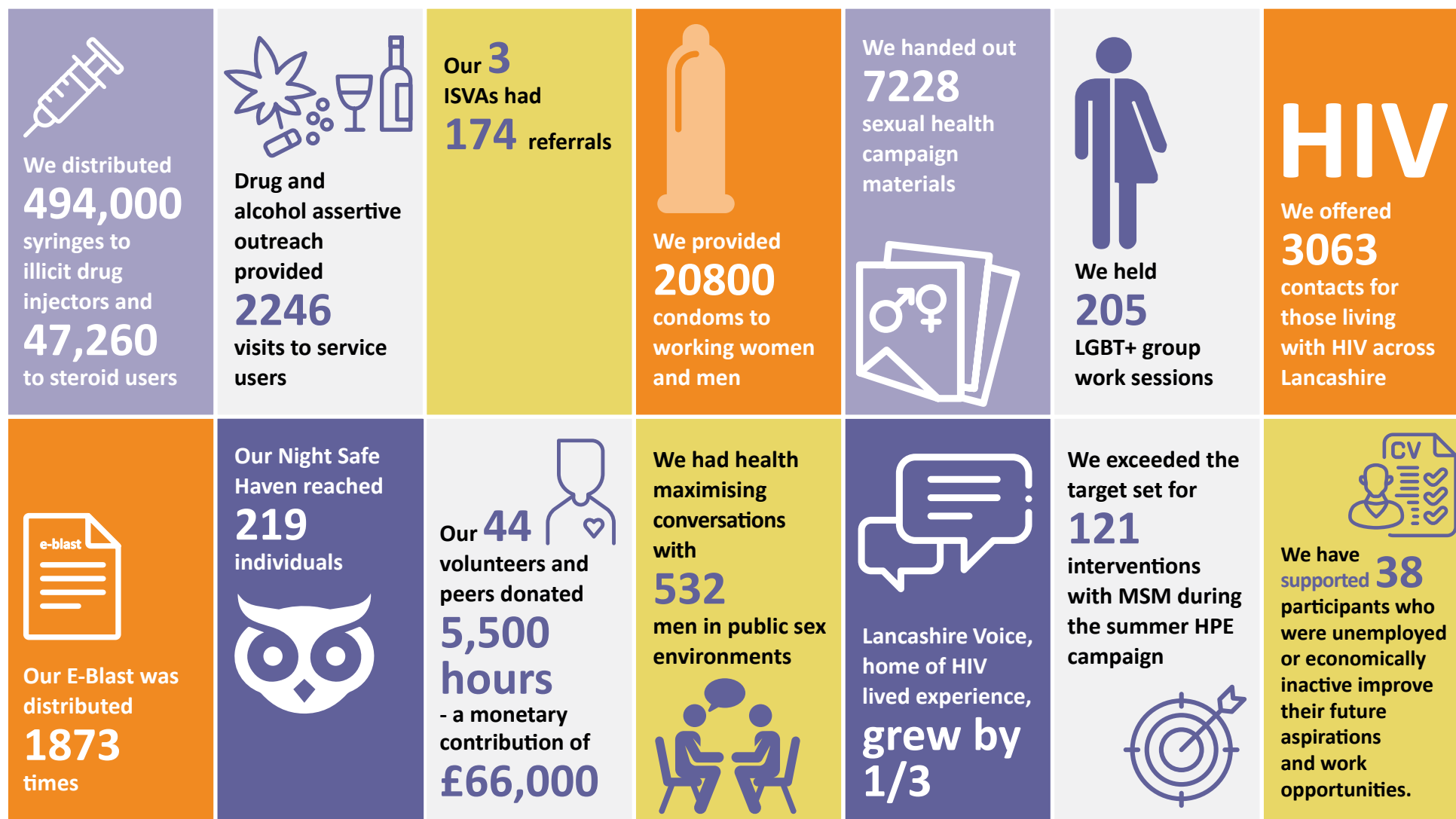


# Annual Report and Review 2017/18



## CHAIRS WELCOME

Can I take this opportunity to introduce you to our new look annual report and invite you to see the tremendous work we have accomplished this year.

I must offer sincere thanks to the Trustees and Directors for their support and diligence this year; Pam Isherwood, Mark Jones, Ian Ashton, Phil Curwen and Lianne Powell. Each of them bringing their particular expertise to champion particular roles in Safeguarding and Clinical Governance; Contracting, Commissioning and Human Resources; Finance; Performance and Consultation; Mental Health and Wellbeing and IT, Communications and Public Relations.

2017/ 18 was another year of outstanding achievement for us. I know that everything we do is only possible because of the team of people who make it happen; our fantastic staff, volunteers, peers and of course management by Shelley Mullarkey-Matthews and Julia Hutchings. Thank you to everyone who helped to make 2017/18 such a great year.

This will be my last year as Chair and it has been a privilege to lead such a dynamic and innovative service.

**Martin Boden**  
Chair of Council of Management  
October 2018

## EXECUTIVE DIRECTOR OF STRATEGY AND FUNDING REVIEW OF THE YEAR

There is much to cheer about from 2017/ 18 and the first page of this report gives you the powerful headlines of our tremendous achievements that are detailed within.

This year sees the successful culmination of the 2015/18 strategic plan and foundations laid for the next periods.

As we enter our 32nd year we remain unique, strong and passionate for all the work we do and people we support.

**Kathryn Talboys**  
Executive Director of Strategy and Funding  
September 2018

## Council of Management Members in 2017/18 Trustees and Directors

- Martin Boden (Chair)
- Pam Isherwood
- Mark Jones (Vice Chair)
- Ian Ashton
- Phil Curwen
- Lianne Powell

## WHO ARE WE...

**Drugline - Lancashire** was established in 1986 and became an independent charity in 1993.

From April 2011 the service rebranded its activities to Renaissance at Drugline Lancashire, a new dawn for substance misuse and sexual health services.

### Mission:

Renaissance is a leader in the delivery of substance misuse and sexual health services; a dynamic and innovative service offering quality and effective responses to all. Through its strong foundation and future thinking, we value our beneficiaries, invest in our stakeholders and achieve excellent results.

### Vision:

*Renaissance at Drugline-Lancashire: a regenerated and revitalised world with empowered individuals building stronger and healthier communities.*

## What we did this year for our organisation...

- With much consideration we sold our last Preston building on Union Street after 30 years in residence. This allowed us to invest in our Blackpool premises on **Dickson Road** in preparation for Horizon partners Delphi moving in. Additionally we explored proposals as to how to extend our office space and retain a training facility.
- Our **Training and Conference** room was used for our own training offer and events as well as community meetings as Pride and the Recovery Walk.
- We welcomed 258 **Visitors** to our Blackpool site.
- We committed to being a **safe service** with review of Health and Safety and Business Contingency Plan.
- **Networking, working collaboratively, in partnerships and co-delivery** continued with Horizon, Building Better Opportunities, Financial Inclusion and Night Safe Haven services, clinical sexual health alliances, harnessing all required services for our beneficiaries and supporting collective voice with Blackpool's Third Sector Leaders Group.
- We provided **student placements**, offering real life experiences and sharing expertise and knowledge to future counsellors, social care workers, sexual health practitioners and the police.
- We harnessed **modern media, multimedia campaigns and promotional material**; producing new materials for the Needle Exchange, three sexual health guides,

launched new services, harnessed our Facebook/Twitter/Website/YouTube, sent out monthly E blasts to a growing membership, co-ordinated a calendar of events as World AIDS Day, Alcohol Awareness Week, Hate Crime Awareness Week and National HIV Testing Week and maximised our digital footprint with inputs on online directories and partner websites.

- We recognised that to be the best charity we can, we need to have **quality assurance measures** and **stringent governance**, supported by **policies and procedures**. We made this process meaningful through a policy a month highlighted for discussion in the team meeting.
- We worked towards the development of an **excel dashboard** for monitoring training, staff sickness and leave.
- We measured our service against **best practice** from clinical guidance to new research; covering issues from Novel Psychoactive Substances, Reducing Drug-Related Harm in the Night Time Economy, End of Life Care, Drug Related Deaths, Liver Disease, Hep B Vaccination and HIV Testing.
- We made sure we provided a **service for everyone** who needs us and this helped through our Equity Audit, Equity Action Plan and Strategic Equality Action Plan.
- We made sure we were ready for **GDPR** with audit, action plan and training.
- We provided the best services we could and we **audited** key provision as the Needle Syringe Service, the CISVA, Administration and Blackburn with Darwen Healthier Living HIV Service.
- We achieved new **Quality Markers** including **The Hate Crime Kite Mark** making us a Third Party Reporting Centre and began Lime Culture's **ISVA quality mark** around work with Male Victims.
- We made sure we were a good employer and used **Staff and Volunteer Satisfaction Surveys**.
- We invested in **Training** for paid and unpaid staff; from Information Governance to Health and Safety and Prep.
- Our 2015-18 agency **Strategy** offered a foundation for development and progress reported quarterly to the Council of Management.
- Regular team and project meetings were held and **Team days** offered the whole agency the opportunity to present their projects and services to colleagues and hone their training skills, have a guided meditation and overview of reiki to promote wellbeing, Christmas Elves lead seasonal festivities with managers

highlighting the years accomplishments and case file record keeping training and safeguarding training were provided. This led to 'What/Why Wednesdays' where in the mornings staff shared complex clients, had extra team meetings or protected administration time.

## Who funded us this year...

- Blackpool Public Health (Sexual Health and Substance Use) (Horizon)
- Blackpool Public Health via NWS (Night Safe Haven)
- Lancashire County Council Local Authority/ Public Health
- Blackpool Council/Lancashire County Council (Domestic Abuse)
- Blackburn with Darwen Local Authority/ Public Health via Lancashire Care Foundation Trust
- HPE MSM HIV Programme
- Big Lottery Awards for All
- Children in Need
- Police Crime Commissioner Lancashire
- Big Lottery/ European Social Fund
- Lancashire Victims Service
- Preston City Council
- Lancashire LGB&T (Secondment)
- Age Concern

We continued public **Fundraising**, for our HIV Hardship Fund from LGBT Venues and event collections and sought funds for the agency through Give as you Live and our website donation opportunity.

We **harnessed our assets**, using our premises for hire and our **Training School** for fundraising alongside building the capacity of local communities and professionals.

## What did we achieve this year...



Horizon is the substance use and non clinical sexual health partnership for Blackpool. Delivered in partnership with Delphi as lead for the substance use treatment recovery services, we provide Drugs and Alcohol Adult Harm Reduction and Assertive Outreach services together with Non Clinical Sexual Services.

## Harm Reduction and Substance Misuse Assertive Outreach

We provided harm reduction initiatives such as dry blood spot testing, 60 second rapid HIV testing, chlamydia screening, take home Naloxone, oral healthcare, condoms, foil and access to LARC, along with needle exchange facilities to substance misusers in Blackpool; with the

principle aim of reducing the incidence and prevalence of blood-borne viruses and STI's and improving health and wellbeing. Harm minimisation advice and guidance was offered to all service users, engaging people into treatment and recovery services or providing discreet information for those using steroid and other performance enhancing drugs.

The drug and alcohol assertive outreach service re-engaged those dropping out of Horizon treatment services and engaged those most at risk of acute illness and early death, such as chaotic users and the homeless. The assertive outreach team worked with service users in a variety of settings to ensure maximum engagement and re-engagement with drug and alcohol treatment services and the promotion of recovery.

Key Activity for the year, highlights and endorsements for the Horizon services:

## Harm Reduction:

### Key Activity

- No of dry blood spot test completed **157** (this figure includes AO, NX and HR clinics)
- No of harm reduction sessions
- Sexual Health/Harm Reduction clinics **32**
- Drug Litter Training sessions **3**
- Harm Reduction training session delivered to Volunteers **1**
- Harm Reduction Forums attended **4**
- Harm Reduction Forums attended **4**
- Number of events attended
- Hep C Operational Delivery Network **1**
- No of events organised
- Harm Reduction and Sexual Health clinics at hostels **32**
- Hepatitis 'Bingo' Training for Staff and volunteers **1**
- Number of syringes distributed to illicit drug injectors **494,000**
- Number of syringes distributed to steroid users **47,260**
- % return rate average for the year **36%**
- Naloxone **197**

## Highlights

- We proposed testing heroin for the presence of **Fentanyl** to avert risks of drug related deaths.
- We explored **The Loop** to pilot the testing of recreational drugs in the night time economy in Blackpool.
- We outreached key **hostel accommodation** in Blackpool; offering harm reduction literature, advice, and condoms, dental packs and dry blood spot testing.
- We provided Drug Related Litter **training** to 3D Environmental Services and the Ashley Foundation.
- We established a new pathway for a **Hep C Community Treatment Service** at Horizon.

## Endorsements



Drug Litter Training:

*“Covered the topic well and gave me a good overall understanding of issues around blood borne viruses and needle stick injuries”*

*“Very good course and very informative”*

*“Delivered well and at the right level”*

Substance Misuse Assertive Outreach

Key Activity

• Engagement referrals	410
• Assessed	141
• Retention referrals	813
• Retained	620
• No of clients supported	1113
• No of client contacts (face to face)	1113
• No of dry blood spot test completed	93
• Naloxone handed out	32
• No of outreach visits	2246
• No of harm reduction sessions	787
• No of events attended	7

Highlights

- We identified a lead for **Hepatitis C**, increasing both testing opportunities and access to treatment.
- We streamlined the **pathway of referrals** from Blackpool Victoria Hospital to more effectively access treatment and recovery services.
- We ensured **Naloxone** and training was provided to contribute to the reduction of drug related deaths.

Endorsements

*A service user stated she had ‘hope’ and felt ‘a lot safer knowing she had support’ reiterating her plea of ‘not wanting to die’.*

*“I will maintain that the Assertive Outreach service remains highly responsive, professional and dedicated, I would like to let you know that your work continues to safeguard the highly vulnerable client group engaged in the service.”*

*“I would like to express my personal gratitude for the work the team have done time and time again to motivate, support and transport as well as any number of numerous tasks that continue to support the Horizon workforce.”*

Non Clinical Sexual Health Services

We provided non-clinical specialist support for individuals who are living with and/or are affected by HIV and/or Hepatitis C, individuals affected by sexual violence, the Lesbian, Gay, Bisexual and



Transgender + population and those at high risk of poor sexual health as sex workers and men who have sex with men (MSM). We contributed to the reduction of undiagnosed HIV/BBV and STI's and provided harm minimisation and education to the greater risk groups. We supported individuals to reduce risk taking behaviour and increase healthy behaviours through information, resources, advice, guidance, emotional support and psychological therapies.

We adopted assertive approaches to reach people. Our sexual health outreach team provided net reach, work in public sex environments, sauna's and night time venues; offering condoms, lubricant, HIV and STI screening, brief interventions and support to more structured support services. The team actively harnessed multi media campaigns and events to target groups involved with risky sexual behaviours. We provided a discreet service for sex workers through outreach for those working in parlours, from home or on the street. We provided condoms, supported access to sexual health services, in situ BBV screening, extended brief interventions to meet more complex needs and promoted opportunities for peer support and working collaboratively with other professionals.

The Horizon services were underpinned by volunteering; harnessing those with lived experience, those wishing to seek new learning and experiences, individuals wanting to give something back to their communities and those with particular expertise as counsellors.

Sexual Violence

Key Activity

• No of new referrals	78
• No of clients supported	327
• No of client contacts (face to face)	180
• No of counselling referrals made to	

Renaissance Counselling Service	16
• No of home visits (clients also access the office base)	19
• No of events attended	21
• No of events organised	3
• No of conferences attended	2
• No of networking contacts	277
• No of training sessions attended	10

Highlights

- We held an **event** to promote our sexual violence services, which included presentations from Zoe Lodrick (Psychotherapist, Trainer and Consultant), Lime Culture (UK's leading Sexual Violence Training and Development Organisation), the Police and Crime Commissioner and with the most impact two past service users who gave their own stories.
- We pioneered the opportunity for a **'shadowing' service** for ISVAs to follow barristers throughout their daily work (in cases of rape/sexual assault) and to mutually learn more about each other.
- We re-launched attending an **ABE (Achieving Best Evidence)** Police interview to support our role at trial.
- We contributed to the **Catalyst** multi-agency meeting, working in collaboration with Blackpool and Fylde College to raise awareness of rape, sexual assault and consent with students.
- We held an **International Women's Day event** at the NHS Walk-In Centre.

Endorsements

*“I just wanted to say thank you for all your help and support and to say sorry for sometimes being difficult to contact or find and for not calling you back or always being easy to work with.”*

*“I'm just so grateful for everything you*

*have done to help me and wanted you to have something to keep (and read) – just like my memories of you and C (Police).”*

*“Thank you for your support – I know that my daughter is very quiet and has not always been easy to speak with, but for both of us you have been a great source of comfort and help throughout this.”*

Sex Work

Key Activity

• No of new referrals- street sex workers	10
• No of client contacts (face to face)	274
• No of outreach visits	200
• No of home visits	40
• No's attending clinic/drop in	40
• No of events attended	30
• No of conferences attended	8
• No of condoms	20800
• No of newsletters/e blasts distributed per month to each parlour	1
• No of networking contacts	100

Highlights

- We joint outreached with the **Fulfilling Lives Team** to support Street Sex Workers multiply complex with substance use, domestic abuse, mental health concerns, homelessness and family trauma.
- We provided for **complex working women** by working closely with the Salvation Army for shelter and accessing food parcels, bedding, core electrical goods, food vouchers, heating vouchers and clothes.
- We adjusted **outreach to the parlours** to later to meet their changed opening times, used the community policing's polish translator to reach the growing



differing ethnicity of women (also including Thai and Black British women) and supported women to exit sex work, with one returning to their home country.

- We visited Leeds **designated working area** for street sex workers, offering valuable learning.

**Endorsements**

*One woman described the service as her 'Guardian Angel'...'I would not have been here if it was not for the project, she has taken me to every appointment, Horizon, doctors, CDT, I am happy I can live again'.*

**SEXUAL HEALTH OUTREACH**

**Key activity**

- No of client contacts (face to face) **3411**
- No of events attended **3**
- No of events organised **4**
- No of condoms **22438**
- No of Lube **3851**
- No of interactions promoting HIV Testing / Screening **1046**
- No promotional materials distributed **7228**
- No of Significant contacts lasting 10 minutes or more **556**
- No of signposting to additional services / organisations **387**
- No of outreach visits to risk taking locations **319**

**Highlights**

- We created and distributed a range of **new sexual health outreach booklets** to promote safer sexual practices across the LGBT+ community.
- We worked with men attending **Public Sex Environments** to avert anti-social behaviour.
- On **World Aids Day** we successfully helped to raise awareness and £578.63 in LGBT+ venues.
- We extended coverage on the **LGB&T Community** 'scene' including the new venues as Sapphire's.

**Endorsements**

*"What a fantastic service to have here in Blackpool. It's great to see the LGBT community supported so much"*

*"You can never go short of a condom or two in Blackpool!" It's great to know that I haven't got to worry about bringing them, because they are always out in the saunas and pubs..... (The places I like to go lol)"*

**LGBT**

**Key activity**

- No of new referrals **3**
- No of clients supported **2**
- No of client contacts (face to face) **10**
- No of group work sessions **205**
- No of Insti tests completed **56**
- No of home visits **1**
- No's attending clinic/drop in **14**



- No of events attended **14**
- No of events organised **9**
- No of meetings attended **52**
- No of other client engagement / telephone calls/texts/letters to other services **71**

**Highlights**

- We offered LGBT+ & Trans\* Specific Awareness **Training**. This included, University Hospitals Morecambe Bay, Kemple View and Blackpool Fire Brigade staff. 156 people were trained and the training contributed to University Hospitals successful NHS Health Hero Awards for Inclusion and Diversity.
- We increased the attendance and activities at our LGBT+ groups. Blackpool **Allies Group** joined with the **Red Ribbon Group** for Pride and offered a calendar of events that challenged isolation e.g. those at the very start of their transition and parents of Trans young people. **The Luncheon Group** allowed regular mutual support for those older concerned about their future care. The **'Gents' Group** welcomed a new volunteer facilitator and made plans for new activities.
- We produced 3 new **sexual health guides** aimed at Gay, Bisexual and other Men that have Sex with Men, Lesbian, Bisexual and other Women that have Sex with Women and members of the Trans community. The guides launched at Blackpool Pride with the intention to offer them at GP Practices, other universal services as

well as our One Stop Shops in LGB&T Venues and website.

- Our **M2M Clinic** re-launched with our Non Clinical Sexual Health Practitioners offering asymptomatic, non-evasive, sexual health screening; testing for Chlamydia and Gonorrhoea by throat swab and self-rectal swab as well as a urine test and use of dual INSTI Testing for both HIV and Syphilis. The clinic promoted with drop cards and posters for venues, saunas and local GP surgery's and appropriate social media platforms. In 7 months the clinic screened 17 clients and was also able to refer individuals presenting with symptoms direct to Clinical Sexual Health Services.

**Endorsements**

*"I wouldn't have been able to attend my appointment if it wasn't for you"*

*"The group really helps and being able to talk to you is good too"*

**HIV**

**Key Activity**

- No of new referrals **39**
- No of clients supported **87**
- No of client contacts (face to face) **2287**
- No of group work sessions **48**
- No of dry blood spot test completed **0**
- No of Insti tests completed **79**
- No of outreach visits **401**
- No of home visits **217**
- No of events attended **8**
- No of events organised **6**

- No of conferences attended **2**
- No of networking contacts **1061**

**Highlights**

- We engaged **people living with HIV** through one to one support, drop ins, telephone, home visits, counselling, mutual support through the Red Ribbon Group and ensured individuals **attended clinical services**.
- We supported people to access help for **associated health conditions** and worked closely to maintain **positive relationships** with Blackpool Police, The Harbour, Mental Health Services, Job Centre Plus, Blackpool Coastal Housing and the Department for Work and Pensions.
- Through **Fylde Food Partnership** we became a Fylde Foodbank distributor, supporting service users across Blackpool, Fylde and Wyre.
- We made grants from our **Hardship Fund** to maintain individual's independence and well-being.
- We fundraised with **Arriva Northern Rail** for World Aids Day, holding a Memorial Event at Liverpool Lime Street. We collected £100 from the passengers from Liverpool to Preston and Arriva donated £1000. Arriva also sought HIV training for their Senior Management which they will then cascade throughout their staff teams.
- We undertook **PrEP** training, ensuring we were involved with the Blackpool trial.

- With our Changing Futures Project we delivered **an event** at Brockholes Nature Reserve and Conference Centre. The event was for pan Lancashire service users and over 35 attended to look at workability and managing finances.

**Endorsements**

*Keep up the great support you offer and always deliver"*

*"Very happy to come to the groups and meet new people and it helps to improve my confidence"*

*"Thank you for introducing me to the Transformational Coach as I am now working which has improved my financial situation and well-being"*

**NETREACH AND COMMUNICATIONS**

The netreach service operated the online reach of our service, via website, social media and apps. With service promotion, key health messaging across sexual health and alcohol and other drugs and supporting individuals via online mediums.

**Key activity**

- No of newsletters/e blasts distributed (numbers reached) **19 (1873)**
- No of posts on social media; Horizon LGBT **671**  
Renaissance **567**  
LGBT BME **91**



Total	1329
• No of likes on Facebook;	
Horizon LGBT	1072
Renaissance	746
• LGBT BME	27
• Total	1845
• No of twitter followers;	
Horizon LGBT	239
Renaissance	743
Total	982
• No of Netreach contacts	21
• No of referrals to service as a result of a Netreach contact	5
• No of HIV tests initiated as a result of an online contact	9
• No of postal condoms distributed;	
Blackpool	1998
Lancashire	2556
Total	4554
• No of Postal condom evaluations "Very Satisfied"	100%
• Number of websites used to promote a service or an event	43



### Highlights

- We harnessed our **Facebook, Twitter pages and YouTube channel** and used **online service directories** regionally and nationally.
- We produced **awareness raising videos and online campaigns**, such as a HIV testing video.
- We produced a monthly digital newsletter offering updates on all our services; 1873 distributed, an 18% increase on last year and to a diverse audience. It also promoted local authority initiatives such as ASIST training, Test.HIV, positive steps into work through Blackpool Borough Council and promotion of HPE campaigns as a local activation partner.
- We engaged the LGBT+ community with profiles on Grindr and Adult Works; using netreach to provide online harm reduction interventions and access to safer sex resources and BBV testing. Netreach used in HIV Prevention England's Summer Campaign, National HIV Testing Week and World AIDS Day. This raised the level of Black African testing at Wesley Hall in Blackburn with Darwen. MSM testing magnified at the Flying Handbag through advertising on 5 large screens in the venue.
- For Sexual Health Awareness Week we produced 4 'memes' for social media channels; using the strapline "Spread the word, not the infection" and shares and likes over a 24 hour period to showing how quickly an STI can spread. We also provided online promotion for chlamydia screening programme and HIV home testing initiatives.
- Our **MSM Clinic** was advertised on TV screens in local LGBT+ bars and on sites as "Scruff" "Grindr" and "Squirt"; as well as the Newsletter, posters in LGBT + venues (bars and saunas), Health Centres and drop cards via sexual health outreach.

### Endorsements

"Sounds a great service...U charity are you?"

## VOLUNTEERING

We offered a wide range of volunteer and peer opportunities across the Horizon and greater Renaissance services. Volunteers were recruited and trained to become actively involved to support the paid workforce and its service users in a variety of ways; ranging from one off event supporters to academic placements.

We invested in volunteers, we promoted a culture that values their involvement and we supported them properly. We provided quality volunteer opportunities and we benefited by adding value to commissioned services; increasing our reach of services, our representation and reflection of our community and bringing new energy and enthusiasm to the organisation.

### Key Activity

• Volunteers/peers	44
• Volunteer hours donated	5,500
– a monetary contribution of	£66,000
• Induction training sessions	29
• Training hours	442
• Active counsellors	13
• Counselling clients	87
• Counselling sessions delivered:	561
• Pre-Trial Therapy sessions	146
• Rape victims receiving Pre-Trial Therapy	41

### Highlights

- We offered 4 full induction **Training** programmes, together with additional in-house and external training covering sexual health, harm reduction, Blackpool Safeguarding and ASIST (applied suicide intervention); enabling us to utilise a knowledgeable volunteer workforce across the service.
- Volunteers supported **Community events and fundraising**. *HIV Testing Week* saw them at a range of community locations with 2 volunteers achieving 44 rapid HIV tests at UCLAN in just one afternoon as well as BBV testing at homeless hostels. World Aids Day saw two volunteers at our *World Aids Day* event at the Flying Handbag and raised £580 by collecting donations and selling raffle tickets. 5 volunteers with the support of Northwest Trains worked hard at fundraising on the Preston to Liverpool train and supported information stalls at each station. The *Recovery Walk* allowed volunteers and peers to help plan the events and be instrumental to the success of a Civic Reception,

a Conference, engaging the local business community at Blackpool Business Leadership Group and be on The Recovery Walk held in Blackpool in September which attracted 10,000 people. Volunteers helped raised funds for *Unite for Chechnya* and *Orlando Shooting* at local events. *Blackpool Pride* saw volunteers being joined by service users and their families in all the preparations, they took part in a fun packed parade despite the rain, they set up and dismantled the float, stood on stalls in the Winter Gardens and outside LGBT venues and promoted the service via literature, promotional materials and selling goods including craft items and artwork they made to raise funds for the Red Ribbon Group and the Hardship fund.

- Two volunteers organised a **Christmas party** for all service users living with and effected by HIV across Horizon and Healthier Living.
- **Community sexual health and drug and alcohol outreach** were staple volunteer roles with 12 volunteers regularly involved and provided peer support, practitioner support, brief intervention and harm reduction advice to individuals in the community.
- **Practitioner and peer support** supported all paid workers in their day to day roles and peers have been particularly useful for home visits to service users. New volunteer role descriptions covering this work were developed so that the volunteer fully understood their role and responsibilities and risk management featured heavily. Practitioners support included; LGB&T Hate Crime, HIV Transformational Coach, HIV Horizon, HIV Healthier Living, ISVA and the CISVA.
- Through voluntary placements we were able to offer a **counselling service** that supported the training and development of student and qualified counsellors. With 15 volunteers, that included 8 new trainee counsellors, we supported them to achieve their qualifications. The counselling service was offered to all Horizon and Renaissance service users who had issues with anything related to sexual health and including those working towards or in recovery.
- **Pre-trial therapy and sexual violence survivor counselling** was

funded through a donation and the Police and Crime Commissioner. We harnessed volunteer qualified counsellors to deliver a specialist therapy service for victims of sexual violence who were facing a criminal trial. Counsellors received appropriate training to support both legal and ethical issues as well as in the areas of trauma, confidentiality, solution focused therapy, legal processes and understanding of the CPS document 'Counselling For Vulnerable or Intimidated Witnesses Prior to a Criminal Trial' and had access to appropriate support and supervision.

- **Service User Groups**, the Red Ribbon Group, Gentleman's group and the LGBT+ Allies, were facilitated by volunteers; their enthusiasm and creativity producing a schedule of activities, outings and fundraising events to carry the groups forward.
- We provided **supervision and support** through bi monthly formal one to one supervision, trainee counsellors additionally received regular reports around progress and development for college and group supervisions were held for counsellors with additional training workshops. All volunteers were supported with ad-hoc supervision and support through the Volunteer Co-ordinator. Supervision also acted as a tool for feedback by discovering what they found satisfying about volunteering and any concerns they may have about the role or the organisation. It also allowed us to revise volunteer roles; to ensure they are still relevant and valuable, to launch new opportunities to help retain volunteers and improve how volunteers are organised.
- For **Volunteers Week** we arranged an afternoon of celebrations and awards to say a special thank you to the whole volunteer and peer workforce for their amazing contributions over the year. A lunch was provided, followed by recognising the efforts and achievements the volunteers made and the impact they have had on the service and service users. Every volunteer received a trophy and a gold medal, a thank you certificate and individual and personalised thank you letters from the staff they worked with. Recognition and thanks was also given to the Lancashire Voice peers and Healthier Living supporters. Extra special awards were given for



outstanding volunteer work, dedication to the service and for long service ending with an individual award for Volunteer of the Year 2017 which was given to Mr Darren Parsons in recognition of his dedication and hard work in supporting service users affected by HIV. He was also recognised for his efforts in fundraising, event planning and facilitation of both the Red Ribbon Group and the Gentleman's group which he helped establish and grow. He was also commended for his commitment to the drug and alcohol outreach team and for the numbers of hours he had kindly donated to the service.

- A **Volunteer Satisfaction Survey** showed a high level of satisfaction with all aspects of volunteering.

#### Endorsements

*"My counsellor was fantastic with me, she understood how I was feeling and helped me to understand why I was feeling the way I was. Having counselling was the best thing I could have done and I cannot fault the counsellor one bit, she is a wonderful caring person. Thank you for everything."*

*"Thank you so much for everything you have all done for me. I have loved being a part of this incredible organisation that does such important work. I will carry with me everything I have learned here which has been so much! Thank you for letting me be part of such amazing people's lives and making memories that I will never forget. Renaissance has become such a big part of my life and will always have a place in my heart. Everyone keep doing what you're doing because it's so important that there are people like you making our world a better place. It's been an amazing journey!"*

### NIGHT SAFE HAVEN IN BLACKPOOL

The Night Safe Haven helped us to reduce the number of people who attended Blackpool Victoria Hospital due to excessive alcohol consumption. This reduced pressure on emergency departments, saved ambulance journeys and protected vulnerable people.

Through a town centre, multi-professional, immediate medical response, with practical and emotional support, signposting to Horizon, we provided a safe place for people to recover, be supported, receive medical treatment, stabilised or taken timely to the emergency department.

People self-presented to the Night Safe Haven vehicle or were directed via bar staff, Police and Street Angels.

The Night Safe Haven increased people feeling safe in Blackpool town centre, both residents and visitors.

#### Key Activity

- No of clients supported **68**
- No of client contacts (face to face) **219**
- No of outreach visits **23**
- No of condoms **65**

- Safeguarding advice / interventions **8**
- No's of hospital admissions avoided **44**
- No's of bottles of water given **51**
- No's of tin foil blankets given **6**
- No's of slippers given **28**

#### Highlights

- We moved to **Queen's Square** due to changes of licensed premises and their popularity.
- We worked with Public Health on an **Impact Report** which reinforced the importance of the service in reducing vulnerability in the town centre, as well as harm from alcohol related issues.

#### Endorsements

*"Ah this service is a good idea (Blackpool has changed over the years) but you doing what you do is fantastic!"*

*"We would have called 999 but because I saw the ambulance(s) we didn't & you all did a great job, thanks for helping her I was really scared for her safety"*  
*"Do you have a collection tin / bucket... I'd like to give you some money. You are all really lovely people and I take my hat off to you all doing this every Saturday night"*

### HEALTHIER LIVING LANCASHIRE

We provided specialist HIV advice, support, and information to all residents of Lancashire and Blackburn with Darwen who are living with HIV.

The key elements of the service being to support people living with HIV; providing advocacy, information advice and support; promoting access to community services; ensuring peer led support and activities; providing outreach services for the education, prevention and testing of HIV and ensuring individually based help so people with HIV can receive all required services including adult social care and end of life planning.

#### Key activity

- No of new referrals **43**
- No of clients supported **84**
- No of client contacts (face to face) **626**
- No of counselling sessions **31**
- No of group work sessions **24**
- No of dry blood spot test completed **12**
- No of Insti tests completed **75**
- No's attending clinic/drop in All clients who are registered with Healthier Living have attended at clinical services during 2017/2018
- No of events attended **54**
- No of events organised **20**
- No of conferences attended **1**
- No of condoms: Lancashire **2084**
- No of networking contacts **649**
- No of referrals to partner organisations **51**
- No of people supported to stay in employment **24**
- No of people supported to access training or education **11**
- No of key staff and family members trained: Lancashire **53**
- No of WEMWBS completed: Lancashire **189**
- No of support plan reviews: Lancashire **189**

#### Highlights

- Through **one to one support** we ensured help on diagnosis, assistance to complete housing applications, advocacy during medical appointments and navigating the Department of Work and Pensions (DWP) health assessments for benefits such as Employment and Support Allowance (ESA), Universal Credit and Personal Independent Payment (PIP).
- We facilitated **Dinner with the Doctor** at the Gujarat Hindu Society in Preston with 33 service users attending. This offered them the opportunity to meet the HIV consultant, HIV specialist nurses, our HIV practitioners, HIV peer support workers, Lancashire Voice, HIV social support team and the HIV Transformational Coach. In this social setting people were able to ask any questions related to HIV and living with the condition and ranged from medication to pregnancy. The HIV

consultant highlighted the impact of HPV and risks of differing strain HIV I re-infection.

- We attended **Preston Pride**, adopting a new message of **'Testing = Treatment = Undetectable = Untransmittable'** to challenge stigma and encourage testing. We offered hair braiding, festival glitter faces and face painting which raised £150.75 for our Hardship Fund and The Oblivion bar also raised us £31.62. We believe 1,000 people attended the event.
- With Changing Futures and Horizon we held an event at Brockholes Nature Reserve which offered financial management help and challenged barriers to volunteering or returning to work.
- We forged a new partnership with **Serco Housing**, who provide **asylum seeker** support and accommodation.
- We gained knowledge at the **HIV Finance Tour** on life insurance, mortgages and funeral plans.
- We supported the **walking group** which visited Beacon Fell Country Park, the River Wyre Country Park, Southport and Stanley Park in Blackpool and all service users reported better physical and mental wellbeing.
- We supported 24 **peer groups** in Central Lancashire and Morecambe; with discussions from stigma in the workplace, to medication and disclosing HIV status in relationships.

#### Endorsements

*"Thank you for helping me get to my appointment without you I would not have gone."*

*"Thank you for all your support with my PIP assessment, if it wasn't for your service I don't believe my voice would have been heard"*

*"You've given me my dignity back; such a simple show of support has made me feel human again."*







*“Thank you for group this evening, it’s really good to meet others in the same situation as me. It lets me know that I’m not alone.”*

*“Without your referral to the food bank I would not have been able to survive.”*

*“Thank you for all of your support I have been able to reduce the amount of alcohol that I drink due to the support that you have given me to reduce my anxiety.”*

*“Thank you for supporting me to attend today I feel that everything I have heard today is related to me and I am now ready to attend counselling after being diagnosed for 14 years.”*

## HEALTHIER LIVING BLACKBURN WITH DARWEN

Key activity	
• No of new referrals:	6
• No of clients supported:	15
• No of client contacts (face to face):	150
• No of group work sessions:	7
• No of Insti tests completed:	76
• No of home visits:	82
• No of events attended:	32
• No of events organised:	40
• No of conferences attended:	2
• No of condoms:	50
• No of networking contacts:	547

### Highlights

- Home visits for service users with mobility challenges were maximised.
- We facilitated a **debt drop in** at the Care Network Hub in Blackburn which assisted individuals to take control of their finances.

- We supported the pan Lancashire **Dinner with the Doctor** which provided an opportunity to ask professionals any questions related to HIV. Individuals who attended stated that they had learnt something new about living with the condition and share their own experiences.
- A meeting with **Serco** Housing’s Area Manager agreed that all new asylum seeker dispersals into the area that are HIV positive will be referred directly to the service. We also attended a team meeting with employees of Serco to introduce the service, discuss referral pathways and deliver brief intervention training.

### Endorsements

*“Just wanted to thank you, I don’t think I can ever stop thanking you for going above and beyond duty... I have rarely felt so alone with such a big task and I seriously doubt I could have done it without your help. These words are from my heart, you and the organisation you represent are amazing”.*

*“You are always there for me to talk to about my HIV and the support group is great too.”*

*“I was about to lose my house...(and) trying to get my kids and my family back, she is giving me support as I need someone to talk to.”*

*“I get to meet others in the same position as myself, and by discussing issues that affect us I gain confidence in my everyday life... my quality of life has improved immeasurably “*

*“You have provided me with the knowledge to start living well with my HIV, I know that it’s nothing to fear now. Just having you there with me during the most difficult part of my life was what got me through”.*

## HEALTHIER LIVING LANCASHIRE PUBLIC SEX ENVIRONMENT OUTREACH (LANCASHIRE AND BLACKBURN WITH DARWEN)

The outreach operated across Lancashire and Blackburn with Darwen (as well as Blackpool); flexibly delivered with evening and weekend coverage and taking place in outdoor, public areas and venues such as saunas and hotels.

We delivered the PSE outreach through indigenous community members. We constantly used word of mouth and websites to target the most prolific areas. We distributed safer sex and harm reduction information, with condoms and lubricant, whilst providing men with health education and advice to increase their take up of HIV and STI screening, report HATE crimes and as needed help people access drug and alcohol or homeless support.

### Lancashire-

Key activity	
• No of condoms	1209
• No of Lube	1209
• No of interactions promoting HIV Testing / Screening	306
• No promotional materials distributed	1031
• No of Significant contacts lasting 10 minutes or more	289
• No of signposting to additional services / organisations	258
• No of outreach visits to risk taking locations	135

### Highlights

- We worked with the constabulary to address PSE contributions to **anti-social behaviour** in identified areas.
- Outreach remained well received by

men, with key areas attracting contact with larger numbers of Asian men where we were able to promote harm reduction messages, safer sex and signpost to services which they would **historically not be able to access**.

### Endorsements

*“I really appreciate what you guys do!”*

*“You guys seem to be here all the time. Whenever I see ya’ car I know I’m going to be able to stock up on jonnies”*

### Blackburn with Darwen-

#### Key activity

• No of condoms	522
• No of Lube	522
• No of interactions promoting HIV Testing / Screening	252
• No promotional materials distributed	666
• No of Significant contacts lasting 10 minutes or more	243
• No of signposting to additional services / organisations	207
• No of outreach visits to risk taking locations	72

### Highlights

- We had a successful meeting with the Senior Managers of a fitness centre whose **car park** was a PSE; the fitness centre allowing promotional service posters to be displayed, highlighting harm reduction as well as service contact details for further information.
- We worked closely with our Netreach Coordinator to help identify **5 new PSE locations**.

### Endorsements

*“I manage to hide the condoms you gave me last time in my glove box in the car so the missus’ didn’t find them ... gives me real peace of mind”*

*“Yer I know you’re not the police but if you can report back to them meaning I don’t have to that’s great, I shouldn’t be up here really my girlfriend would go mad if she knew”*

## LANCASHIRE VOICE

‘Lancashire Voice’ was just that, a voice for those living with HIV in Lancashire, Blackburn with Darwen and Blackpool. It harnessed ‘lived experience’, increased individuals knowledge and skills and celebrated resilience in managing a stigmatised long term condition. We helped build individuals’ capacity and confidence and with this offered a credible peer resource for others living with and affected by HIV and able to inform professionals and the public.

#### Key activity

- We gained 5 new group members taking the total to 17
- We held 8 group meetings in Blackpool, Preston and Blackburn.
- We ensured 30 advertisements were distributed throughout Lancashire and all sexual health clinics advertised the Lancashire Voice group meetings.





- We created an Instagram page which has gone from 27 to 72 followers, a twitter page which has gone from 7 to 49 followers and a Facebook page which has gone from 49 to 212 likes.
- We held 5 fundraising activities which raised £2020.00. This money is part of £10,000.00 target to secure a permanent group room in Preston for Lancashire Voice and with Healthier Living can be used also for testing, training, events and as a drop in service.
- We delivered 18 HIV training workshops to various services such as UCLan Pharmacy students, UCLan Healthcare students, Lancashire Constabulary, Northwest Practice Nurses Association and Northern Rail Directors and Human Resource staff. Training was tailored to the individuals and ranged from medication trends in HIV, disclosing your HIV status in the workplace, reducing stigma of HIV to late diagnosis rates.
- A total of 334 individuals were trained. More than 50% provided feedback, with 100% reporting increased HIV awareness (with over 60% reporting no knowledge about HIV before the session) and 100% of individuals reported that they now understood what being HIV positive and undetectable meant and how this changed individual perceptions of the virus.
- HIV testing events with Healthier Living at the Students' Union at UCLan resulted in 80 people from high-risk groups tested for HIV over three 4 hour sessions.

### Highlights

- We promoted the need to **reduce late diagnosis** in Lancashire. All staff we trained were shocked to see the latest late diagnosis rates and trends with new high-risk categories; health care staff now understood that there were no valid reasons for not testing for HIV when a clinical indicator is present. HIV testing guidelines stating testing should be offered regardless of being in a high-risk group or low prevalence area if a clinical indicator for HIV is present.
- We **secured funding** with Blackburn with Darwen Council to train GP'S and general healthcare staff on how to offer testing, how to challenge patients that decline a test and recognise clinical indicators for HIV relevant to each health department.
- We **promoted the service** on BBC Radio Lancashire and Preston FM. We also promoted on all training sessions given to various services.

### Endorsements

*"I think that it is lovely how everyone comes together from all areas of Lancashire and shares their thoughts and ideas."*

*"Your sessions were very informative and very practical".*

*"On behalf of all of us we would like to say thank you for a brilliant meeting! The members were on fire, lots of interest and questions about HIV"*

*"Thanks again for presenting to our Station Managers this week, the feedback has been positive and I can see from the sheets that their awareness has increased which is fantastic."*

### PRESTON CENTRAL FINANCIAL INCLUSION PROJECT

Funded by Preston City Council the project was delivered through a consortium comprising of partners Independent Community Advocacy Network North, Serve Our Community, Preston Domestic Violence Service, Young Enterprise, Key and Lancashire Women's Centre.

Prior to receiving this grant we did not have the capacity to give complex financial inclusion support to people living with and affected by HIV in Preston. Financial Inclusion Champions were appointed to offer support to 25 people, including support with benefit appeals, ensuring access to all appropriate benefits, savings advice, budgeting and back to work after long term sickness.

Our direct help in the period included support with debts, budgeting, managing bank accounts, and insurance, applying for grants and benefits, sourcing cheaper loans, energy deals and to gain employment.

### Key Activity

- This year the consortia reached over 550 individuals; over 85 we directly engaged.

### Highlights

- Many of those benefitting from the project had multiple issues and required a diverse range of help. We started with an individual **needs assessment** and from this introduced spending diaries and provided help to reduce unmanageable debts, get correct financial information, apply for benefits, build savings, use banks and credit unions properly and reduce outgoings.
- We recognised the level of **people's mental wellbeing** and provided coping strategies and stress management.
- We contributed with other projects across the agency to an event at **Brockholes Nature Reserve** which promoted employability and financial resources. It allowed us to reach many more people than with the just one to one support and we hope to repeat it.

### Endorsements

*"it was the most beautiful and tranquil setting I have ever been to, I felt instantly relaxed, calmer and happier"*

*"Informative and at a level I could understand"*

*"Really good mix of speakers and range of information supplied"*

*"I liked the welcome and friendliness of everyone, interesting and useful information"*

*"Credit Union was great advice"*

### HIV TESTING WITH HIV PREVENTION ENGLAND

HIV Prevention England (HPE) is the national HIV prevention programme for England, funded by Public Health England. It delivers a nationally co-ordinated programme of HIV prevention work primarily focusing on UK-based Black African people and with gay men/men who have sex with men (MSM). The programme includes the It Starts With Me social marketing campaign and the annual National HIV Testing Week event.

As a Local Activation Partner we provided face-to-face/outreach interventions and HIV testing. We delivered across Blackpool, Lancashire and Blackburn with Darwen through our HIV support service, non-clinical sexual health practitioners and sexual health outreach team. We harnessed national free printed and digital HIV prevention leaflets, fliers, posters and other promotional material. The team focused activity to increase HIV testing to reduce undiagnosed infections and late diagnoses, promoted condom use as a safer sex strategy, promoted other evidence-based safer sex and biomedical HIV prevention interventions, raised awareness of the role of sexually transmitted infections (STIs) in the context of HIV acquisition and transmission and reduced levels of HIV-related stigma within affected communities and more widely.

### Key Activity

#### One to One Interventions:

• MSM	1,301
• Black African	89
• Other	413
• Total	1,803

#### Testing:

• MSM	87
• Black African	79
• Black African MSM	11
• Other	47
• Total	224

### Highlights

- We **exceeded** the target set for 121 interventions with MSM during the summer campaign.
- We met engagement and testing targets with the **Black African Community** after work with the community in Blackburn with Darwen.
- We launched **Insti HIV testing** within community venues in Preston; the Foxton Centre (homeless centre), Base 18 (street sex workers) and Lancashire Victims Service (LVS)
- We delivered a **training session** to Horizon Drug and Alcohol Staff at Delphi Medical on pre and post testing counselling.
- We provided community **testing** in Blackpool LGBT+ bars and saunas as well as in house at 102 Dickson Road. All MSM were offered follow-up support in relation to their sexual health and mental wellbeing. We used





**HPE Promotional materials** in our “One Stop Shops” in LGBT Venues; Kaos and The Flying Handbag as well as in 2 male only saunas in Blackpool.

- In Blackburn with Darwen we tested at the **Asylum Refugee Community (ARC)** drop in at Wesley Hall Methodist Church which targeted the Black African Community and South Asian Community. We utilised new multi lingual insti-kit posters to encourage testing, with translation provided by the Manager at ARC. Working in collaboration with the Inspire Wellbeing Inclusion Team we also offered Hepatitis testing. We targeted additional venues in **Blackburn with Darwen** to promote and provide HIV tests at The Care Network Hub and The Central United Reformed Church during the Darwen Asylum Refugee Enterprise (DARE) drop in.
- **Literature** we utilised included: ‘We can stop HIV’ leaflet, ‘I protect myself from HIV’ leaflet, ‘I’m Testing’ leaflet, ‘Who’s more likely to pass on HIV, is it time to test’ scratch card, ‘Why test’ peel n reveal card.
- **National HIV Testing Week** allowed high profile MSM locations to be targeted in Blackpool with testing at the Kaos bar, a swinger’s sauna, our regular saunas and at Dickson Road at the M2M Clinic on Tuesday Evenings.
- **Multimedia publicity** including going to the top of Blackpool Tower dressed in HPE supplied T-shirts and disseminating 1500 specific National HIV Testing Week **condom wallets** in venues throughout November.
- We attended and displayed at **Blackpool Victoria Hospital** with the nursing team where we provided information and advice and 35 tests; we also displayed at **Blackpool Sixth Form College** and at the 3 main campuses of Blackpool and the Fylde College.
- We promoted **PrEP** with literature from HPE and Ibase and used the opportunity to push the impact trial in

Blackpool due to be launched in March 2018 and our offer of non-clinical support to compliment clinical input.

**Endorsements**

*We received positive verbal comments about the M2M clinic, especially its availability of access and continuity of service being offered.*

**CHILDREN AND YOUNG PERSON’S ISVA SERVICE**

Throughout the first year of funding from Children in Need, the service worked at addressing the gap in sexual violence support for those aged 11-16 in Blackpool by providing dedicated support to ensure the health, well-being, personal safety and improved future for those children and young people affected.

We built upon the successful partnership approach already existing for adult survivors, to offer a dedicated response for those aged 11-16; supporting them now and working with them to prevent further harm. We have enabled individuals to access the services they (and their families) need in the aftermath of the abuse they have experienced and have supported them throughout any investigation and criminal justice process and plan for the future. The CISVA has worked in unison with the existing adult ISVA service and the existing sexual violence strategic and operational partnerships.

The service was made available predominantly Monday to Friday 9am to 5 pm, with evening sessions offered to meet the needs of individual clients and their families. Group sessions also run in the evenings. We supported young people through the telephone, one-to-one support at home, in the community and/or in school.

**Key Activity**

- No of new referrals **44**
- No of clients supported **37**
- No of client contacts (face to face) **192**

- No of group work sessions **5**
- No of home visits **86**
- No of events attended **6**
- No of events organised **2**
- No of conferences attended **6**
- No of likes (Facebook and Twitter) **166 (Likes) 105 (Retweets)**
- No of networking contacts **167**
- No of training sessions attended **29**

**Highlights**

- As a **new service** we created service leaflets, drop cards and posters to be used within the community, schools, and local partnering services.
- We **attended meetings** with all the local educational settings, Lancashire Constabulary, local services, as well as other ISVA teams, to introduce the CISVA service, the support available and give information on the referral pathway into the service.
- We developed a **singular form** that allowed referral into any of our three ISVA services in response to feedback from the police.
- We **officially launched the service** on Tuesday 30th May 2017; with the adult ISVA and historic ISVA holding an event at Dickson Road. The day was a great success with over 40 attendees from a number of local services including Lancashire Constabulary, North West Ambulance Service, Education and the NHS. The daylong event combining key speakers, networking opportunities and stories from survivors.
- The CISVA completed her **LimeCulture** Independent Sexual Violence Advisor Development Course Accreditation and will enrol onto the Advanced Development Programme Elective 2: Supporting Young People and Children; she also became a member of a network of ISVAs allowing for continued peer support and learning.
- We supported young people and their families through **all aspects of the criminal justice process**. We liaised

with police forces nationwide, witness care units, witness services, Crown courts, social care, education, councils, mental health services, counselling services, young people’s organisations, and sexual health clinics.

- We **tailored support** to each individual young person dependent on their support needs.

**We:**

- Helped to create a CV and search for part-time employment.
- Supported engagement by finding a sensory room to hold sessions in.
- Liaised with schools to attain the help required from teachers and the pastoral team.
- Attended Connect with individuals for sexual health screenings.
- Helped the family provide the right support at home.
- Managed anger and how others can help to calm things down.
- Created distraction plans and activities to manage self-harm.
- Supported to talk through problems and find the individuals own solutions.

**Endorsements**

*“She has helped me calm down, when I’ve broken down in lessons... I would recommend CISVA support because they are there to help and support you, and try to make you feel better”*

*“I’ve been working with my CISVA, for a few months now, I highly recommend CISVA support to other young people. You can talk to your CISVA about anything without feeling judged, they give you advice on lots of things, and try and help in the best way they can.”*

*“I have been working with my CISVA for 9 months now. She has helped me sort my anger by talking about it, and talking about how I can avoid certain situations or how I can deal with them. She also helped me when I had to give evidence at court by giving me support on the day. I would recommend CISVA support because they prepare you for court, and cheer you up. It’s good to have someone to talk to”*

*“She has helped with building my confidence, helping me to cope with issues I’ve had (including self-harm), helped me understand the concept of what I should do to ignore the thoughts of doing anything bad. I would recommend a CISVA for other young people because she has been supportive, and so friendly. She doesn’t try to get stuff out of you if you don’t want to talk about it, and she understands where you are coming from when you speak to her. She makes me feel happy because she’s someone I know I can talk to about anything”*

*“She has helped me learn to cope, and has shown me that things won’t always be the same. I would recommend CISVA support as the help I have had from her has made me the person I am today”*



**Historic ISVA**

We successfully applied to The Child Sexual Abuse Support Fund which was designed to support organisations that have seen an increase in demand for services as a result of the Child Sexual Abuse Inquiry. The additional ISVA started in January 2017. The ISVA empowered individuals to talk about their historic experience, in order for them to start the healing process, introducing coping mechanisms to enable the person to deal with the trauma and anxiety and in turn building self-esteem and confidence. The role was additionally able to offer support through any court proceedings and promote access to other wrap around services from housing, education, training, health, peer support and activities. This combination supported individuals able to gain greater wellbeing, heal, survive and thrive in their future lives

**Key Activity**

• No of new referrals	<b>123</b>
• No of clients supported	<b>129</b>
• No of clients closed	<b>70</b>
• No of referrals on	<b>48</b>
• No of events attended	<b>19</b>

**Highlights**

- We provided **accurate and impartial information** to victims/survivors of sexual violence and to their families.
- We supported people through the **court process**; transporting to court, providing support when giving evidence and the trauma of cross examination. Professional organisations recognised the value of the support provided and that it was undertaken with sensitivity and discretion.
- We visited **“The Truth Project”** in Liverpool; the Independent Inquiry into child sexual abuse where they wanted to hear from people if they were sexually abused as a child and if they were let down by an organisation that should have protected them. This forged good links and allowed one service user in particular to make contact with the inquiry.
- We supported individuals to complete **Achieving Best Evidence** Police interviews.

**Endorsements**

*“The ISVA is a real asset to your organisation and the work she has done has been really appreciated.” Detective Constable and the service user “Couldn’t have done it without you”*

**CHANGING FUTURES PARTNERSHIP OFFERING TRANSFORMATIONAL COACHING HIV WORKABILITY**

The Changing Futures (Building Better Opportunities (BBO)) project for Lancashire is jointly funded by the Big Lottery Fund and European Social Fund and is a multi-partner delivery model that aims to support those most at risk of exclusion from the labour market and



identify, reduce and/or remove barriers to engagement and employment for eligible participants. Our specialism to work with individuals who are living with or affected by HIV overcome barriers to work; barriers as a result of a long term diagnosis but now with advancements of treatment and pressures from benefit changes people considering work as an option for their future.

The project supported individuals to identify routes to work, education or training. This included offering individuals enrolled onto the program tailored, flexible support plans that met the individual’s needs e.g. access to volunteering and training opportunities, access to outreach activities to engage participants and mentoring opportunities. In addition to this, support was given to ensure that all individuals secured skills, including managing and overcoming barriers as lack of motivation, building resilience and improving self-esteem. Service users also received support accessing project funded childcare and respite opportunities to ensure equal access to the project. The service delivered through a combination of one to one, telephone, group and activities provision.

**Key Activity**

• No of new referrals	<b>47</b>
• No of clients supported	<b>38</b>
• No of client contacts (face to face)	<b>362</b>
• No of group work sessions	<b>13</b>
• No of home visits	<b>25</b>
• No of events attended	<b>6</b>
• No of events organised	<b>8</b>
• No of conferences attended	<b>5</b>

- No of professional training sessions provided **3**

**Highlights**

- We **supported** 38 participants who were unemployed or economically inactive to improve their future aspirations and work opportunities. We empowered individuals to identify, reduce or remove barriers to engagement and access to the labour market or education.
- Through intensive **1-to-1 and group support** we provided employment and education information, advice and support to those living with or effected by HIV, drug and alcohol users in recovery, LGBT+ individuals, individuals who have experienced domestic violence and service users who have experienced sexual abuse or violence.
- We enabled multiple individuals to openly discuss barriers to work such as their ability to disclose their HIV status or mental health condition to an employer.
- We developed a **Changing Futures Workbook** which empowered participants to have the conversations that enabled them to become employed or enter education.
- Through the introduction of the **Work Ready Group** we delivered a tailor made ten week work ready programme. The group designed to reduce barriers to work by increasing group member’s confidence, support

network and self-esteem. This accomplished through using goal focused coaching and an asset based approach to life. The programme utilised skills days including: ‘Creating a CV’, ‘Interview Skills Workshop’ and ‘Engaging in the Community Day’ to allow individuals to gain core employability skills. It helped to inspire and motivate individuals to think about their future, many of whom may not have necessarily have thought about entering the employment or education worlds beforehand.

- We held a **Health and Happiness** opportunity, with BBO partners, to deliver this workshop at the World Healing Centre. The session gave individuals the opportunity to experience the positive impact of meditation, self-reflection and resilience activities. The day was very well attended and individuals after the event continued to engage with the community venue.
- We co-ordinated the **Changing Futures event** which was held at Brockholes Nature Reserve, open to those from Lancashire, Blackpool and Blackburn with Darwen. Opportunities at the event allowed individuals to make positive changes through budgeting and managing their finances more effectively; Job Centre Plus ‘support to move into work’, reducing barriers to attend at the job centre; ICANN ‘advocate services during health assessments’; Volunteer Centre ‘help with applying and finding volunteer positions’; Credit Union ‘affordable loans and saving’; Intact ‘learning



opportunities for adults, support for adults returning to work' and a motivational speaker who shared his life story. We highlighted help with access and applying for education, training and volunteering, personal action plans and CV development along with support to increase self-confidence, self-esteem and motivation, as well as, assistance with job searching and overcoming barriers that prevent people from entering education or employment. Three workshops were facilitated during the event which reviewed the barriers of volunteering or returning to work, what the benefits of volunteering and returning to work are and what individuals enjoyed about the day. All participants gave excellent feedback regarding their enjoyment of the event and the opportunity of meeting new people and reducing their isolation and improving their self-confidence.

- We met with Serco Housing's Area Manager in Blackburn with Darwen during which an agreement was made that all new asylum seeker dispersals into the area that received their leave to remain and eligibility to work in the UK, will be referred to the Changing Futures Project.
- We made plans to appoint after April a **second coach** to establish new initiatives on peer-support, enterprise/self-employment and develop new in-house/external work placements.

#### Endorsements

*"Seems to be a one stop shop that can assist you with anything related to returning to work, confidence building; to empower individuals to take control of their own lives".*

*"I liked meeting everyone, also lots of idea sharing, made me feel better about whom I am and not to be afraid or fear things. It gave me more strength to take action. I also really liked the event it was very interesting"*

*"This project really has changed my life, I do not know where I would be today without all the support I have received, I feel like a totally different person"*

Arriva Northern has expressed gratitude towards the training they have received to enable staff to support individuals working for the organisation that are living with or effected by HIV.

#### Contact information

**Renaissance Drugline-Lancashire Ltd**  
A new dawn for substance use and sexual health services  
Established 1986  
Registered charity number 1076154  
Limited company number 03723917

2 Union Court, Union Street,  
Preston, PR1 2HD

Telephone 01772 253840  
Fax 01772 887927  
Email enquiries@druglinelancs.co.uk

## TRAINING SCHOOL

The social enterprise focused Training School was launched to address the learning needs of the local area in the service's expertise of substance use, sexual health and related skills. This building on a decade of leading training for Public Health in Blackpool across health priority behaviour change to the local workforce.

The Training School proving unique in that front line staff currently working within the subject matter delivered the courses, therefore giving lived experiences and case studies to further enhance the course content. The courses were continuously updated in line with legislations or emerging trends. Tailored courses were offered on request; courses designed to be pertinent to a particular group of people or area of work.

#### Highlights

##### Courses available were :

- drugs and alcohol awareness
- sexual health awareness
- Trans\* Awareness
- LGBT Education Training
- Personal Safety Training
- Drug Related Litter
- Chem Sex
- PreP and PeP

Activity and endorsements for the year are contained within individual project reports that contributed to the training school

## DRUGLINE LANCASHIRE LIMITED STATEMENT OF FINANCIAL ACTIVITIES (including income and expenditure account) FOR THE YEAR ENDED 31 MARCH 2018

	Unrestricted Funds £	Restricted Funds £	Total 2017 £	Total 2016 £
<b>Incoming from:</b>				
Donations and legacies	14,250	10,665	24,915	3,335
Charitable Activities	651	891,189	891,840	823,286
Other Trading Activities	37,91	–	37,191	7,633
Other Income	980	–	980	40,473
<b>Total Income</b>	<b>53,072</b>	<b>901,854</b>	<b>954,926</b>	<b>874,727</b>
<b>Expenditure on:</b>				
Raising funds	–	–	–	63
Charitable activities	61,147	963,397	1,024,544	906,098
<b>Total resources expended</b>	<b>61,147</b>	<b>963,397</b>	<b>1,024,544</b>	<b>906,161</b>
<b>Net outgoing resources before transfers</b>				
	(8,075)	(61,543)	(69,618)	(31,434)
Gross transfers between funds	(65,245)	65,245	–	–
<b>Net expenditure for the year/Net movement in funds</b>	<b>(73,320)</b>	<b>3,702</b>	<b>(69,618)</b>	<b>(31,434)</b>
Fund balances at 1 April 2016	547,143	–	547,143	578,577
<b>Total funds carried forward</b>	<b>473,823</b>	<b>3,702</b>	<b>477,525</b>	<b>547,143</b>

The Statement of Financial Activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

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