

SOCIAL IMPACT REVIEW

catch
22



2025

INTRODUCTION FROM OUR CEO



I am delighted to introduce this year's social impact review. This review is a testament to the extraordinary progress we have made at Catch22 over the last 12 months.

It has been a year of resilience and impact; we've secured new services, scaled effective programmes, and made meaningful strides in shaping policy to improve outcomes for the people we support. As ever, we're also looking ahead and investing in innovation through initiatives such as our GoodTech Ventures programme.

Across the organisation, colleagues have supported thousands of people to get their lives back on track - whether that's through finding work, reintegrating into the community, or breaking the cycle of violence and exploitation. We continue to amplify the voices of young people and those with lived experience, and to deliver high-quality services that are being recognised by commissioners, inspectors, and partners alike. We have

seen first-hand the difference that trusted relationships, evidence-led practice, and local collaboration can make to people's lives.

Alongside this external impact, we have also taken important steps forward as an organisation. We have strengthened our commitment to inclusion, invested in developing and celebrating our people, improved collaboration through the launch of our new intranet, CatchConnect, and set a clear long-term direction for the organisation through the launch of our new strategy, [Mission 2030](#).

None of these achievements would be possible without the unwavering support of our commissioners, funders, and partners, who continue to place their trust in us.

Most importantly, I want to thank my Catch22 colleagues. Your dedication, compassion, and professionalism are at the heart of everything we do. Every day, you help people overcome barriers, build confidence, and realise their potential – often in the most challenging circumstances.

Looking ahead, I am excited about the opportunities that our ambitious new five-year strategy, *Mission 2030*, presents. Together, we will continue to innovate, collaborate, and advocate for change, ensuring that the people and communities we work with, and for, are heard, supported, and empowered.

However you are connected to Catch22, thank you for being part of our journey and for the difference you make every day.

Naomi Hulston, CEO

IN THE LAST YEAR...

JUSTICE



59,643 people supported

across our community, custodial, and victim services.

The Finance Benefit and Debt team have helped **clear £1.9 million of debt** for service users.

EMPLOYABILITY



3,566 people

with barriers to work supported to progress.

1,100

programme participants **have secured work.**

EDUCATION & SKILLS



385 students supported

in Catch22 Colleges, with

84% stating they would recommend to a friend and **63%** going onto positive destinations.

249 students supported

in our Alternative Provision schools, with **89%** going onto a **positive destination.**

YOUNG PEOPLE & FAMILIES



12,942 people supported

by our young people and families teams, with **94%** leaving with a positive outcome.

905 young victims

of violence supported, with **74%** reporting they feel 'very safe' as result of our intervention.

COMMUNITIES



More than 48,450 people

reached through our bowel, cervical, and breast cancer **screening projects.**

1,400 Newham residents

supported to access **free legal, debt, housing, and social welfare advice.**

CELEBRATING OUR PEOPLE



1,272 individual attendances recorded across our online annual staff conference sessions, InspirEd 2025.

More than 360

colleagues attended in-person InspirEd 2025 events across Manchester, London, and Bristol.

362 nominations were received for our 2025 **Celebrating our People Awards** – a new record!



Raising standards for victim services

This month, we published a comprehensive blueprint detailing [our approach to victim services](#), which was met with an outstanding 99% satisfaction rate among service users. This milestone reflects our commitment to delivering high-quality support and ensuring that those affected by crime are empowered to rebuild their lives. By prioritising justice, impact, and quality, we help individuals and families develop the resilience needed to overcome adversity and contribute positively to their communities.



GoodTech alumni recognised among the UK's top innovators

Alumni from [GoodTech Ventures](#) were recognised in the prestigious 2025 Startups 100 list. Their achievements highlight the transformative power of tech-enabled innovation in the public service delivery space. Cogs AI, which provides mental health support to neurodivergent people, and SuperFi, which delivers a new approach to debt management and financial wellness, both made the list. By nurturing talent and supporting entrepreneurial journeys, Catch22 continues to foster aspiration and resilience, helping people realise their potential in a rapidly-changing world.



Amplifying young people's voices to shape safer online spaces

In response to the UK Youth Select Committee's inquiry, we played a key role in amplifying the voices of young people on issues of youth violence and online harms. [Our contribution](#) emphasised the importance of listening to those directly affected by these issues and advocating for reforms that create safer digital environments. This work is central to Catch22's mission of building aspiration and resilience, ensuring young people have the support and opportunities they need to thrive.



Driving justice reform

The Catch22 public service reform agenda saw us taking the insights from frontline delivery and using that to push for policy change. In particular, our [Fixing Fixed Term Recalls](#) paper included recommendations to reduce disruptive short recalls within the justice system and improve rehabilitation outcomes. This work is closely linked to the wider Crime and Policing Bill, and our ongoing efforts to shape policy for the benefit of those we serve.



Royal visit highlights transformational education outcomes in Suffolk

Our Patron, the Princess Royal's, visit to our [Include Suffolk](#) school this month shone a spotlight on the positive outcomes achieved through our education provision. The event also highlighted the value of [partnerships](#), in particular our collaboration with National Grid, in raising aspirations and supporting young people to overcome barriers to work.



Helping thousands into sustainable work through award-winning employability support

Catch22's [employability and skills provision](#) was recognised with the silver IEP 'Professional Excellence' award, celebrating our impact in supporting more than a thousand people into jobs and helping 64% sustain employment for over six months in the past year. Our employment support continues to thrive, empowering those furthest from the job market to build aspiration and pursue meaningful careers.



Reducing custodial violence through targeted interventions

March saw the launch of [eXpand](#), our MOPAC-funded violence reduction service for remand cohorts at HMP Wandsworth and HMP Pentonville. The initiative is designed to reduce custodial violence and support reintegration, providing tailored interventions that help individuals develop the skills and confidence needed to re-enter society.



Care Leavers Into Careers (CLIC) wins prestigious award

Our [CLIC](#) employability programme, funded by Barclays, won the 'Preparing for Work' award at the Liverpool City Region Culture and Creativity Awards this month. In the last year, the programme has supported over 150 care-experienced young people, with 50 of those securing work so far. The award recognises CLIC's outstanding commitment to helping care-experienced young people gain the skills, confidence, and opportunities they need to thrive in the workplace. With over 650 nominations across categories, this achievement highlights the incredible impact our team is making in the community.



Improving life satisfaction through community-led mental health support

Our Community Connectors programme is a place-based, community navigation and support service delivered by [Community Links](#). It focuses on reducing health and social inequalities by helping people access the right support at the right time. In the last year, 925 people experiencing serious mental illness received holistic, community-based support, with 78% reporting significant improvements in life satisfaction. This is one of many of our place-based programmes that demonstrates the power of culturally-informed, relational approaches alongside clinical care.



Thousands set to benefit from extended green jobs programme

This month, our award-winning [Energise](#) programme, funded by Shell UK, received a two-year extension, allowing us to scale our support to over 3,000 people. The re-launch event in Liverpool, at which the Minister for Employment and the Mayor of Liverpool spoke, celebrated this milestone and reinforced our commitment to helping individuals build the skills and resilience needed for sustained employment in growth sectors.



Commitment to closing gender pay gap

In April, we published our [gender pay gap report](#), demonstrating our clear commitment to eradicating the median pay gap within five years. Our current median gap of 3.85% is a significant reduction on previous years, but one we're still determined to erase completely.



Protecting children at risk through integrated local safeguarding

April also saw the launch of Catch22's new [STEPS](#) child exploitation service in West Mercia, providing vital support to children at risk. By working locally and integrating services, we're continuing to build our child exploitation services portfolio, to safeguard the futures of vulnerable young people.



Independent inspection praises high-quality justice delivery

An independent inspection report praised Catch22's Offender Management Unit (OMU) at [HMP Thameside](#) as "innovative," "positive," and "effective," highlighting the strength and quality of our provision. We're proud to be the only third-sector provider of an OMU in the country.



Opening digital career pathways for women impacted by the justice system

Our [Code4000](#) programme expanded its digital training offer to women impacted by the justice system. By equipping participants with coding skills, careers advice, and mentoring, we're helping not only to secure careers in tech for women, but also reduce the likelihood of future reoffending.



New Catch22 youth brand set to transform youth engagement

May also marked the launch of the Catch22 [youth brand](#), which has been designed to drive engagement with our youth-facing services and programmes. Developed with the input of over 100 young people, we're proud to have a new brand that speaks directly to them, their needs, and their ambitions.

“At Thameside, probation prison offender managers had large caseloads – including one with 90. In contrast, the rest of the population was looked after by Catch22 staff in an innovative, commissioned model in which caseloads were manageable and contact was maintained with prisoners.”



Celebrating our people and strengthening our learning culture

Our annual InspirEd staff conference brought together staff from across Catch22 to share best practice and celebrate achievements. With events in Bristol, London, Manchester, and online, colleagues from across the organisation delivered sessions that informed and inspired.

The week culminated in our annual Celebrating Our People awards ceremony which, this year, was held at the iconic BT Tower. These awards highlight the dedication and impact of our teams, with categories including Team of the Year, the Care and Compassion Award, and Most Inspiring Leader.



Innovative residential care continues to flourish

[Lighthouse Pedagogy Trust \(LPT\)](#), part of Catch22, creates children's homes with an approach entirely informed by social pedagogy - a relationship-based way of working with children.

This year, LPT launched the Graduate Diploma in Residential Childcare with Kingston University London, a UK-first, degree-level qualification for those working in residential care settings. The course has been carefully developed by experienced practitioners and sector leaders to prepare participants for the challenges of working in a children's home.

Speaking about the value of the course, Chief Social Worker, Isabelle Trowler CBE said: "This course can help systematise the individual brilliance we see across the 46,000 talented residential care practitioners in England."

[Read LPT's annual review here.](#)



Rethinking school exclusions

This month, our thought-provoking blog explored the [‘turning points’](#) that shape young people’s futures, emphasising the importance of a cross-sector approach to supporting students through school removal and re-engagement. The piece builds on insights from the delivery in our alternative provision schools and colleges.



Putting lived experience at the heart of justice reform

We were excited to launch of Season 6 of the [Catch22Minutes podcast](#), ‘Experts by Experience’, which aims to amplify the voices of people with lived experience of the criminal justice system, informing better policy, services, and public understanding. Across the season, the podcast explored topics such as:

- how lived experience can improve public services,
- the human impact of the justice system,
- stories of resilience and personal transformation, and
- the role of relationships, creativity, and opportunity in supporting reintegration.

“We don’t see school exclusion as an end, but as a pivotal opportunity. It’s a chance to engage a young person who hasn’t received the support they need, and to help rebuild their confidence, skills, and future prospects.”

Catch22, The Turning Point blog



£2.1m recovered for Newham residents through trusted local advice

This year, [Community Links](#) supported over 1,400 people with free legal, housing, debt, and welfare advice, helping to recover over £2.1 million in unclaimed benefits. This support helped stabilise households facing acute cost-of-living pressures and, in many cases, prevented problems from escalating into crisis.



Showcasing stories of impact

The [Catch22 Zine](#) is an annual publication, showcasing the breadth and depth of our work in a digestible and accessible style. This year's issue included articles on restorative justice, employment in the creative sectors, the power of emojis – when symbols hide harm, and why we need youth policy to safeguard young futures.



Care-experienced young people influence national policy and practice

Members of our [Young People's Benchmarking Forum](#) shared insights at over 20 conferences and events this year. This allowed them to reach more than 1,100 professionals, influencing policy and practice.

Their annual 'In Their Own Words' conference in August brought together local, regional, and national leaders, building on findings from their research - which gathered evidence from more than 200 care-experienced young people. Some of the key issues for care-experienced young people, which were highlighted during the event, included:

- struggling to afford food,
- financial barriers to starting work, and
- housing insecurity and disincentives created by housing benefit rules.



New intranet promotes connectivity and collaboration

September saw the launch of CatchConnect, our new intranet, which has been designed to provide a single source of truth and make information easily accessible to colleagues across the organisation. Featuring a 'Catch of the Week' highlight, open blogs for colleagues to share insights, an events feed and direct links to our social media channels, over 95% of Catch22 staff are now regularly using CatchConnect.



Drawing political attention to child criminal exploitation and youth violence

Catch22 had a strong presence at the 2025 Labour, Conservative, and Liberal Democrat Conferences, influencing debate and building key partnerships.

We launched our ['Drawing the Line'](#) campaign at the Labour Conference, calling for urgent action on child criminal exploitation, with contributions from senior political, policing, and sector leaders.

Across both conferences, we led and joined targeted events and meetings to promote our manifesto priorities, share frontline insight, and strengthen relationships to drive long-term policy and system reform.



Real Living Wages

For the fifth consecutive year, Catch22 has proudly aligned base salaries with the National Living Wage, reflecting our commitment to fair and responsible pay. We aim to ensure our colleagues are recognised and rewarded for the incredible work they do, even in a challenging financial climate. Alongside maintaining this standard, we have continued to uplift salaries across the organisation, delivering increases for the last three years - demonstrating our dedication to ensuring Catch22 remains a place where great talent can thrive.



Transforming victim care through faster, personalised support

This month, we launched our new [Norfolk and Suffolk Victim Care](#) service, commissioned by the Norfolk and Suffolk Police and Crime Commissioners, to provide free, confidential, trauma-informed support to victims and witnesses of crime across both counties. The service offers an enhanced model of care, including named caseworkers, faster contact for those with enhanced needs, flexible support options, and a 24/7 digital hub, helping people to cope with and recover from the impact of crime, whether or not it has been reported to the police.



Resident-led culture initiative supports thousands

[Culture Within Newham](#) is a community-led cultural and creative programme delivered by Community Links and funded by Arts Council England. Through commissioning local artists and grassroots organisations, the programme brings high-quality, inclusive cultural activity directly into neighbourhoods, helping unlock creativity, build confidence and strengthen community connection across the borough.

So far, the programme has involved 46,500 residents who are amongst the least likely to engage in arts and culture, placing community voice and co-creation at the heart of decision-making. This month we secured a further three years of Arts Council funding to continue this impactful programme.

“Knowing someone was there to talk to, especially if something was going wrong. Like, having that security in your head that someone from Catch22 has got my best interests at heart.”

Person supported by a Catch22 employability service



Embedding restorative practice to reduce exclusions and build resilience

During Restorative Justice Week 2025, Catch22 highlighted the power of restorative approaches to build safer communities, empower victims, and support accountability. We marked the week by expanding our restorative justice pilot into primary schools, embedding a restorative culture to reduce school exclusions, and strengthen resilience among children and young people.



New cross-sector alliance to tackle reoffending in London

We partnered with charities St Mungo's and Shaw Trust to establish the [London Futures Alliance](#), a new cross-sector partnership designed to reduce reoffending across the capital. The Alliance brings together complementary expertise in rehabilitation, housing, employment, financial inclusion, and mental health, with early activity focused on engaging with local authorities and commissioners across London to shape a strengths-based, integrated approach.



Hospital-based youth violence intervention work features in national media

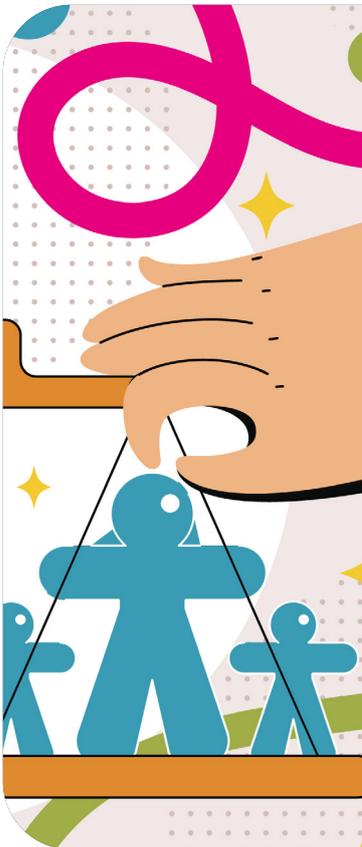
[Redthread's](#) hospital-based youth work was featured in a range of national media this year. ITV National News and Sky News pieces showcased Redthread's trauma-informed model in November, with youth workers embedded in A&E departments to support young people at moments of crisis. This coverage helped elevate public and policymaker understanding of the role of health-led, early intervention approaches in preventing serious violence and repeat harm.



Capacity reforms public services in the North West

Capacity is continuing to thrive in the North West, and in the last year supported 31 organisations in the region, and beyond, to make public services people services. They have researched, engaged, drafted, designed and got stuck into the doing, supporting their partners to make a real change to communities, organisations, the Liverpool City Region and the North West.

Read more in Capacity's annual report [here](#).



Bold long-term vision through Mission 2030

We ended the year by launching [Mission 2030](#), our new five-year long-term business strategy, which sets out how the organisation will deepen its impact and extend its reach by 2030. It reaffirms Catch22's core mission to build resilience, aspiration, and prosperity in people and communities, while placing a stronger emphasis on public service reform and impactful delivery as its guiding principles.

The strategy is underpinned by a commitment to prevention, tackling inequality, integrated pathways of support, and evidence-led practice, enabled by being people-centric, technology-enabled and financially responsible, and guided by values-driven ways of working that support lasting system change.

THANK YOU

Thank you to all our commissioners and funders, partners and stakeholders and our colleagues. Without you, we wouldn't be able to have the impact we do.



Department
for Education



Ministry
of Justice



Department
for Work &
Pensions



Home Office



catch-22.org.uk

Catch22 charity limited. Registered charity no. 1124127
Company limited by guarantee. Company no. 06577534

catch
22