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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------------|
| Organisation Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                | Reference code (for office use only) |
| Citywall                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                | 2026-05-YWG07                        |
| Organisation Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                |                                      |
| Suite 10, The Granary<br>50 Barton Road<br>Worsley<br>Greater Manchester M28 2EB                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                |                                      |
| Website Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                |                                      |
| www.citywall.org.uk                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                |                                      |
| <b>How did you hear about the Triangle Trust</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                |                                      |
| Online search                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                |                                      |
| <b>Please describe your organisation's purpose in one to two sentences</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                |                                      |
| Citywall is a CIC supporting vulnerable young people so that they can lead positive, productive, safe and healthy futures - whatever their start in life. We work 1:1 to engage, support and develop young people; always promoting their wellbeing, mental wellness, education, and safety.                                                                                                                                                                                                                                                                                                                     |                                                                |                                      |
| Type of Organisation? (tick all that apply and complete relevant details)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                |                                      |
| Charity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Registered Charity Number                                      | Date Registered                      |
| No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                |                                      |
| Community Interest Company                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Registered Companies House Number                              | Date Registered                      |
| Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 11049575                                                       | 2017                                 |
| Social Enterprise                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Has your organisation been awarded the Social Enterprise Mark? | Year Awarded                         |
| No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                |                                      |
| <b>Grant Summary</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                |                                      |
| £90,000 for 36 months of 1:1 intensive mentoring for girls in Greater Manchester who have experienced - or are vulnerable to - criminal or sexual exploitation. £30,000/year provides a caseworker for 15 girls/young women, reducing vulnerability to exploitation and criminal activity, and building motivation for change.                                                                                                                                                                                                                                                                                   |                                                                |                                      |
| <b>Please describe your principal beneficiaries.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                |                                      |
| Our projects support young people (school age and young adults) in the North West of England who are vulnerable because they are in contact with Youth Justice Services or Local Authority Complex Safeguarding Teams; they are in care or are care experienced; they are disengaged from mainstream education; and/or they have been (or are at risk of being) excluded from education. We are an expert organisation in youth engagement, complex safeguarding, resettlement and SEND. Our referrals come through schools and Local Authorities (Youth Justice Services, Complex Safeguarding Teams and SEND). |                                                                |                                      |
| <b>Please describe the specific local needs of the young women and girls you work with that this project will address</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                |                                      |
| <i>Maximum 4000 characters</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                |                                      |
| The project will address the needs of 11-18 year old girls/young women in Greater Manchester who are either already in contact with the criminal justice system or at high risk of involvement - and specifically those who have experienced or are vulnerable to child criminal and/or sexual exploitation.                                                                                                                                                                                                                                                                                                     |                                                                |                                      |

The Manchester Youth Justice Plan (2025-6) says: "We know that children who offend are often drawn from our most disadvantaged and vulnerable groups... Recorded crime data indicate significant correlations between deprivation and links to crime, for both victims and perpetrators..."

The areas that we work in across Greater Manchester all fall well below the national average in terms of the Index of Multiple Deprivation rank, and some areas of Salford and Manchester are within the 1% most deprived LAs in England. These girls and young women are therefore likely to be experiencing a level of deprivation across multiple areas of life, including income, employment, education skills and training, health and disability, crime, barriers to housing and services, and living environment. It's rarely just one factor that causes a challenge or barrier in a young person's life and is much more likely to be multiple and complex overlapping factors.

Manchester YJS notes that children accessing YJ services are "living in poverty, often experiencing Adverse Childhood Experiences (ACE's) at home, extra-familial harm in the community, and are at an increased risk of poor education outcomes. These lived experiences put children at an increased risk of exploitation and experiencing Serious Violence (SV)." They also highlight challenges such as knife crime, undiagnosed needs, poor education experiences, criminal and sexual exploitation, and pressures within their communities.

Based on our experience of working with young people across Greater Manchester through YJS and LA Complex Safeguarding Teams, the cohort of women and girls is likely to include those who are cared for/previously cared for, adopted, refugee/asylum-seeking, non-attenders, and those experiencing anxiety, depression, attachment disorders, ADHD, self-harm, and/or PTSD.

As a result of these life experiences, they are likely to need support initially to build self-esteem, confidence, resilience and motivation for change. The project will aim to build a trusted relationship through one-to-one mentoring, and will be tailored to the specific needs of each young person. We will then work to build up the protective factors around these girls/young women (such as ETE, strong and healthy family relationships, appropriate accommodation) so that they have the best possible chance of overcoming the barriers they face to a safer and more positive future.

The Manchester YJ Plan also recognises that there is sometimes limited public sympathy for young people who are caught up in the criminal justice system, and this is an area where we can step in for these girls and young women, offering one-to-one support that is completely non-judgemental and built on relationship. Our approach is always solution-focused and strengths-based, and we come into every situation with genuine hope.

**What are the key outcomes you will be seeking to achieve for young women and girls either at risk of offending or who are already caught up in the criminal justice system?**

*(Maximum 3000 characters)*

This work aims to achieve increased safety and wellbeing of young women and girls who have been at risk of exploitation and/or involved in the criminal justice system. We aim to do this by increasing the protective factors around each girl/young woman that reduce the chances of repeating negative cycles or offending. These include some very tangible things, such as engagement with education, training or employment; stable and appropriate housing; access to health services; stable finances and access to relevant benefits; and specific support in place for things such as substance misuse, where relevant. We are also seeking to achieve 'softer' key outcomes such as increased social skills and resilience; improved self-esteem and increased aspirations for the future; and greater understanding of healthy relationships/friendships and the signs of exploitation.

Ultimately, we are seeking to interrupt cycles of offending, or reduce the risk of a girl/young woman offending in the first place, by identifying and coming alongside those who are most vulnerable to going down this path - due to previous life experiences, family circumstances, connection with low level gang activity or negative social influences.

#### **How will you track the impact you are making?**

*(Maximum 3000 characters)*

We actively engage and involve young people in a process of goal setting and self-reflection, and use a range of dynamic assessments to assess progress over time. Based on the Case History information-gathering and initial meetings with each young person, the caseworker will develop a personalised Action Plan with co-authored targets that are agreed collaboratively, and this will shape the provision. These targets will also be agreed and refined with all stakeholders to ensure joint ownership and collaboration. The caseworker will then review each individual Action Plan with the young person on a quarterly basis, and evaluate progress against targets, refining targets and success criteria as necessary.

In addition to realistic and measurable targets, we also use the Justice Star (part of the Outcomes Star suite of dynamic assessment tools) to engage each young person in a process of self-reflection, identifying areas for progress and development, and celebrating distance travelled in each area over time. The outcome areas on the Star are: Accommodation, Living Skills & Self-Care, Mental Health & Wellbeing, Friends & Community, Relationships & Family, Parenting & Caring, Drugs & Alcohol, Positive Use of Time, Managing Strong Feelings, and A Crime-Free Life.

The Justice Star has been specifically developed for people in the criminal justice system, who may be serving a sentence, approaching release from prison, or are in the community, and is designed to help support people to build a crime-free life. Our caseworkers are trained in how to use the Justice Star as an effective tool and to engage young people in productive self-reflection. We will complete a Star with each young person on a quarterly basis to build a picture of the journey of change.

We will also track a Professional Level of Concern for each girl/young woman in the areas of Safety, Mental Health, ETE, Substances and Offending Behaviour. In consultation with other relevant professionals, the caseworker makes a professional judgement on a scale from 0 (no concern) to 5 (serious concern) on a quarterly basis so that we can evidence concerns reducing over time.

As well as tracking impact on an individual level, the caseworker will also produce quarterly cohort reports to measure and evaluate impact across the cohort as a whole. These will include a cohort summary of progress against targets, distance travelled in each outcome area of the Justice Star, and changes in Professional Levels of Concern, as well as some specific celebrations and case studies. We also gather young person and professional feedback on a regular basis.

#### **What are the key activities you will undertake with this funding to achieve these outcomes?**

*(Maximum 3000 characters)*

The funding will provide a caseworker for 1:1 mentoring and practical support for young women/girls who are either in contact with youth justice services, known to HMPPS teams or the police, or who are highly vulnerable to exploitation or offending behaviour. These may be girls in the care system and/or those who have been excluded from school, and those who have been identified by local authority complex safeguarding teams.

The caseworker will travel to the young person and provide intensive mentoring, practical support and advocacy to help navigate a positive path forwards. Depending on the

individual, this might focus on education/employment/training; housing; finances; family and relationships; health and wellbeing; or a combination of all of these.

Each referral will begin with a thorough information gathering process, which forms the Case History. This information is critical to inform our risk assessments and provision planning. It enables us to have a good understanding of the young person's strengths, needs, support strategies and goals before provision starts. The caseworker will then develop a personalised Action Plan with each young person, including co-authored targets that are agreed collaboratively, and this will shape the ongoing provision. Provision for each young person will be flexible, and there is no set time frame for closing a referral. The caseworker will meet regularly with each young person, as well as meeting/communicating with all of the other professionals involved and keeping detailed records. She will review each individual Action Plan quarterly and evaluate progress against targets, as well as producing quarterly cohort reports to measure and evaluate impact across the cohort.

The funding will cover the caseworker's salary, as well as travel, resources and equipment (eg. laptop and mobile phone). It will also cover the caseworker's regular supervision by a member of the Citywall management team to ensure consistent quality of provision, and to provide support and professional development for the caseworker in her role.

**How many girls will you be working over the course of the grant?**

20

**Does your proposed project already exist or is this a new piece of work?**

**If this project is already operating, please describe how you will build on what you have achieved to date.**

**If this is a new piece of work, please explain what this funding will enable you to do differently.**

*(Maximum 3000 characters)*

This is a new project, focused solely on women and girls, but it is based on our established and effective model, and positive working relationships with local Youth Justice Services and Complex Safeguarding Teams.

This funding will allow us to specifically reach some of the most vulnerable young women and girls across Greater Manchester, who may not currently be under YJS supervision but who are at risk of exploitation and/or offending. It will enable us to expand our provision in Manchester to include the Complex Safeguarding model that we deliver in Salford and Bolton, alongside our existing partnership with Manchester YJS. Through conversations with Manchester, Rochdale and Stockport YJS, and the GM Complex Safeguarding Team board we know there is a live need for this work.

**What expertise and track record do you have to be able to deliver this work successfully? Please specifically mention your expertise linked to gender and trauma informed approaches.**

*(Maximum 3000 characters)*

Citywall's foundations are with vulnerable young people under YJS, and we've consistently developed our expertise in complex safeguarding, youth justice, and the experience of women and girls in relation to CCE/CSE. 83% of our senior leadership is women, including 10 years' professional expertise in Probation.

Over the last 5 years, our provision has expanded rapidly as our reputation and authority in this space has grown. We are now a trusted provider at LA level within Children's Services; LAC team; YJS; Alternative Provision; SEN and Head of Participation (14-19). We are on the Approved Provider register for Salford and have links with all Salford High Schools, PRUs, and many primaries for AP: re-engaging young people with education as a key protective factor (approx. 50 young people per year, aged 7-25).

Through our Transitions projects we have developed strong relationships with Secure Children's Homes and Young Offender Institutes. We have had an established relationship with Salford YJS since 2015 and with Salford Complex Safeguarding Team since 2019, and have become an authoritative voice in these areas. Our work features in several external inspection reports and peer reviews for Salford YJS and Complex Safeguarding. Based on the strength of our reputation in Salford, we are now also working in Manchester and Bolton.

We've been delivering an effective Complex Safeguarding model with Salford Connect since April 2022, and with Bolton CST since April 2023, and have a strong track record of providing 1:1 support to young women/girls referred by these teams. Cases almost always involve family breakdown (girls who are care experienced) and/or school age girls who are out of education.

The young people that we currently work with under Manchester YJS are 12-18 year olds who are in custody, preparing for resettlement into the community; including cared for/previously cared for, adopted, refugee/asylum-seeking, and non-attenders. We have a depth of understanding of how complex and overlapping family challenges, and the impact of ACEs, can affect young people in all areas of life. Our work is gender and trauma-informed, and strengths-based.

All staff receive Mental Health First Aid and Emotion Coaching training so that we are trauma responsive in our approach. This equips staff with the skills to spot early signs of poor mental health, and the confidence to empathetically support, coach and signpost appropriately.

The business plan includes our most recent impact data, evidencing a strong track record of positive engagement and meaningful progress for young people who have come into contact with the youth justice system or who are vulnerable to CCE/CSE. From Salford YJS: "Citywall workers have been very successful in creating trusted relationships with young people who can be difficult to reach. The support from Citywall over many years has added value to the work the YJS does and has resulted in many positive outcomes."

**Does your organisation have existing knowledge and expertise working across the criminal justice system?**

*(Maximum 3000 characters)*

Yes - our Transitions projects are led by a female Manager with a professional background of 10+ years in Probation. Citywall's Directors have also both previously led projects with Salford YJS since 2015 and co-authored the Youth Resettlement Policy with Salford LA. Our ongoing Resettlement Project is a partnership between Citywall, Manchester YJS, Salford YJS and Bolton YJS. Citywall is commissioned to mentor young people in custody in preparation for their release to the community. Referrals come from YJS and involve strong partnership working with the team of professionals around the family. During the period of custody, the mentor travels to the young person to engage them in 1:1 mentoring in preparation for release. The mentor aids the management of risk and safeguarding of young people within the secure estate by providing an additional trusted adult for them to share concerns with, and liaising with other key professionals. We remain involved to support the transition back into the community on release, including wider family support. Each young person has a bespoke Resettlement Plan which is shaped around the Constructive Resettlement model.

We developed this project because we believe in positive futures for young people, whatever their previous choices or experiences. We understand that families can sometimes struggle to visit and support their children in custody and access to professional services can be limited. We see a pattern of loneliness and isolation among

young people in custody, leaving them vulnerable to exploitation and negative influences. Recent safeguarding/parental concerns highlighted that young people are reluctant to use existing lines of communication to report peer-related issues, which further emphasises the value of 1:1 provision from a trusted mentor.

We have seen first hand that resettlement of young people after release is a complex process with many variables. Re-offending rates are high; in part due to the range of challenges young people face when returning to the community. The Resettlement project aims to support this transition to reduce reoffending rates.

We're also delivering an effective Complex Safeguarding model with Salford Connect (formerly CST) and with Bolton CST to support young people who are at risk of - or have been - criminally or sexually exploited. This involves 1:1 intensive mentoring, practical support and advocacy to help navigate a positive path through education/employment/training; housing; finances; family and relationships; health and wellbeing.

We recently ran a pilot project in the adult secure estate, commissioned by Hindley Prison, which has just been recommissioned. This is 1:1 work around violence reduction, managing emotions and planning for the future, with the aim of interrupting the cycle of reoffending and repeated custodial sentences. This work relies on strong relationships and collaboration with a range of prison and partner services.

**Please explain how the grant will be spent and include a topline budget with brief explanations**

*(Maximum 3000 characters)*

The grant will be spent on the salary, operating costs and running costs for one caseworker delivering 3 days/week over 3 years. This will enable a caseload of approximately 12 young people per year.

We are asking for a total of £90,000 over 3 years. £30,000 per year covers a £20,000 salary, plus £5000 operating costs (eg. travel, expenses and session resources) and £5000 core running costs (eg. supervision, training and compliance).

**Who will be responsible for overseeing and delivering this work?**

*(Maximum 3000 characters)*

This work will be overseen by the Transitions strand lead: an experienced female member of the management team with 10+ years' professional experience in Probation, and currently overseeing our Resettlement, Complex Safeguarding and Hindley Prison projects.

The 1:1 work will be delivered by an existing Citywall female caseworker who has relevant experience and training; including safeguarding children and vulnerable adults, MHFA and Emotion Coaching.

There will also be top level oversight by one of the two Citywall Directors, who has professional experience of designing and delivering similar projects with commissioners, and overseeing delivery.

**How do you plan to continue this work once the grant ends?**

*(Maximum 3000 characters)*

Our previous experience has shown us that, once we have developed a positive and impactful partnership with YJS/local authority teams or referrers/commissioners, they are likely to re-commission the project going forwards, beyond the timescale of the initial grant. We have a growing Citywall charitable trust for regular giving, fundraising and one-off donations, so would be able to allocate some of this giving to sustain this work. We will also continue to explore further grants, and project-specific giving from some of our regular supporters who are passionate about this work in particular.

|                                                                                                                     |                                                                                      |               |
|---------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------|
| <b>Will you be receiving funding from any other sources for this project?</b>                                       |                                                                                      |               |
| <i>(Maximum 3000 characters)</i><br>Not currently.                                                                  |                                                                                      |               |
| <b>Do all staff have enhanced Disclosure and Barring Service (DBS) checks? If no please state why.</b>              |                                                                                      |               |
| Yes                                                                                                                 |                                                                                      |               |
| <b>Reason why not all staff have DBS checks.</b>                                                                    |                                                                                      |               |
|                                                                                                                     |                                                                                      |               |
| <b>Total funding requested in this application (£30,000 to £100,000 with a maximum of £50,000 in one year)</b>      |                                                                                      |               |
| £90000                                                                                                              |                                                                                      |               |
| <b>Proposed grant start date</b>                                                                                    | <b>Proposed grant duration in months</b>                                             |               |
| 11/3/2025                                                                                                           | 24                                                                                   |               |
| <b>How much funding is required each year?</b>                                                                      |                                                                                      |               |
| <b>Year 1</b>                                                                                                       | <b>Year 2</b>                                                                        | <b>Year 3</b> |
| £30000                                                                                                              | £30000                                                                               | £30000        |
| <b>What was your organisation's expenditure in the most recent financial year?</b>                                  | <b>What was your organisation's annual income in the most recent financial year?</b> |               |
| £935438                                                                                                             | £973044                                                                              |               |
| <b>What value of unrestricted reserves did your organisation have at the end of the most recent financial year?</b> |                                                                                      |               |
| £131879                                                                                                             |                                                                                      |               |