy's objectives and accompanying local and national action plans.

We will also continue to work across South Yorkshire to support the Get Britain Working plan by providing high-quality employment services, because we believe that good work is good for us.

**Above all, we will continue to listen to customer feedback to improve our services. The stories and impact in this report are because of our customers' determination, talent and desire to make a difference.**

Stay up to date with our LiveWell services at [syha.co.uk/wellbeing](https://syha.co.uk/wellbeing)

