

REACHING UNDERSERVED COMMUNITIES 2024-25

Gender

61% of our population identified as female, **34%** as male, and **5%** had other gender identities - a similar profile to last year.

Ethnicity

We've reached children from 17 different ethnic backgrounds, with **13%** not identifying as White British - up from **11%** last year. This is a gradual upward trend of reaching more young people from different cultural backgrounds. The top 5 Ethnicities reached after White British were: White European, White Irish, Mixed background, Mixed White Asian, and Mixed White and Black Caribbean.

Health

73% of our population identified as having an additional health condition. There was a high prevalence of neurodiverse children in our cohort. This is a significant rise from last year (**53%**).

JDI Population Living with a Health Condition	73%
Neurodevelopmental Impairment (e.g.: Autism, Dyspraxia, etc.)	46%
No additional health conditions	27%
Long-term mental health condition	7%
Pending diagnosis	7%
Long-term physical health condition	5%
Learning impairment	2%
Prefer not to say	2%
Hearing impairment	2%
Physical impairment	1%
Visual impairments	1%

Sexuality

76% identified as heterosexual (higher than last year's **73%**).

Sexuality	
Asexual	1%
Bisexual	15%
Gay	3%
Heterosexual	76%
Lesbian	3%
Pansexual	2%
Prefer to self-describe	1%



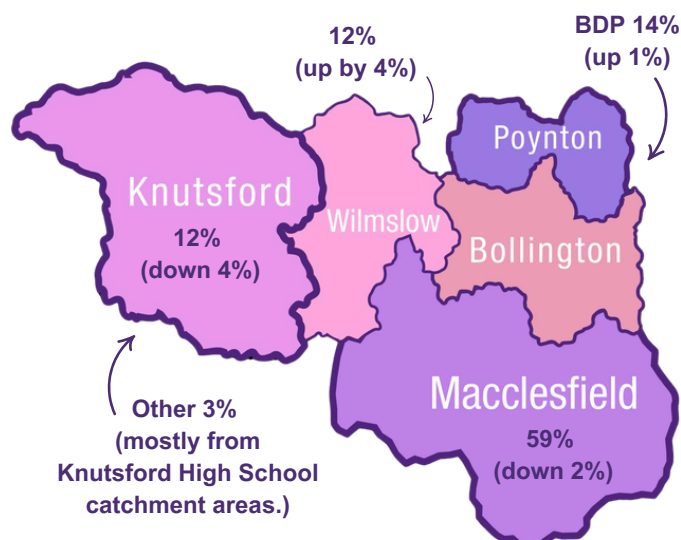
Household Circumstances

38% of our beneficiaries were either in receipt of benefits themselves or lived in the same household as someone on benefits.

Economic Disadvantage

Given the mission and purpose of the charity we have always worked hard to tackle economic disadvantage. We use postcode data to map our service beneficiaries to areas of deprivation. Over the last 4 years we have consistently reached between **18%** and **20%** of beneficiaries who reside in the top **30%** of national (The Moss, Weston & Hursfield in Macclesfield. Longridge in Knutsford and Colshaw Farm in Handforth) whilst still within this range it was very disappointing to see this decrease rather than increase.

Count of IMD Decile	CYP 2023-24	CYP 2024-25
15	18%	17%
17		
96		
66	27%	31%
90		
42		
45	55%	52%
79		
68		
211		



You Said, We Did

In 2024 we made a commitment to understand our strengths and struggles around Equality and Diversity. We engaged EqualiTeach to work alongside us to help us understand our journey. They are a registered charity which specialises in equality and diversity training and consultancy, who works with organisations England-wide, to help promote inclusion and tackle discrimination.

As part of this process EqualiTeach reviewed our policies and procedures and a self-assessment tool we completed. They also surveyed staff, volunteers and beneficiaries, and ran two focus groups with beneficiaries. They concluded that the vast majority of beneficiaries and staff feel that Just Drop-In is a welcoming and safe space. Some participants in the focus group said that it was the only place they left home for and they really appreciated having the space. Many beneficiaries felt that the organisation had gone over and above to support them. *“JDI is a beautiful organisation with very kind staff. I always feel very welcome and very supported there.”* – Beneficiary Survey Comment.

They also highlighted some best practice:

- Beneficiaries appreciate being asked about extra support required, for their pronouns, and other important information
- Beneficiaries really appreciate the creation of the LGBT and Circle group
- That beneficiaries are involved in decision-making was felt to be a key strength
- Beneficiaries shared that they felt the organisation was good at supporting autistic and other neurodivergent young people.

Some clear areas for improvement emerged and as a result, the charity now has a dynamic improvement plan that is overseen by the Just Drop-In Equality and Diversity Group, which comprises the Chief Officer, a Senior Manager, Volunteers and young people. Lots of progress has already been made against the plan, with further work in process for the coming 12 months.

Findings	Action Completed	Still To Do
The premises were highlighted by all groups as an issue, particularly the reception area.	Reception area completely re-vamped and de-cluttered. Appointments staggered to avoid too many people waiting at one.	Disability Audit of the rest of the building.
It was felt that people were not comfortable in asking about reasonable adjustments; that this information was not consistently gathered, shared and used.	New My Whole Self form developed and in use. Charitylog updated.	N/A
There are no clear procedures to inform staff and volunteers what to do when an incident occurs, with staff and volunteers feeling under-confident in effectively challenging incidents.	New procedure developed. Training booked for November 2025. New posters in development.	Send to Equaliteach for feedback, and implement.
Time isn't scheduled to allow opportunities to debrief at the end of groups.	All groups now have debrief time, including space to look at any issues related to Equality and Diversity.	N/A
All groups highlighted that there was a lack of diversity in the staff and volunteer team.	Recruitment Policies, Procedures and Practice Reviewed. New tactics used to recruit more Diverse Mentors.	Finalise process. Evaluate effectiveness of tactics.
Some staff and volunteers lack confidence in supporting people of different religions and ethnicities.	Training booked for November 2025. Discussed in team meetings.	
The organisation could do more to communicate that it is an inclusive space and celebrate different festivals and awareness months.	Diversity Day booked for 2025. Awareness Days now in the Calendar.	Equality and Diversity Group reviewing.