



Finding a way forward
with young people and
their families

KEY NEWS

keycommunity.org.uk

Spring Summer 2025



Top Stories

Introduction to Key's
counselling service

Let's Celebrate: Volunteer
Thank You Event

Key Homes: Residential Life
and Community Building

Our values shape our work and drive everything we do

We've been revisiting our charity's values to help us stay true to our mission and ensure our work continues to reflect what matters most.

It's been a chance to reconnect with our purpose, involve our community, and guide future decisions with clarity and integrity.

TO READ
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Key Wellbeing

Supporting young people's mental health is key to the success and sustainability of our work.

Our Counselling Service offers a safe, supportive space for young people dealing with emotional, mental health, or relationship challenges.

A safe space for healing and growth

We use a person-centred approach, meaning we listen without judgment and focus on what matters most to each young person. Every individual is treated with respect, and support is shaped around their specific needs and goals.

Our service is available in Key's supported accommodation and move-on properties, and for schools and South Tyneside College. This makes it easier for us to reach young people where they are.

One of the strengths of our service is that there's no time limit. We understand that healing takes time, so support is available for as long as it's needed.

How to access

If you, or a young person you know, could benefit from our service, don't hesitate to reach out. Help is available, and no one has to face their struggles alone.

Referrals can be made by support workers, family, teachers or directly by you. Please contact our experienced and BACP registered counsellor :

Ian Banach
T: 07395 281 930
E: ianbanach@keycommunity.org.uk
keycommunity.org.uk

(9am-6pm Mon to Fri)



Volunteer Appreciation

We held a special Volunteer Thank You Event, with our friends at Action Station, to celebrate the incredible contributions of our dedicated volunteers.

It was a chance to come together, reflect on the year, and express our heartfelt gratitude to the people who give their time, energy, and compassion to support us.

Thank you for standing with us

The event was filled with warmth, laughter, and a deep sense of community.

Volunteers were welcomed with refreshments, a fun quiz, a short presentation highlighting the impact of their work and were awarded a personalised certificate and thoughtful goody bag.

To everyone who gives their time, you make a real difference. Your generosity, positivity, and belief in our work inspire us every day.

Thank you for being part of our journey. We couldn't do it without you.

Appeal for Volunteers

We're desperately in need of more volunteers - especially for receptionist and driving roles.

Could this be the perfect volunteering opportunity for you - or someone you know?

Drop us a DM on Facebook (@keytolifefoodbank) or call 07833 613 393 to discuss joining the team!

Scan me to find out more





Key Homes

Engaging young people in supported accommodation is key to creating a safe, positive, and empowering environment.

We recognise that every young person arrives with their own experiences, strengths, and challenges—and meaningful engagement begins by building trust and showing respect for their individuality.

Building confidence and ownership

We prioritise voice and choice in everything we do. Young people are actively involved in shaping their support plans, setting personal goals, and making decisions about their day-to-day lives.

Regular check-ins, informal chats, and creative activities provide opportunities for connection and feedback.

We also hold residents' meetings where young people can share ideas, raise concerns, and contribute to the running of their accommodation. This sense of inclusion encourages responsibility and helps create a supportive peer environment.

Constructive engagement

Staff work hard to create consistent, non-judgmental relationships that help young people feel safe and valued.

Through patience, empathy, and positive reinforcement, we support them in developing life skills, managing challenges, and preparing for their next steps—whether that's education, training, employment, or more independent living.

Client engagement isn't a one-off action—it's an ongoing process. By listening, involving, and respecting the views of young people, we create a culture where they feel heard, empowered, and ready to grow.

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