

Annual Report and Review 2016/17



CHAIRS WELCOME

It is with great pleasure that I welcome you to this year's annual report, in the year we celebrated thirty years of providing services in Lancashire. It is fantastic to see there is no less enthusiasm and commitment to innovation in 2016 as there was in 1986 and fantastic to see new and much needed services launched in the period.

I would like to take this opportunity to highlight the great work detailed in this report, work reaching some of the most vulnerable in our community and often furthest from services. None of this being possible without the great commitment of the Senior Management Team, all the operational staff, volunteers, peers and of course my fellow trustees and directors.

The situation for charities at the moment is a challenging one, particularly accessing new funds and sustaining services in the present climate. Charities have also been under scrutiny from the government, public and their lead bodies as the Charity Commission. Council of Management priorities thus being supporting the continuation and growth of the service and ensuring this is within an environment of robust governance and leadership.

Martin Boden
Chair of Council of Management
October 2017

Council of Management Members in 2016/17

- Martin Boden (Chair)
- Pam Isherwood
- Mark Jones
- Ian Ashton
- Joanna Price
- Phil Curwen
- Lianne Powell
- Volunteer representatives
- Service User representative
- Staff representatives
- SMT representatives

Thanks must be offered to Joanna Price who left in the year and a warm welcome to Lianne Powell who joined, as trustee and director of the service.

The Trustees and Directors Handbook remains, supporting membership recruitment. Advertising the opportunity has included in the period 'The Big Give' which allowed free adverts across a national reach.

Champion roles within the Council of Management offer governance leads in Finance, Safeguarding and Clinical Governance, IT & Communications, Contracting, Commissioning & Personnel and Performance & Consultation.

EXECUTIVE DIRECTOR OF STRATEGY AND FUNDING REVIEW OF THE YEAR

2016/17 was a momentous year for the service as we celebrated 30 years as a local charity. Culminating in a fantastic celebration event in August, the service offering a time to remember and celebrate all the fantastic people who have supported the service over the years; a service I can't believe I've had the pleasure to see grow from strength to strength over three decades.

The environment around the charity remained a tough one this year. Local Authorities impacted by further government funding cuts and tough decisions to make on their reduced investments. Charitable funding proving very competitive and every opportunity oversubscribed. The communities and beneficiaries of the service adversely affected by increased risks of poverty, isolation, ill health and reduced access to overstretched services; meaning for our service greater demand and more complex needs to meet. The service recognised it had to rise to the challenge and I am most proud to announce despite the austere climate the year has seen the ascertainment of new funds and the launch of new and much needed responses:

- The new **Training School**; self-funded and fundraising whilst building local capacity.
- Community Fundraising; from venue collections, to a pop up charity shop to sponsored runs; all to meet the greater welfare demands of service users outside the remit of our contracted services.
- An **Historic ISVA** from Lancashire Police and Crime Commissioner investment and **Young person's ISVA** through Children in Need to meet the constant demand to support survivors of sexual violence.
- **Changing Futures** Transformational Coaching and HIV workability through a new partnership with Selnet and access to European and Big Lottery funding; challenging the worklessness and increased poverty faced by those living with HIV.
- **Lancashire Victims Service** and a new partnership led by Victims Support allowing Hate Crime support services to meet the increase of crime reporting, address the impact of being a victim of crime and as LGBT Hate Crime lead ensure homophobic crime is offered the understanding and attention it requires.

I must take this opportunity to offer my thanks to the trustees/ directors, the staff and volunteers; with a very special recognition to the passion, dedication and hard work of both Shelley and Julia for their robust leadership of the organisation.

Please take the time to read the hard work of so many.

Kathryn Talboys
Executive Director of Strategy and Funding
September 2017

INTRODUCTION TO THE SERVICE

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.

Drugline - Lancashire was established in 1986 with support from NCH Action for Children. Since 1993 the service being an independent charity.

The service offering a range of substance use activity for adults, young people and their families in Lancashire for over 30 years.

The service in 2006 branded its growing sexual health working under the SHIVER (Sexual Health HIV Education and Responses) banner.

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



Review of the year

- **The premises** were focused to the services' centres in Preston and Blackpool. Preston has been the headquarters of the organisation since 1988 and though offering the hub for Lancashire for Healthier Living has proved underutilised and in need of investment to retain it as a workable environment. With a heavy heart the decision was made to sell the building with the new buyer allowing continual use until they were ready to develop the property into flats as its adjoining buildings. With so much of Healthier Living's work being undertaken across Lancashire and Blackburn with Darwen, with partners in community settings and in beneficiary's homes the

impact of an office base in Blackpool for staff was negligible. The Dickson Road premises, Blackpool, becoming the headquarters as well as the base for Blackpool, Fylde Coast, Lancashire and pan Lancashire service delivery. The Blackpool building committed to be a hub for the community and in the period welcoming 924 visitors, 10 external organisations, including regular attenders as JFH, Delphi, ADS, Victims Support, Lancashire Constabulary and events as the Pride AGM, Hep C Works, Recovery Walk, Bristol Drugs Project North West Older Substance Use Conference and the BBC. The re-commissioning of aspects of the Horizon service in Blackpool and Delphi's success allowing colocation of services in the building and their rental of the ground floor. Sexual Health clinics also retained in the building from Blackpool's clinical sexual health service.



- **The service** continues its commitment to actively support all **networking** opportunities to promote the service and the work it represents. Further **working collaboratively** in VCFS forum and multi-agency alliances to influence strategy and develop services. The service committed to **partnership working** and operational co-delivery. Working with others ranging from harnessing all services for the benefit of the diverse needs of service users to formal partnerships as Horizon and Lancashire Victims Service.

- Providing **student placements** is an important aspect of our work, offering real life experiences and scenarios and sharing experiences and knowledge is such an important part of learning. In turn we are able to promote our services to the future counsellors, social care workers, sexual health practitioners and police that will no doubt work closely with us to support our service users.

- The 2016/17 period has seen a continued commitment to **modern media**. The service refreshing its website in the year to mirror service growth, getting excellent feedback for its monthly electronic newsletter, regularly using social media and netreach. This has allowed platforms for promotion, campaigns and online support. The approach raising service awareness and profile, spreading messages quickly and cost effectively and better reaching people furthest from services. The service taking the lead for Horizon social media in the period and covering the change in service provider to Delphi.

- **Hard copy campaign and promotional materials** continue to support service promotion and messaging at community events over an annual calendar of activity.

- **Quality assurance** and stringent **governance** remained a high priority for the service. The service utilising its Quality and Effectiveness Facilitator leading on Investors in People, Investors in Volunteers, Staff Satisfaction, Beneficiary Satisfaction, Volunteer Satisfaction, Safeguarding adherence, Health at Work, Health and Safety and NICE adherence. This undertaken with a commitment to constant development as a service, continually refreshing its governance and quality assurance and expanding its commitment to a robust infrastructure and evidence of providing quality services. Further ensuring a rolling programme of audit and action planning and adherence to performance management frameworks and reporting, with utilisation of case management and data base recording, including PharmOutcomes, Orion and Sigma.

- The service achieving the Lancashire **LGBT, LGBT Quality Mark** In the period.

- The **Staff Satisfaction Action Plan** was successfully completed from last year's consultation.

- A report on **Volunteer Satisfaction** was published with exceptionally positive findings.

- **The Horizon and Healthier Living Service User Evaluation Report** was published offering overall high satisfaction rates as well as direction for further service developments.

- The Quality and Effectiveness Facilitator and Executive Director of Business and Governance devised and refreshed **policies and procedures** including Business Continuity and Risk Plan, Drug Related Litter Policy, Business Travel Policy, Standard Mileage, Volunteer Policy, Volunteer Needle Exchange Policy, Annual Monitoring form, Safeguarding Children policy, Equality and Diversity Monitoring form, Social Media Policy, Induction and Supervision forms, Protected Learning Time Policy, Supervision form, Sickness Absence Policy, Unusual and Unexpected Absence Policy and Data Protection policy.

- **New Job Descriptions and Person Specifications** have been developed for all new posts in the period.

- An Action Plan has been developed to ensure adherence to the **General Data Protection Regulations (GDPR)** coming into force in 2018.

- Through pro bono support from PricewaterhouseCoopers an excel-based **'Staff Dashboard'** was developed and supporting the organisation with monitoring Annual Leave, Sickness and Training requirements with future opportunity for a further dashboard to support client working.

- **Training** for staff undertaken in time and cost effective manners including online learning and to cascade learning where appropriate. Training undertaken including the Finance Officer completing her AAT qualification and RTI, HIV team Cancer Intervention Training and all staff Record Keeping and Care Planning, Information Governance Refresh, Safeguarding Adults, Health and Safety in the Workplace, Group Facilitation, Hep C Peer Support Group, Chem Sex, Safeguarding and Self-Harm, Child Sexual Exploitation, ASIST, Adults multiagency and emotional health and wellbeing safeguarding, modern slavery and trafficking, Domestic Violence, Trans and Engaging with Lesbian & Bisexual Women, Point Of Care Testing Training and End of Life Planning.



- The 2015-18 agency **Strategy** offered a foundation for development and was harnessed in team arena and progress reported quarterly to the Council of Management.

- The service remaining committed to **evidence gathering**; progressing in the period with; an Online Sex Worker Scoping research report completed to inform a safe reach service; Pre Trial Therapy business plan developed; Netreach research undertaken; Older and Out Age Concern Older LGB & T community research alliance-supporting contributions from the service's LGB & T Needs Assessment and Older HIV research; Lancashire LGB & T partnership research alliance and a Blackburn HIV Testing Needs Assessment.

- **Team days** offered a fantastic opportunity to focus as an agency. The events themed to Christmas in Winter, Easter in Spring, The Olympics and Great Britain in the Summer and Halloween for Autumn.

- **Volunteer's Week** was actively celebrated and highlighting the true value of volunteer and peer support to the service.



Funding sources 2016/17

- Blackpool Public Health (Sexual Health and Substance Use) (Horizon)
- Blackpool Public Health via NWAS (Night Safe Haven)
- Lancashire County Council Local Authority/ Public Health
- Blackburn with Darwen Local Authority/ Public Health via Lancashire Care Foundation Trust
- Home Office ISVA
- 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

Free Fundraising having a particular focus to the sexual health services Hardship Funds, harnessing Give as you Live sponsorship, LGBT venues and events collections. The service also very proud this year to have a member of the organisation complete a fantastic undertaking, the Manchester Marathon. David Lean fundraising through Virgin Giving to support the service's work to address sexual violence; raising both awareness and funds for counselling.

The service additionally exploring new ways of raising funds through social media platforms and a texting system to text to donate. Also not forgetting the 'Super Jumble' which turned the ground floor of the Blackpool premises to a 'pop up' shop.

The service harnessing its assets for fundraising through the sale of resources and utilising its premises for hire with customers ranging from Bristol Drugs Project to Jobs, Friends Houses.

2016/17 seeing the launch of its Training School as a self-funding model. Adopting a social enterprise approach to providing Health and Wellbeing courses, harnessing the expertise of the service and experience delivering Blackpool Public Health Behaviour Change Training for ten years.

Highlights of the year:

- With the **Blackburn with Darwen Council HIV Support Service** contract ending in March 2016 the service was successful in securing a 3 year sub-contract with the new service provider Lancashire Care Foundation Trust to deliver Healthier Living HIV Support Services in the town.
- A **bus** has been purchased to become a sexual health outreach bus pan Lancashire. The service will still need to seek funds for the bus refurbishment but is pleased to have commissioner and clinical partner agreement for each area in support of the development.
- The successful application to the **Blackburn with Darwen 50+ Community Engagement Fund Your Community, Your Call** programme established a group for people aged 50+ living with HIV in the town. The project offered a 6 week training programme focusing on healthy eating, smoking cessation, drug and alcohol awareness and sexual health to promote health and wellbeing in the older HIV population and help offset the combined challenges of HIV and ageing.
- The service attended the 2nd **National ISVA Conference**.
- The service was recognised for its input into the national **Sigma 'Gay Men's sex survey'**.
- A **HIV prevalence audit** was completed across Lancashire, Blackpool and Blackburn with Darwen to ensure the HIV services are reaching a 20% target of each areas HIV positive population.
- The service provided the key note speaker at the Cumbria and Lancashire **Sexual Health Commissioner & Provider Network; HIV Late Diagnosis Focused Event**.
- **Preston Central Financial Inclusion Project** allowed the needed 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 with benefit appeals, ensuring access to all appropriate benefits, savings advice, budgeting and back to work after long term sickness.
- Blackpool launched **'Something for the Weekend'** targeting the Black African population to raise awareness of the Public Health Test HIV scheme.
- The service continued its partnership with the Home Office and Public Health and delivery of the sexual violence strategy in Blackpool through the ISVA. The ISVA team extending at the end of the period with the successful application to **Lancashire's Police and Crime Commissioner** for an Historic ISVA and through a successful bid to Children in Need, a Children's ISVA.
- The **Building Better Opportunities** partnership was launched towards the end of the year, with the service commissioned to provide intensive information, advice and guidance, 1-2-1 mentoring and coaching to challenge barriers to progression and address any support needs with a particular focus to Health/HIV. The work is funded through the Big Lottery Fund and European Social Fund to provide the intensive employment-focused Information Advice and Guidance through Transformational Coaching.
- The **Lancashire Victim Service** was made ready for a 1st April 2017 launch and opportunity of a new partnership with Victims Support. The Service providing support to victims of Hate Crime in Lancashire (Blackpool, Wyre, Fylde, Lancaster and surrounding areas and Ribble Valley) and also subject matter expertise as required on LGBT related cases to the other Hate Crime partners in Lancashire (including Lancashire Council of Mosques and Disability Equality NW) and be available to support complex LGBT related hate cases pan Lancashire.
- The **M2M Clinic** in Blackpool was piloted in conjunction with the NHS

Blackpool Sexual Health Services, offering a monthly sexual health clinic for men that have sex with men; however they identify their sexuality, allowing a confidential full sexual health screen.

- The **HIV Prevention England** provision continuing in the period, offering additional HIV Testing in the community and HIV Advice and Information.
- **Night Safe Haven** partnership with NWAS under Public Health continuing in the year.
- **Events supported** across the year including; Blackpool Pride, Preston Pride, World AIDs Day, National Condom Week, HIV Testing Week, Sexual Health Week, Sparkle, Trans Week and Day Of Remembrance, LGBT History Month, International Women's Day, Sexual Violence awareness week, National day against Bullying, Macmillan Coffee Morning, World Mental Health Day, National Overdose Awareness and Hepatitis C awareness days and Lesbian and Bisexual Women's Health Week.
- The service contributing to **sex work** strategic approaches and recognising the link to the risk of modern day slavery, by attending local and regional multi agency strategic partnership groups, contributing to local action plans and feeding into national recommendations pertinent to the area. The service works closely with the police and council teams to offer a conjoined approach to sex working in Blackpool, both tackling exploitation and potential risks to community members and individuals, offering support and promoting positive change as well as harm reduction where more appropriate and timely.

HORIZON
Alcohol . drugs & s exual health support

RENAISSANCE PROVIDES FOR HORIZON THE DRUGS & ALCOHOL ADULT HARM REDUCTION AND ASSERTIVE OUTREACH SERVICES TOGETHER WITH NON CLINICAL SEXUAL SERVICES

Horizon is the substance use and non clinical sexual health partnership for Blackpool. The service working in synergy with Delphi as lead for the substance use treatment recovery services.

Harm Reduction, Sexual Health and Substance Misuse

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 are provided 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. The SIPED (Steroid Imaging Performance Enhancing Drugs) Service offers a discreet needle exchange and harm reduction support service pertinent to the specific issues facing steroid and other performance enhancing drug users. Harm minimisation advice and support is offered to all presenting service users, including those not yet accessing Horizon support services with the longer term aim of engaging them into treatment and recovery services.

The drug and alcohol assertive outreach service aim to significantly improve re-engagement of clients dropping out of Horizon treatment services, and will assist in the engagement of those most at risk of acute illness and early death, such as chaotic users and the homeless. The assertive outreach team work with clients 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 for the year

- No of dry blood spot test completed **103**
- No of harm reduction sessions **32 SH/HR clinics**
- No of events attended **12**
- No of events organised **3**
- No of conferences attended **1**
- Number of syringes distributed to illicit drug injectors **587,510**
- Number of syringes distributed to steroid users **78,980**
- % return rate average for the year **35%**
- Naloxone **213**

Highlights of the Year

- The Harm Reduction Co-ordinator and the Hep C Champion held Harm Reduction and Sexual Health Clinics in **key hostel accommodation** in Blackpool; offering harm reduction literature, advice, condoms, dental packs and dry blood spot testing. The clinic was well accepted and the various hostels were visited on a six weekly basis.
- The service has worked in partnership with **Liver 4 Life** and held two lots of training for staff, partner agencies and peers in relation to Hepatitis C and setting up a support group for those either with Hep C or who have been through the treatment and can support others. The training was very well received and everyone who attended got a great deal of information from the training – Phil Spalding from Liver 4 Life gave impassioned talks about his own lived experiences which the training attendees welcomed and found very interesting. The training also included peer stories from staff and volunteers and everyone gave feedback that the peer stories were the most enjoyable part of the training.
- A **service user questionnaire** was distributed to gather opinion on cutting the number of needle exchange pharmacies from 17 to 10. The idea was to close the needle exchanges that did not have many service users utilising the service, and keep to 10 that were

busier; ensuring that nobody should have to travel further than a mile to reach a needle exchange. The service user feedback helped to formulate the decision of where the needle exchanges should be located and the service was cut from 17 pharmacy needle exchanges to 10, with the needle exchange at 102 Dickson Road remaining as the hub to give needles and paraphernalia, harm reduction advice and blood borne virus testing.

- The Harm Reduction Co-ordinator and Hep C Champion spent the day at ADS Cookson Street delivering **Dry Blood Spot Tests** as part of National HIV Testing Week. The clinic was well attended with people visiting ADS receiving tests and information and advice around safer sex and sharing injecting equipment.
- The **Home Office Research Report**, monitoring the legal provision of foil to heroin users was published in this period and included excerpts from the interview that took place between the Home Office and the Harm Reduction Co-ordinator.
- Due to our good working relationship with the Ashley Foundation, they very kindly provided us with **35 pairs of gloves** via an initiative at Subway where they collected gloves in exchange for a sub sandwich and drink. The Ashley Foundation received a generous donation of gloves and had enough so that we were able to give them to anyone in need accessing the service, particularly in the Needle Exchange.
- The Harm Reduction Coordinator delivered **Drug Related Litter Training** to 3D Environmental Services, Caritas Care and the Ashley Foundation to educate staff around the blood borne virus risks related to drug related litter, how to safely dispose of the litter and what to do in the event of a needle stick injury. The training was very well received and has gained good feedback.
- The Harm Reduction Co-ordinator wrote a **presentation and booklet** around harm reduction for drugs, alcohol and sexual health, which also includes sections on LARC, Smoking Cessation and Dental Health. The booklet was placed in Harm Reduction 'goodie bags' that included condoms, dental packs, smoking cessation information, and relevant leaflets and the bags were distributed to service users.
- The period saw a new partnership between Horizon Dickson Road and the **Blackpool Food Partnership**. The Food Partnership was left without a venue to operate from so was based within the needle exchange at 102 Dickson Road. The partnership working was a good way to promote the service to those people accessing the Food Partnership and also for needle exchange clients to refer into the service if required.
- The Harm Reduction Coordinator delivered **needle exchange training** to Pharmacy staff, giving guidance on topics such as housekeeping in a needle exchange setting, clinical waste procedures and what to do in the event of a needle stick injury. Discussion was also held around those people who are injecting opiates that might be more at risk of overdose, such as older people with multiple health issues such as COPD

and Hepatitis. The pharmacy staff all said they enjoyed the training and all learnt something. They asked for a guide to needle sizes and which needles are used for what injections, which the Harm Reduction Coordinator designed and distributed and these are now being used in the pharmacies.

- A **needle return incentive scheme** was established within the needle exchange to encourage service users to return their used needles for safe disposal. Anyone not returning used needles to the exchange were told about the scheme and encouraged to bring their needles back with them next time they used the service. Those service users that do return their needles were then offered a choice of taking either deodorant, shower gel, shampoo, protein bar, protein milkshake, drawstring bag or travel cup. The scheme proved popular and attracting new service users.

Endorsements

Drug Litter Training:
"Very good lecturer and extremely knowledgeable in the field"

"Great knowledge, good course and delivery"

"Excellent training"

Substance Misuse Assertive Outreach

Key Activity for the year

- No of new referrals **1929**
- No of clients supported **1352**
- No of client contacts (face to face) **1248**
- No of dry blood spot test completed **60**
- No of outreach visits **3230**
- No of home visits **2166**
- No of harm reduction sessions **1391**
- No of events attended **7**

Highlights of the Year

- The service has developed an effective **engagement and re-engagement** package of support via identifying service users, undertaking triage assessments to inform and prioritise the immediate and potential ongoing needs, providing appropriate advice, information and brief intervention, signposting and facilitating access to Delphi and other Horizon and local services as required.
- The outreach team assertively provided **Dry Blood Spot Testing; 60 in the period and Naloxone; 7 in the period.**
- The service offering **Hep C support** and onward referral to clients, in and out of service, testing positive for hepatitis.
- **Street outreach** was carried out alongside Blackpool Bid, housing support, the police and council enforcement officers; reaching 44 individuals.
- There was **regular attendance** at Blackpool Victoria Hospital, The Harbour and other local venues where non-service users can be offered brief intervention and harm reduction advice.

Endorsements

"There have been a few clients of late that have gone off the radar, but thanks to Freddie's work with the homeless, his feedback has been extremely useful in assisting me within my role reference the updating of clients welfare and knowing their whereabouts. The information is greatly appreciated."

(Criminal Justice Prison Link Worker)

"No job is too small or big. You really do go out your way to make sure risk is managed and every time I have asked for your support there has been no hesitance."

"Let me start by saying that I could not have done my job over the last year without the help of the outreach and retention team, who have on numerous occasions gone over and above to assist some of the hardest to reach client's I have been working with engage, meaningfully, with treatment"

(Delphi Recovery Practitioner)

Non Clinical Sexual Health Services

The service provides non-clinical, co-ordinated and specialist support for individuals who are living with and or are affected by HIV and Hepatitis C, individuals affected by sexual violence including sex workers and male victims: the Lesbian, Gay, Bisexual and Transgender community; populations at high risk of poor sexual health for example sex workers and men who have sex with men (MSM). Aiming to contribute to the reduction of undiagnosed HIV/BBV and STI's and to provide harm minimisation and education to identified at risk groups. The service works toward reducing risk taking behaviour and promoting healthy behaviours through emotional support and psychological therapies, including Cognitive Behavioural Therapy.

The service sexual violence response is additionally supported through the Home Office investment towards the ISVA (Independent Sexual Violence Advisor).

The sexual health outreach team provide net reach, work in public sex environments, sauna's and night time venues offering safer sex initiatives, such as condoms, lube, access to HIV and STI screening and also offering brief interventions and access to structured support services if required. The team actively support campaigns such as 'It starts with me' and 'National HIV testing week', target groups are men who have sex with men, the LGB and T community and anyone involved with risky sexual behaviours. Additionally a discreet service for sex workers is provided through in-reach and outreach for those accommodated in parlours or working from home or street working. The service recognising the diversity of its sex work community and their complex needs. The service providing condoms, supported access to sexual health services, in situ BBV screening, extended brief interventions to meet their holistic needs and opportunity for peer support and Azure (multi agency approach) briefings.

The Horizon services are 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 for the year

• New referrals	103
• Clients supported	159
• Client face to face	92
• Counselling sessions (those referred into the Horizon counselling service by the ISVA)	254 (sessions)
• Home visits	46
• Events attended	10
• Events organized	4
• Conferences attended	3
• Networking contacts	284

Highlights of the Year

- The ISVA attended and was **thanked publicly** at a conference (by Helen Codd, Professor of Law and Social Justice, UCLAN - University of Central Lancashire), for her contribution to the research carried out between UCLAN and UKIERI (UK-India Education and Research Initiative) around Children's Rights along the Journey from Victim to Survivor (as Young People and Adults). Following this, the ISVA's Line Manager nominated her as part of Lime Culture's national awards later this year for an Outstanding Achievement at work.
- A **multi-agency networking lunch** was organised at Horizon, arranged by the ISVA and a colleague. This was arranged with the intention of continuing to raise awareness of service provision and referral pathways both for ourselves and the other agencies attending the event. Many local services have changed recently and so it was felt important to ensure that a multi-agency working approach was maintained and new introductions/service promotion and points of contact highlighted. This was a really well attended event with excellent feedback received.
- A significant number of **pre-trial visits** were arranged for clients who had a trial start date. The booking format of these visits was, at one point through the year, changed and requested to be booked online which offered some challenges. This was overcome by the ISVA requesting a meeting with the Manager of the Witness Care Unit at Preston Crown Court. Further to this meeting, it was confirmed that the ISVA could continue as previously, i.e. in ringing the Witness Care Office directly, to arrange these visits in the future.
- There was robust promotion of **referral pathways** and the ISVA service provision, active networking, updating service knowledge, keeping abreast of changing trends, new opportunities, changing client issues and of service provision offered by other organisations; the service endeavoured to provide the best client-led service possible.
- The ISVA attended **training and risk assessment workshops** delivered by Lime Culture during the year and made contributions to the development of a

new client need/risk assessment tool which has since been introduced for day to day client working, for those who wish to use it. Further to this, enhanced guidance around the ISVA role is expected to be released in the near future with the intention of standardisation of the role countrywide and with a national recognition of the role. Lime Culture is the pioneering body seeking to drive this forward with the assistance of commissioners and other agencies.

- Work started in arranging an event that will take place in the next year (quarter one of 2017/18), this is a **re-launch** of the original ISVA service along with the two new ISVA roles since the team has recently expanded. The event being held with the intention of raising multi-agency awareness of the extended service provision and to highlight informative research, facts and best working practices around the subject of rape/sexual violence, how the service works with clients and the best way forward for partnership working and referral on.
- The agency was successful in securing funding for both a **Children's ISVA** (3 years) and also an ISVA to work with **historical cases** (initially until March 2017). These excellent opportunities to extend the capacity and service of the current ISVA provision to meet evidenced need.
- Funding was obtained for the provision of **pre-trial therapy**.
- The existing ISVA now focused to **recent clients** (i.e. the event back six months to present), one new member of staff with historical clients of 16 years plus and the second new staff member supporting those aged 11-16 years.
- Referrals into the ISVA service **increased** in the period. The majority of referrals via the Police, but with an element also received via other agencies or individuals themselves.
- The ISVA took the lead in arranging **bi-monthly meetings** with other ISVA services pan Lancashire. This was something that had been in place several years ago, but had come to an end previously due to changes in the service structure of partnership agencies and staff moving on. These meetings have proved to be a success and well attended. It proving important to maintain links with partner agencies to discuss concerns or problems, differing working practices and referral pathways as well as providing peer support for each other.
- The ISVA continued to provide a good rate of client referrals into **counselling** services at Horizon. Whether pre-trial therapy or counselling (where there will be no trial) both of these proving invaluable services with a much shorter waiting time than that of other agencies. This meant that clients who are experiencing emotional distress and/or struggling to cope due to rape/sexual abuse trauma are offered a counselling appointment more rapidly, therefore allowing a potentially better chance of developing coping mechanisms for the future.

Endorsements

A client's feedback to the Police about the ISVA support received:

"She (i.e. the ISVA) has helped me a lot by just listening and speaking to me – I feel that I am able to relate to and speak to her."

Sex Work

Key Activity for the year

• No of new referrals	10
• No of client contacts (face to face)	260
• No of outreach visits	159
• No of home visits	35
• No's attending clinic/drop in	30
• No of events attended	20
• No of events organised	3
• No of conferences attended	5
• No of condoms	9,520
• No of newsletters/e blasts distributed; the service has been featured in the agency newsletter and produced a monthly newsletter dedicated to Blackpool sex workers and distributes 110 annually. Additionally 30 fact sheets have been distributed translated into Polish.	
• No of networking contacts	100

Highlights

- This year there was a new **Police Liaison Officer**, Ian Ashton, who the service has worked with very closely. There has also been support from a **Polish Officer** who has helped to interpret whilst on night time outreach in the massage parlours and maximising communication opportunities.
- The service, along with other Horizon services at Renaissance, benefitted from a well-attended **networking lunch** at Dickson Road. There was an opportunity to distribute service information and engage with visitors as area and county Police Officers, PCSO's and SafeNet Domestic Abuse Service.
- A **Modern Day Slavery and Human Trafficking** Conference was attended at the DeVere Hotel, Blackpool; a stall there allowed for excellent promotion of the service.

- **International Women's Day** was supported with a stall in the Winter Gardens at Blackpool and provided a networking opportunity to the array of services attending.

- **Outreach** to the massage parlours remained core to the service to engage sex workers in Blackpool. Venues have changed in the year with some closing down and greater diversity for those working in the parlours across Polish, Thai and British women.

- **Street outreach** remained supported and enhanced by joint working with Fulfilling Lives to reach working women furthest from services.
- Support to women was provided via **internet** sites to reach those working from home.

Endorsements

"To Charleen special wishes and thanks for your support and everything you have helped me to do without you I would not be here today"

SEXUAL HEALTH OUTREACH

Key Activity for the year

• No of client contacts (face to face)	3863
• No of outreach visits	285
• No of events attended	8
• No of events organised	7
• No of condoms	52,113

Highlights

- This year the sexual health outreach team of Horizon played an integral part in supporting **National HIV Testing Week**; they harnessing the service's role as a Local Delivery Partner for the national campaign and used outreach to promote the benefits of regular testing and increasing opportunities to test.
- The outreach team promoted the



strong links the organisation has with **Lancashire Constabulary** and continued to actively promote reporting of hate crimes.

- The outreach team continued to utilise **Grindr** when offering sessions across the most prolific areas across Lancashire and Blackburn with Darwen to try and maximise impact potential, with regards to successful conversations.

Endorsements

“Cheers for the information about the clinic, I went and had a test after the last time we talked especially now I’ve got a new partner, it’s weird talking to you guys about stuff like this though in a park, but it’s better than going to the doctors... cheers guys”

“so this is your actual job? Your employed to give out condoms and stuff, and the council pay for it... what a wicked idea, how many can I have in fact can I have a few cos I’m here for a week”

“I know it’s not only proper gay guys who catch things but I always use the rubbers you give so at least I know I’m OK, I’ve seen on the internet what stuff you can catch”

LGBT

Key Activity for the year

• No of new referrals	4
• No of clients supported	10
• No of client contacts (face to face)	51
• No of group work sessions	147
• No of dry blood spot test completed	2
• No of Insti tests completed	60
• No of outreach/home visits	22
• No’s attending clinic/drop in	37
• No of events attended	27
• No of events organised	9
• No of conferences attended	10
• No of networking contacts	668

Highlights

- June saw **Blackpool Pride Festival 2016**. The service held three ‘Make and Do’ sessions for service users and volunteers leading up to the event to offer crafting for the float. This year there was a massive response to the

request for help, allowing a much stronger presence over the weekend. As well as having a float in the parade there were three stalls and information stations in the Winter Gardens on Saturday as well as one at Queen Street on Sunday. The stalls provided revellers with safer sex packs as well as free information and advice on testing, LGB&T social and support groups on offer and all other support facilitated by the organisation. The service was proud to be asked to solely coordinate the official Blackpool Pride Festival Trans* Area. Afternoon T’s was held in the Renaissance Room at the Winter Gardens on the Saturday; a safe space for the Trans* community to relax and socialise. The service also offered an information station along with URPotential, Lancashire Police, Max Factor makeup and Cristianos laser hair removal. In the afternoon a question and answer session with Trans* community members was available; Trans* male Josh Durham from Victims Voice, Young Trans* community member Chloe Keogh as well as Queer Theatre performer and internet sensation Kate O’Donnell. The event was a great success and the Q&A was very well received by both attendees and the chair of Blackpool Pride; supporting plans to grow the event next year. Information stalls were held in the Winter Gardens and a Trans Area was also supported and well attended. During the time leading up to Pride the Red Ribbon Group and the Allies Group held arts and crafts evenings where service users, staff and volunteers came together to make décor for the float, all of whom walked with the parade on the day. Information literature, testing cards and goodies were distributed to those people who visited the stalls.

- The LGB&T Development Leads attended **Sparkle Weekend** in Manchester. This is the largest gathering of Trans* Community Members in the UK and is held in Manchester’s Gay Village annually. This year the Leads were invited to attend the Greater Manchester Police Trans* Awareness and Celebration event at Sedgley Park. The event was filled with staff from Greater Manchester Police as well as other constabularies from throughout the country. The event showing the police support for Trans* community members especially over Sparkle Weekend. On the Saturday

the LGB&T Leads set up an information station in the heart of the Sparkle Weekend event alongside Lancashire LGBT. There were some exceptional interventions throughout the day and the stall was very popular with the events’ revellers. Many Blackpool Trans* community members attend this event so it was a great chance to promote the services on offer and introduce them to groups that are available locally. The Leads took part in a radio interview for GAYDIO regarding the success of Sparkle Weekend and took this opportunity to promote the service in Blackpool, as well as being filmed for “That’s Pride – Sparkle Special”. This allowed an opportunity to highlight the ever present problem in the lack of LGB&T members reporting Hate Crime. On the Sunday the Leads made extensive contacts through the gay village and spoke to other organisations and providers about next year’s Afternoon T’s event and Blackpool Pride.

- **Something for the Weekend** was developed with Public Health commissioners to address the lack of engagement from the BME community in regards to the Test HIV scheme. Through liaison with the service condom suppliers a new condom wallet was designed as a promotional tool. Entitled “Something for the Weekend”, distribution was throughout barber shops in Blackpool that are used predominantly by the BAME community. Jars were designed and labelled discreetly to contain the wallets and delivered to 12 Barber shops in the locality with a personal letter to explain the scheme. The project was well received by the barbers and service support offered for refills and to evaluate how the scheme was received by customers.

- **National HIV Testing Week** in November 2016 allowed the LGB&T Leads to focus on community testing opportunities and the dissemination of campaign literature supplied by (HIV Prevention England) HPE It Starts With Me and service own. All “One Stop Shops” in the local LGB&T community venues were supplied as well as the male only saunas. Alongside in house testing opportunities the LGB&T Leads delivered community testing events in both Kaos (Local LGB&T Community Venue) and Aqua (Male Only Sauna). The Leads liaised with both sites of Blackpool and the Fylde College to offer well situated information stations for the duration of the week. Blackpool 6th Form College also welcomed an information station for the week and requested additional information half way through as literature was so well received.

- **Groups** in the period were focused to the Trans* community who highlighted the benefit from peer support groups. Both the Trans* Inclusion group and the Lancashire Lads group had strong attendance across the year. Through consultation with the community, Blackpool Allies Group was developed; the group is a collective of LGB &/ or T* individuals as well as anyone that wishes to become and ally of the community. The aim of the group to reduce social isolation, promote health and wellbeing, promote inclusion and

look to become involved in the greater local community. Posters and cover letters were sent to all GP surgeries, dental practises, and primary care organisations, education campuses, supermarket community boards, LGBT Saunas and venues, with promotion on the agency website and throughout social media platforms. Literature offered a mobile number on the posters with the “Test ALLIES” message which drew in people to respond. The group was supported by service volunteers and ran twice a month.

- **A Gentleman’s Group**, the “Gent’s Group” was launched in the second half of the period as targeted peer support and social group for gay and bisexual men over 25. The regularly well attended weekly group offered a safe space for men struggling with their sexual identity or suffering social isolation. Through peer support the group helping build social networks and through multimedia promotion and open referrals the group growing in reach. Feedback received to the group facilitator by members highlighted its impact on improving emotional health and wellbeing, increasing social networks, with friendships and alliances formed.

Endorsements

Something for the Weekend:
“What a great scheme, reminds me of the old days, can we have a refill please” (Barbers, Blackpool)

Pride:
“Great to see HORIZON out in force again”

“The best float in the parade, HORIZON LGB&T never let us down” – Hayley Kay, Radio Wave

“Amazed at the work you do, wish we had your service back home, Thanks for the fan” (Male, Bolton)

Sparkle:
“So lovely to see familiar and friendly Blackpool faces supporting Sparkle, was worried about attending and not knowing anyone”

“The work Anthony and Leah do is so important to the Trans community, both such genuine lovely people”*

HIV

Key Activity

• No of new referrals	20
• No of clients supported	45
• No of client contacts (face to face)	875
• No of group work sessions	48
• No of Insti tests completed	56
• No of outreach visits	769
• No of home visits and other contacts	1140
• No of events attended	5
• No of events organised	5
• No of networking contacts	940

Highlights

- Over the **Blackpool Pride** festival weekend the service actively took part in the parade with both staff and



volunteers supporting this and other service activities.

- The lead practitioner continued to offer **POCT** testing at the Horizon premises as a drop in service and also during MSM sauna outreach.
- 48 peer led coffee events** were held at various locations, with discussions emphasising health and wellbeing; including a focus on healthy relationships and online safety when using apps, sites for dating and meeting people and safer use tips were given around risks of using the internet.
- Blackpool service users joined with those from Healthier Living Lancashire and Blackburn with Darwen for a **Walking Group**; allowing the forming of new friendships and subsequently reducing isolation as well as taking exercise.
- A **Christmas event** was held in conjunction with the Healthier Living service users. In total 31 clients attended, with each client provided with a small gift; all thoroughly enjoying the get-together and challenging the loneliness many faced over the holiday period.
- The **Red Ribbon Group** held a Valentine's Day Celebration at Horizon where they enjoyed a competition for decorating cookies. The group also held a **Sponsored Walk** from North Pier to South Pier to raise money for the group.
- The **Gentleman's Group** was accessed for those living with HIV and identifying as gay men, with a volunteer supporting at each session and the attendees welcomed the opportunity for social interaction.
- The lead practitioner successfully completed her two day refresher of **ASIST**; supporting skills to address the mental health risks faced by those living with HIV.
- The service has been impacted by **changes within the benefit** system which has impacted on those living with HIV. This has required the lead practitioner to devote a considerable time commitment with Department of Work and Pensions (DWP) assessments and form completion of the PIP application for those changing from the Disabled Living Allowance. Help has also been required with appeals and where claims have gone to tribunal. Delays in decision making and failures to secure PIP required the service to harness the food parcel services and

hardship monies.

- The relationship with **clinical sexual health services** remained extremely positive and the service ensures there was regular contact and meetings to update on client progress and any changes in circumstances.

Endorsements

"A Big thank you to Jo and her team, I am a different person today compared to when we first met"

"Happy to come to Horizon to mix with people"

"I can't thank her (HIV Project Worker) enough, I would have been really stuck financially and she supported me through a very emotional decision, which I'm so thankful she did".

NETREACH AND COMMUNICATIONS

Key Activity

- No of netreach contacts supported **26**
- No of Insti tests initiated via online contact **12**
- No of netreach sessions **208**
- No of condoms distributed (online app) **3432**
- No of newsletters/e blasts distributed (numbers reached) **28 / 38'551**
- No of likes (Facebook and Twitter)
 - Horizon LGBT **F993/T189**
 - Ren **F683/T684**
 - BmE **F22/T23 Followers**
- No of YouTube views **94**
- No of networking contacts **684**
- No of conferences attended **8**
- No of events attended **15**

Highlights

- An **E-blast** was offered on a monthly basis as a comprehensive electronic newsletter and sent to an ever growing distribution list of contacts. The database, at 1350 members in the period, including a diverse blend of commissioners, council members, health professionals, third sector partners and service users. The newsletter contained information on all of the services provided from Dickson Road and is split into three parts to cover the HORIZON Partnership delivered in Blackpool and Healthier Living which is delivered both in Lancashire and Blackburn with Darwen. There was also a focus on projects that are Pan Lancashire and coordinated under the governance

of the organisation, Renaissance at Drugline. Throughout the newsletters there were information features and electronic links to awareness days that were relevant to health and wellbeing as well as promotion of events that the service coordinates and were involved in throughout each locality. The Eblast was also used to promote local authority initiatives such as ASIST Training and Test HIV. The Eblast was received well and feedback of a positive nature. The Eblast was redesigned in the period and became more streamlined whilst taking advantage of some of the new features in Mailchimp. The Eblast now offering downloadable documents directly from the newsletter, including project referral forms, event calendars for service users and other organisations, inserted video clips. The latter taken full advantage of to promote the service own HIV Rapid Testing Film as well as a clip of the Volunteer Coordinator's interview with "That's Lancashire". These advances in media content through Mailchimp have been a great asset to service promotion and engagement; the percentage of interaction with the content of each newsletter has grown considerably since the rebrand.

- National HIV Testing Week** allowed net reach to play a massive part in the lead up and throughout the week. A specific National HIV Testing Week Eblast was sent out to the database to promote the testing, drop in and information events pan Lancashire. In Blackpool specially designed safer sex packs for National HIV Testing Week were produced. The team were involved in taking photographs in prominent areas across the county wearing It Starts With Me t-shirts. As well as supporting the National HIV Testing Week HPE campaign, the service via its social media platforms also ran its own campaign where slides were produced and released each day of the week offering a comparison of 'Then and Now' in regards to HIV. Social media was also used to promote all of the testing events; with pictures and check in's to let people know where and when. The team took part also in a Mannequin challenge to support National HIV Testing Week. Everyone in the film had the 'It Starts With Me' T-shirts on and some held up signs with hashtags as well as one staff member actually having a rapid HIV test. The video was shared on both the Renaissance and HORIZON LGBT Facebook pages and shared with the service contact at HPE; it can be viewed at <https://www.facebook.com/renaissancedll/videos/10154717723157920/>. External websites including NAM and AidsMap were used to promote all events pan Lancashire. The Netreach Coordinator also promoted through the European HIV and Hepatitis website. The events for the week taking place with the Harm Reduction Coordinator that led on the Hepatitis B and C testing during the week.

- The service own **Testing Video** was produced to promote 60 Second Rapid Testing. In this short film it showed the complete process of coming to Dickson Road for a Rapid HIV Test. Local Blackpool entertainer Reece Oliver

took part in the film and it was edited by the Netreach Coordinator. The video was shared online across social media platforms, including being uploaded to the service YouTube Channel.

- LGB&T BME Lancashire Sexual Health Support Facebook Page** was launched towards the end of the period to better engage with the BME community in order to break barriers into accessing sexual health support. The Netreach Coordinator set up a new Facebook page dedicated to the LGB&T BME community in Lancashire. The Netreach Coordinator met with an openly gay Asian Muslim who works as an advocate for his community; he advised of the power of lived experience and how to best engage with the community through BME representation on the team (initially a community member as a volunteer). The agency Volunteer Coordinator has explored target recruitment whilst the page was promoted to engage online. Work to engage the BME and faith communities' e.g. Muslim proved difficult due to the challenge to be open about sexuality or gender diversity.

Endorsements

"As a visitor to Blackpool you do good work. I just wanted to comment on the work you do, keep it up."

(Grindr)

National HIV testing Week: *"great to have the testing team in the venue, they are always welcome to offer testing here" (Kaos Bar Blackpool)*

Netreach: *In response to the E-blast newsletter: "Thanks for sending me your newsletter, and sharing your calendar of events with me. It's sure to be an exciting summer of events and testing, hopefully!" - Chamut Kifetew, Sector Leadership and Development Officer for HIV Prevention England (HPE).*

"Was so pleased to receive this and see all of the training that you offer, can someone please contact me regarding booking 4 sessions of your LGB&T training"

– Colin Hickson, Service Delivery Manager, Lancashire Fire and Rescue

VOLUNTEERING

Key Activity

- Volunteers/peers **45**
- Volunteer hours donated (a monetary contribution of £71,172) **5,931**
- Induction training sessions **27**
- Training hours **434**
- Active counsellors **15**
- Counselling clients **73**
- Counselling sessions delivered **647**

Highlights

- Volunteer involvement has continued to **grow and develop** and recruitment has remained strong in the period. What has been particularly encouraging is the level of interest from the public about the service and about becoming a volunteer.



- The service has worked with many **colleges and learning establishments** to ensure ongoing recruitment and support to students who required work experience as part of their studies in areas such as Health and Social Care, Counselling and Psychotherapy and Criminology. Also to peers who have either wanted to give something back to the service and/or develop their own pathway to supporting others who have had similar difficult life experiences.
- **All areas of the service** were supported by volunteers and peers and these include; community based outreach, volunteer led counselling service, befriending, facilitation of client group support, meeting and greeting, administration, harm reduction and sexual health champions and staff support. Specific volunteer roles have included: Drug and Alcohol Assertive Outreach Supportive Volunteer/Peer; Harm Reduction Peer; HIV Peer/befriender; Sexual Health Outreach LGBT venues/Peer; Sexual Health Outreach Public Sex Environment Volunteer/Peer; Sexual health practitioner supporter/Peer (HIV, ISVA and LGBT); Sexual health clinic (GUM/Delphi) Support Volunteer/Peer; Needle exchange facilitation/ Naloxone and HR champion Volunteer/Peer; Qualified and trainee counsellors (person centred and CBT); Group supporters/facilitators/Peers (HIV, LGBT, Partners Parents and Carers); Lancashire Voice Peer; Administration and office support and Volunteer Representative and forum chair.
- **Three full induction programmes** were delivered throughout the period and the training was further modified and improved each time.
- **Additional training** was offered and encouraged to access throughout the year for volunteers covering a range of relevant topics with many provided in-house, covering sexual health and harm reduction and externally covering safeguarding by the Blackpool Safeguarding Board. Applied Suicide Intervention Training (ASIST) remained popular for volunteer development and was introduced as mandatory for all volunteer counsellors.
- The service continued to offer a growing and **specialised volunteer led counselling service** and has supported 15 volunteer counsellors this year with 4 new trainees recruited. The service was proud to have supported

the other 11 counsellors through their training and studies to finally achieve their qualifications and it was very encouraging when all of these counsellors then chose to stay on with Renaissance to achieve BACP full accreditation. The service deemed both a quality placement provider and having a team of qualified counsellors providing a free counselling service that is open to all Horizon and Renaissance service users.

- The volunteer service was successful in ensuring specialist training and development to enable 4 qualified volunteer counsellors to gain paid work as freelance counsellors for the newly expanded ISVA service. The service was proud to have supported the counsellors through their training and development and see them gain paid work as specialist **Pre-Trial Sexual Violence Therapists** within Renaissance.
- The volunteer coordinator appeared on television in an interview for **That's Lancashire** to discuss the counsellor support for the ISVA service and highlighted a previous service user who has waived his anonymity and went on to raise money for the counselling service to support other victims of sexual abuse.
- A new **volunteer representative** was appointed to sit on the Council of Management, Pam Isherwood, to offer and facilitate the voice of unpaid staff at the service.
- Volunteers attended the 4th **Big Thank You** event for Blackpool Fylde and Wyre. This arranged by the Volunteer Centre and held at Viva Show bar in Blackpool; it was sponsored by many local businesses and organisations.
- To celebrate **Volunteers Week** the service held a special afternoon of celebrations and awards to say thank you to the volunteer workforce for the much valued and appreciated contribution over the year. Every volunteer received personalised thank you certificates, thank you messages from paid staff, trophy awards and special awards were given for long service, outstanding volunteer work and dedication to the service. The ceremony ending with the award for **Volunteer of the Year** presented to Valery Tivey for her dedication and hard work in supporting and fundraising for the Red Ribbon Group and commitment to those who's loved

ones are living with HIV.

- **Blackpool Pride Festival** was very well supported by volunteers and service users. Volunteers and their family members also supported preparations before the event and on the day and despite the rain took part in a fun packed parade. Then promoting and fund raising for the service as stall holders, providing homemade crafts, service literature and promotional materials.
- **Volunteer fundraising** has supported groups e.g. for those affected by HIV to extend their activities and provide outings.
- **Group support** has continued with groups developed and supported by volunteers to support the LGBT and HIV communities.
- A **volunteer satisfaction survey** was implemented early in the year; the results were excellent showing great satisfaction with all aspects of volunteering.

Endorsements

"I feel I have been offered more support and help with my needs in this placement, more so than my additional two placements I have".

"Absolutely brilliant training opportunities...Antony has been massively helpful and I feel confident that volunteering within Renaissance will improve my employability".

"The ethics, friendliness, helpfulness really are second to none. I really do feel part of a great team and would truly recommend the experience".

NIGHT SAFE HAVEN IN BLACKPOOL

The ultimate aim of the Night Safe Haven is to reduce the number of people who attend Blackpool Victoria Teaching Hospital NHS Foundation Trust due to excessive alcohol consumption, or as a consequence of alcohol related violence or injury. These reduced emergency department attendances result in a net saving to the NHS in reduced tariff charges, as well as ambulance journeys saved.

People who use the Night Safe Haven are not a homogenous group and not all people who drink alcohol become ill, are injured, end up in police custody or are admitted to hospital. However, individuals who are intoxicated to the point of not being able to look after themselves are vulnerable.

The Night Safe Haven provides a multi-professional non-judgemental, immediate minor to life critical medical response intervention, practical and emotional support and a brief intervention and signposting/referral system to appropriate services, for example drug and alcohol treatments services.

The Night Safe Haven provision also acts as a 'safe haven' to safeguard and remove the vulnerability of individuals

by reducing the number of people in the town centre who become victims of alcohol related crime, disorder, anti-social behaviour and ensures they do not become vulnerable and thus improving their chance of a safe passage out of the town centre.

The Night Safe Haven is a safe place for service users and patients to recover and be supported in a non-judgemental environment. If however, the patient requires hospital treatment the patient is either stabilised until a second ambulance is called or depending on urgency, taken to the emergency department in the on-site NWAS paramedic ambulance.

Service users are brought, referred, signposted or self-present to the Night Safe Haven provision via a number of methods including bar staff, Police and Street Angels.

The provision focused to reduce the number of people attending walk in centres or their GP's following excess alcohol consumption or as a consequence of alcohol related violence or injury. A presentation at the Night Safe Haven may also act as trigger to that individual accessing vital advice, information or signposting to an appropriate service or agency as a result of the intervention from the provision for a range of health conditions and illnesses.

An additional advantage of the Night Safe Haven provision is the increased perception of safety, presenting Blackpool as a safe and friendly environment to visit for residents and visitors.

Key Activity

- No of clients supported **116**
- No of client contacts (face to face) **494**
- No of outreach visits **30**
- No of condoms **141**
- No of likes (face book and twitter) **80**

Highlights

- Feedback from the service users remained positive with a large number of people stating during an intervention that the presence of the Night Safe Haven reduces vulnerability and makes them feel safe in the town.
- The dedicated team of multi-agency representatives who regularly supported the provision previously remained; this continued to benefit the service, due to the knowledge and experience gained in the past years of provision. Partners remaining NWAS, St John's Ambulance, Blackpool Teaching Hospitals, all supported by Public Health Blackpool.
- The Night Safe Haven has had some **new service cards** designed and they were offered to individuals provided with significant interventions; the cards designed to promote the service and gather user feedback at a later date.
- Thanks to the hard work of the team there has been a **large number of medical interventions** not requiring referrals to Blackpool Victoria Hospital; with the team either offering adequate



support in the town centre so that individuals are able to make their own way home or in turn the team securing a safe passage back home / or to their hotel by other means.

- During the Contract Monitoring Meeting all partners were able to offer their thought with regards to the future delivery of the service and have looked to relocating the provision to **Queen's Square** in order to maximise impact potential. All partners were in agreement and the move is planned for 2017/18.

Endorsements

"What an excellent service its people like you who really make a difference."

"This service is an excellent idea, but a shame that you need it. It's good to know you are here to help people though."

HEALTHIER LIVING

Healthier Living provides 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 and information advice and support; promoting access to local services provided by the public, private and voluntary sector; ensuring peer led support for people with HIV; providing outreach services for the prevention and testing of HIV for early diagnosis; being a "bridge" between non HIV specific services which are still relevant for people with HIV; ensure contingency planning for people with HIV on an individual basis so people with HIV need are able to access the relevant adult social care when required and provide end of life planning for people with many life limiting conditions who are not in residential care.

HEALTHIER LIVING LANCASHIRE

Key Activity

• No of new referrals	49
• No of clients supported	70
• No of client contacts (face to face)	514
• No of counselling sessions	35
• No of group work sessions	21
• No of Lancashire voice meetings	3
• No of dry blood spot/insti test completed	18
• No of other client contacts	3637
• No of events attended	9
• No of events organised	4
• No of networking contacts	1611
• No of training sessions provided	9

Highlights

- Collaborative working with **HIV clinics** throughout Lancashire (Preston, Lancaster and Burnley) was carried out with joint meetings taking place with HIV Specialist nurses and the Healthier Living HIV practitioners. A Healthier Living practitioner also visited Southport and Liverpool's HIV clinics

to raise awareness of the Healthier Living service for individuals living in Lancashire that access these clinics.

- Healthier Living practitioners visited various organisations that support individuals from **'hard to reach'** groups (LGBT, BME, substance users and sex workers) to raise awareness of HIV and the Healthier Living Service as well as offering HIV Point of Care Testing and Dry Blood Spot Testing of which 18 tests were carried out with 0 reactive results.

- **Benefits** were the main concern for many clients throughout this year, this is due to the fact that individuals living with HIV that are accessing clinical services and engaging with ART treatment are living well; therefore there has been a reduction in the benefits and the amounts of benefits that they may receive. In response to this all Healthier Living practitioners attended benefit training related to Universal Credit and Personal Independent Payment. In Central Lancashire (Preston) 45 individuals were provided with advice with 67 contacts. Due to the monitoring of benefit support provided in Central Lancashire, Healthier Living succeeded in receiving funding (through Preston Central Financial Inclusion Project) to assist with the amount of practitioner time spent in benefit support each week. Monitoring of benefit advice and support began throughout Lancashire.

- Healthier Living HIV practitioners received training in **End of Life Care** which was utilised with three clients during this year; unfortunately two of which passed away in the period. A Healthier Living practitioner worked intensively with these clients and their families to ensure that the clients were receiving the appropriate care and were comfortable in their final days; support was provided to the families including support to organise financial issues, funerals and support post funeral was given to family and friends including access to bereavement counselling.

- In order to increase **awareness** related to HIV and living with the condition, Healthier Living practitioners and peer mentors attended the University of Central Lancashire and delivered training sessions to 370 students who were studying a variety of health related courses including: Health and Social Care, Pharmacology and Sexual Health. It was hoped that by attending UCLAN and speaking to students who intend to work with the public that stigma and myths related to HIV will be reduced.

- **Support groups** continued to meet throughout the year in Preston which is a central location with good transport links throughout Lancashire. The support group was peer led with support provided by a Healthier Living practitioner. The group's discussions taken place were relating to sexual health, general health, benefits and living with HIV. Any individuals that were newly diagnosed were welcomed into the group and provided with invaluable support by peer members of the group as well as having access to one to one support with a HIV practitioner.

- The **Walking Group** enjoyed several walks throughout the year visiting various locations throughout Lancashire including Beacon Fell Country Park with a picnic lunch, Wyre Estuary Country Park with a picnic lunch, Southport lake pier and lunch in a café which offered a variety of healthy meal options, Morecambe promenade and Heysham shore line walk where service users visited St Patricks chapel and St Peters Church; the walkers enjoyed looking around the Church and chapel which are Grade I listed buildings.

Endorsement

"The support that I have received has enabled me to engage with other services."

"Thank you for everything that you have helped me with."

"Speaking with a peer has helped me a lot."

HEALTHIER LIVING BLACKBURN WITH DARWEN

Key Activity

• No of new referrals	7
• No of re-referrals	5
• No of clients supported	26
• No of client contacts (face to face)	102
• No of counselling sessions	0
• No of group work sessions	5
• No of Lancashire voice meetings	3
• No of dry blood spot/insti test completed	2
• No of other client contacts	965
• No of events attended	5
• No of events organised	3
• No of networking contacts	924
• No of training sessions provided	7

Highlights

- Healthier Living secured funding from Blackburn with Darwen **CVS 50+ Engagement Fund** to deliver a seven week programme of half day training and information sessions, to support individuals living in the Blackburn with Darwen area, aged 50+ with a positive diagnosis, to age well. Weekly sessions were held at the Quaker meeting house in Blackburn, which is located in Blackburn town centre. Attendees were provided with information, knowledge and tools to build a healthier lifestyle. Each week external partners covered different topics which included alcohol, drugs, sexual health, healthy eating/physical activity, mindfulness and hate crime awareness. A graduation style event was held in October where five individuals graduated with their 50+ Health Passport. Individuals who attended the course reported that the sessions had made an improvement to their health and well-being, reduced feelings of isolation and provided them with a greater understanding of ageing with HIV. Six half day training sessions were provided by external partners for the 50+ Health Passport, sessions included: Lancashire Women's Centre – Mindfulness (5 attendees); Well-being service – Healthy Eating/Physical Activity (5 attendees);Inspire – Drugs

(5 attendees);Healthier Living – Sexual Health (5 attendees);Inspire – Alcohol (4 attendees) and Victims Voice – Hate Crime (4 attendees).

- The Healthier Living **support group** was facilitated once a month at the Quaker Meeting House in Blackburn town centre. The group worked really well to encourage new peer support systems and all members reported an increase in their health and well-being by attending the group. A trained peer with Healthier Living also attended the group, the peer was able to empathise with clients and have a greater understanding of issues they may be experiencing. Members have also reported that the Blackburn group had supported them to reduce feelings of isolation and enabled them to share their own experience of living with HIV with other HIV positive people. During the support group, individuals have exchanged information and concerns around treatment, medication side effects and how living with HIV has changed over the last 25 years. During National HIV Testing Week the group visited Blackburn Football Club, King Georges Hall and Blackburn Cathedral where some members of the group had their photographs taken wearing "It Starts with Me" t-shirts in preparation for the agency's National HIV Testing Week campaign. The photographs taken were used by Renaissance to promote National HIV testing week via social media.

- During **National HIV Testing Week** Project Workers attended Wesley Hall in Blackburn during the Asylum and Refugee Community drop in to provide Point of Care Testing, 2 tests were carried out with individuals who identified as African. A pop up stall was available which provided information relating to HIV, testing kits were displayed to highlight the ease of having a HIV test and home testing kits were promoted. Project workers attended Your Support Your Choice, which is accessed by many of the Asian community, a pop up stall was available to highlight the ease of HIV testing and home testing kits, as well as literature relating to HIV, were available.

- The **Walking Group** enjoyed several walks throughout the year visiting various locations throughout Lancashire. The group worked really well to encourage new peer support systems, members were able to take in the views, get out in the fresh air and take part in physical activity. Group members found the walks very rewarding and reported a sense of achievement when they finish, with many also reporting an improvement in mood. The group were encouraged to take ownership for the walks, researching and finding new places to explore that are viable for all members. The group leader is a trained peer with Healthier Living so was able to empathise with clients and have an understanding of issues they may be experiencing.

Endorsement

"Home visits have been wonderful as I have reduced mobility and have been house bound".

"Group support, it's great to meet other people living with HIV, I can chat openly without fear and I've made some good friends".

"Immediate support when I was admitted to Hospital, the service was there for me when I needed it the most. I was at a real low point after being admitted to hospital and the Project Worker lifted my mood. It was great just to see a friendly face and have someone to talk to about what I was going through".

LANCASHIRE VOICE

'Lancashire Voice' is just that, a voice for those living with HIV in Lancashire, Blackburn with Darwen and Blackpool. It harnesses their 'lived experience', increases their knowledge and skills and celebrates their resilience in managing such an evocative long term condition. The project builds individuals' capacity and confidence but also offers a credible peer resource for others living with and affected by HIV and the public allowing the local HIV community to uncover and utilise their strengths, they become a unique and credible resource to challenge HIV ignorance, isolation, stigma and discrimination in the greater community and within services. This in turn contributes to the prevention of further HIV infections, reducing late HIV diagnosis, ensuring unnecessary morbidity and mortality from HIV and local services listen to and embrace the changing needs of those living with HIV.

Key activity

- 13 members pan Lancashire.
- 4 of which have graduated becoming HIV Health and Wellbeing Champions.
- 4 meetings attended by all members

Highlights

- Lancashire Voice kicked off to a **great start in the year** with over 13 members actively participating in promoting the projects aims.
- Four of the members engaged in a **Lancashire Voice case study** looking into late diagnosis and missed opportunities. From this case study, they looked at where prevention can be put in place and how much money could have been saved prior to a late diagnosis, as well as the effects on the person's health post diagnosis. Also highlighting how many HIV tests could have been given with the money spent from missed opportunities. Lancashire Voice also agreed plans to look at creating a glossary of services and looking for individuals that have experienced good service in regards to disclosure of their HIV status and the level of service that they have received.

Endorsement

"I am so glad that I have met people who live in different areas of Lancashire."

"Lancashire Voice is enabling me to give something back to the community after I received support for my HIV diagnosis."

PRESTON CENTRAL FINANCIAL INCLUSION PROJECT

Prior to receiving this grant Renaissance at Drugline Lancashire 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.

Key Activity

- No of clients supported **45**
- No of client contacts (face to face) **67**

**project duration September 2016 to March 2017*

Highlights

- The contract included 2 **support groups** with the main focus of the group being finances and financial support and one to one appointments with their HIV support worker to provide support with any financial issues that the clients were facing.
- The majority of issues with the clients within the central area of Lancashire were **Employment and Support Allowance (ESA)** or Personal Independent Payment benefits (PIP).
- **PIP** application support required projects workers to support a phone call, completion of a 40 page document (3 hours), writing a supporting letter, accessing supporting letters from the applicants support network, attending a medical assessment, help to request a mandatory reconsideration and then an appeal if required (contacting the DWP, tribunal service and local MP to try to move the process forward), attending an appeal hearing and acting as an advocate for the individual.
- The **application form** for ESA is a 49 page document therefore the time spent with individuals was significant.
- The project workers also assisting individuals to apply for **Universal Credit**, this replacing the array of benefits in England by 2020 and currently being introduced in the Lancaster area. Universal Credit requiring applicants to have IT skills and access to a computer or smartphone.
- Many of the clients remained reluctant to access other services as they worry about the **stigma** attached to some of their ailments including HIV and/ or Hepatitis; this will be explored and worked on for the future.

- Clients were **supported** with the following issues: PIP claims/medical assessments/appeals; General Benefit Advice including access to appropriate benefits; Disability benefits; Employment tribunals; Terminal illness payments; Funeral costs; Debt ;Rent arrears; ESA; Carers Allowance; Insurance queries; Attendance Allowance; Credit Union access; Savings; Back to work advice – after long-term sickness absence and budgeting.

Endorsement

"You're a star. You thought to say things I completely forgot about".

"Thanks for your support. I would have missed all the deadlines without your help. I can now get out more and have more money each month to do nice things. I'm saving for a holiday now with my carer".

"Thanks for the information; I never knew such resources were available in regard to HIV when getting a mortgage. I feel less worried now and I am more confident in my knowledge on what this means for my Life assurance and mortgage agreement as separate policies".

HIV TESTING WITH HIV PREVENTION ENGLAND

The service continued its partnership with HPE this year. It contributed to this national initiative to provide 60 second rapid HIV testing, HIV one to one advice and information sessions and support campaigns such as National HIV Testing Week.

Key Activity

The quarter 3 target to deliver 80 one to one advice and information sessions and 60 HIV tests throughout the period, to Black Africans and MSM:

- No of One to One Info and advice Sessions **159**
- No of people receiving information and advice **870**
- Total No of tests carried out **51**
- No of MSM Tests carried out **42**
- No of Black African Tests carried out **5**

Highlights

- The service developed an **impressive activity plan** for the core delivery of the project across National HIV Testing Week in November 2016.
- The project **complemented funds** in Blackpool where there is investment to deliver dry blood spot testing to those at risk (sex workers, IV drug users, LGB and T) under the Horizon contract.
- The majority of the interventions and testing took place in **Blackpool** due to the high HIV prevalence. This year however HPE agreed to extend the reach of the project to **Preston and Blackburn with Darwen** in unison with the coverage of HIV outreach and support services in those areas.

- The project enhanced with the service leading a **social media campaign** across Renaissance and Horizon Blackpool social media pages, service website and a dedicated E Blast. The social media messages shared via the HPE campaign, harnessing the communications leads within all three local authority Public Health departments and use of a dedicated press release.
- Success of the project supporting further continuation of the partnership into 2017/18 and HPE's summer testing and interventions.

Endorsement

"Thanks very much for sharing. It looks great, and all the best for all the planned activities."

– Chamut Kifetew, Sector Leadership and Development Officer for HIV Prevention England (HPE).

NEW SERVICES IN 2016/17

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.

Public Health funded BCIT training came to end in March 2016. The service decided after ten years of training delivery to rebrand and relaunch the project under 'The Renaissance Training School' banner. One part time Training School coordinator was appointed, supported by SMT and a number of staff members interested in delivering training in their areas of expertise.

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.

Key Activity

Agencies **commissioning the service** were Blackpool and the Fylde College, Blackpool Teaching Hospitals, Delphi Medical, 3D Environmental Services, Lancashire Fire and Rescue Service and Ashley Foundation

- Drug and alcohol awareness and brief interventions – 1 session – 12 attendees - 100% positive feedback percentage rate
- Drug and alcohol awareness – 2 sessions – 25 attendees – 80% positive feedback percentage rate
- Trans Awareness – 3 sessions – 60 attendees – 100% positive feedback percentage rate
- Drug related litter training – 3 sessions – 29 attendees - 100% positive feedback percentage rate

Highlights

- The training school in its first twelve months become a member of Open Awards training body and has successfully achieved its **badge of excellence** for all courses.

“The Badge of Excellence is Open Awards’ quality assurance mark that recognises excellent training, development and learning provision and meaningful outcomes. It has been designed for programmes that would not be enhanced by the delivery of regulated qualifications or quality endorsed units, There are excellent pieces of work being completed across the public, private and third sectors that are achieving impressive outcomes for young people and adults that are not easily aligned to a qualification but still deserve to be nationally recognised as an achievement and outcome for the learner. In line with Open Awards mission to change lives through learning, the Badge of Excellence is a quality mark. The Badge of Excellence quality assures the training and learning activities rather than accrediting the learners themselves”

- The Training School was officially **launched** at the beginning of 2016/17. The launch event was well publicised by Blackpool Gazette and the Lancashire Evening Post who highlighted the innovation around the development.
- The service developed strong **marketing tools**, embracing the agency website and commitment to active networking to ensure a customer base; including DWP Lancaster and introductions at Lancaster Jobcentre Plus, Fab 500 (the top 500 business in Lancashire), BAE at Warton, BNFL Swarbrick, Blackpool Social Enterprises, ‘Taste the Training’ Event at Blackpool Winter Gardens, Bickerstaffe House, Blackpool Business Leadership Group, Nautical College Fleetwood, Fishermen’s Friend, JR Hutt Fleetwood, Morrisons Fleetwood, Asda Fleetwood, Guardian Royal Exchange Lytham, Lloyds BMW Blackpool, Glasdon Group Blackpool, Tesco Hypermarket Blackpool, Lytham Fire Station, St Anne’s Fire Station and Preston College Fulwood Campus.
- Courses available** included; Sexual Health, BBV Awareness and Brief Advice; Drug and Alcohol Awareness including NPS; Drug and Alcohol harm reduction interventions; Naloxone awareness and delivery; Sexual Violence Awareness; Domestic Abuse Awareness; Tackling Drug Related Litter; Motivational Interviewing; Brief Interventions; Trans* Awareness; LGB and T awareness.
- Staff, volunteers and peers** were also able to avail themselves of the learning.

- Lancashire Voice** offering a unique contribution to the Training School by providing training at UCLAN to Pharmacy Students years 2 & 3. They taught 150 students over two sessions; 99.25% of the feedback was positive with the common theme being “I never knew what undetectable meant. I feel a lot more educated knowing that as it gets rid of a lot of fears people have”.

Endorsements

“Very informative, great course.”

“Good knowledge, well presented.”

“Very good, many thanks.”

CHILDREN AND YOUNG PERSON’S ISVA SERVICE

- The service recognised that children and young people living in Blackpool are amongst the most disadvantaged in the UK, ‘The English Indices of Deprivation 2015’ ranks Blackpool the 7th highest deprived authority. Deprivation due to significantly low income rates, high unemployment rates, poor education levels and a high prevalence of drug and alcohol misuse within families; which results in many families in Blackpool living with complex needs and requiring additional support from a range of services. Blackpool being the 10th highest authority for Children in Need and on a Child Protection Plan due to abuse and neglect. 2014 local data highlighted a 28% increase in rapes where the victim is less than 16 years of age.
- Child survivors of rape and sexual violence become disadvantaged during the time of abuse and this can continue into adulthood without the correct interventions; this due to the severe trauma, anxiety and distress caused. Many experience behavioural and psychological difficulties, develop mental health illness and psychosomatic illness is common. Children and young people struggle to trust following sexual abuse, meaning social isolation and relationships are affected also and this lasting into adulthood.
- The service, through Children in Need funding, aims to address the gap in sexual violence support for those aged 11-16 in Blackpool and the Fylde Coast. Though detection and positive criminal outcomes are improving, dedicated support and survival assurance remains needed to ensure the health, well-being, personal safety and positive life ahead for those children and young people affected.
- The serviced, launched in Quarter four of the period, began to offer a dedicated response for those aged under 16 and targeting those aged 11-16; supporting now and preventing further harm. Through a dedicated Child ISVA post, enabling individuals to access the services they (and their family) need in the aftermath of the abuse they have experienced, support them throughout any investigation and criminal justice process and plan for the future.

Key Activity

No of new referrals	9
No of clients supported	7
No of client contacts (face to face)	20
No of home visits	1
No of events attended-	5
No of events organised	1
No of conferences attended	1
No of networking contacts	16

Highlights

- During the January to March period, a number of **resources** were created for the CISVA role. These included assessments, referral forms, court information, and leaflets.
- The CISVA worker was **recruited**.
- The CISVA made contact with all secondary schools, and education based services, in order to promote the CISVA role and make connections with key safeguarding leads. Visits were made to the police stations and other organisations to explain the **referral pathway** into the CISVA service.
- The response to the new CISVA role was positive and **referrals** into the service came almost immediately after starting the networking and awareness-raising.

Endorsements

“I was worried about what to do about it, but then I realised I was seeing you and that you would sort it all out.” (12)

“I want to make another appointment because I like seeing you.” (16)

“Thank you for everything.” (15) via text

HISTORIC ISVA

In September 2016 the service 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 and to provide funding to enable them to increase capacity. The additional ISVA started in January 2017. The aim to provide survivors with a compassionate, professional and positive approach that will ensure trust and confidentiality from the outset. The ISVA empowering the person through therapy to talk about their experience, in order for them to start the healing process, introducing coping mechanisms to enable the person to deal with the trauma and anxiety, in turn building self-esteem and confidence. The objective being to build strength, this will all help if and when court proceedings begin. The ISVA introducing a positive relationship, an enabling and empowering relationship so individuals are able to gain greater wellbeing, heal, survive and thrive in their future lives. The ISVA offering access to other support and wrap around services as necessary, such as housing, education, training, health, peer support and social activities.

Key Activity

No of new referrals	116
No of clients supported	116
No of client contacts (face to face)	82
No of counselling sessions	31
No of home visits	82
No of events attended	5
No of events organised	2
No of conferences attended	2

Highlights

- The service developed a **clear focus of activity**; to hold a caseload of 25 15-18 year olds at any one time; work with an additional 50 individual’s throughout the 12 month funding period; support at least 15 individuals through the criminal justice and court process; support at least 15 families and loved ones of victims; 45 individuals supported and benefitting from pre-trial therapy.
- The ISVA **commenced** on the 3rd of January 2017 and by March met the caseload target of 25 and online for the 50 target over 12 months.
- The total number of **referrals** received were 40; 45% from the police service, 30% from outside agencies i.e. ISVA /IDVA service who do not cover Blackpool, Fylde and Wyre, 5% have self-referrals and 5% from Social Services.
- The service in this first period already **met the target** of supporting 15 individuals through the criminal justice and court process and providing for 15 families and loved ones.
- 65% of referrals were **assessed** and supported by the ISVA including offering access to wrap around services where necessary.
- Pre-trial counselling** has met 24% of the target already in the period of the projected outcome of 45 individuals.
- 100% of referrals received **brief interventions** by the ISVA.
- Preparation is underway for a **promotional event** in May 2017 to launch the new tripartite ISVA service at Renaissance; the event will combine invitations to over 50 delegates with prestigious speakers Zoe Loderick, Bernie Ryan from Limeculture, Mrs J Marsden (Mother of the late Sasha Marsden Murdered in 2013) and David Lean (Renaissance).

Endorsements

“I don’t think I would have taken it so far if it wasn’t for her input and support in all of our time spent together” (A male client)

LANCASHIRE’S VICTIMS SERVICE PROVIDING HATE CRIME SUPPORT (AS LGB AND T SPECIALIST)

As part of Lancashire Victim Services the service provides support to victims of hate crime in Lancashire (Blackpool, Wyre, Fylde, Lancaster and surrounding areas and Ribble Valley). These victims referred through Victim Support (via the Police), other agencies or self-referrals. The service providing subject matter expertise as required on LGBT related cases to the other hate crime partners in Lancashire (including Lancashire Council of Mosques and Disability Equality NW) and required to support complex LGBT related hate cases pan Lancashire.

Key Activity

The project will be launched in April 2017. The primary required outcome of the service is that it enables victims and, if applicable, their families and friends, to better cope and recover from the crime(s) or incident(s) they have experienced. The outcomes domains include; improved health and wellbeing; increased safety and perceptions of safety; reintegration or engaging in work, study and/or social activities; feeling informed of support available; improved experiences and better understanding of the Criminal Justice System leading to increased confidence of victims to engage and access the Criminal Justice System.

Highlights

- The service recognised hate crime/ incidents can affect different people in different ways; this project to provide **tailored support** to each individual with the hope of overcoming the incident. This service aims to provide **free and confidential** support to those that have been a victim of a hate crime/incident. Any individual who has been affected by a hate crime is entitled to support, regardless of whether it has been reported to the police or not.
- The service **Hate Crime Worker** able to provide each person with non-judgemental, practical and emotional support to help overcome and recover from hate crime/incidents.
- The service able to provide; practical support – creating **personal safety** plans; emotional support – talking about the incident and improving confidence to aid recovery; advocacy with the Police; support through the Criminal Justice System and referral to other appropriate services.

CHANGING FUTURES PARTNERSHIP OFFERING TRANSFORMATIONAL COACHING HIV WORKABILITY

The Changing Futures (Building Better Opportunities) project for Lancashire 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.

Contact information

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A new dawn for substance use and sexual health services
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Limited company number 03723917

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Email enquiries@druglinelancs.co.uk

Key Activity

- The Transformation Coach started on the 20/03/2017; the project thus having no participants and this initial period saw the Coach complete training and start networking to support project awareness and referral pathways into the project.

Highlights

- This project aiming to offer support to individuals who are living with HIV and **excluded from the labour market**, enhanced by their condition and present unemployment or economic inactivity. This may be due to a long term diagnosis where treatments are now only advanced enough for work consideration, due to pressures from benefits changes or a more recent diagnosis/period of ill health requiring a career alteration to better manage their HIV condition.
- It supporting those **disadvantaged from their HIV diagnosis** and disability to move towards and into employment.
- The project targeting those living with HIV and within this also recognising the particular needs within this group of BAME groups, women and co-mental health problems; supporting them to tackle the **multi barriers** they face and identify routes to work.
- Although the project predominantly works with those **living with HIV**; there will also be the opportunity to work with drug and alcohol users in recovery, LGB and T individuals and sex workers.
- The project working with a **caseload** of 25 individuals living with HIV per annum, from the local labour market to provide them with one to one mentoring and coaching.
- Providing **intensive and sustained support** to take the participant through each stage of the project, from initial assessment through to evaluation.
- Working with partners to **signpost** to specialist interventions.
- Working supportively with participants to identify barriers to employment, adopting a **solution-focussed approach** to addressing, overcoming or removing these to allow movement toward employment outcomes.
- Working closely** with the other Building Better Opportunities programme leads to avoid duplication of services.

And
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DRUGLINE LANCASHIRE LIMITED STATEMENT OF FINANCIAL ACTIVITIES (incorporating the income and expenditure account) FOR THE YEAR ENDED 31 MARCH 2017

	Unrestricted Funds £	Restricted Funds £	Total 2017 £	Total 2016 £
Incoming from:				
Donations	3,335	–	3,335	717
Charitable Activities	2,021	821,265	823,286	873,130
Training funding, room hire and rent	7,633	–	7,633	1,968
Other Income	40,473	–	40,473	–
Total Income	53,462	821,265	874,727	875,815
Expenditure on:				
Raising funds	–	63	63	91
Charitable activities	26,026	880,072	906,098	994,788
Total resources expended	26,026	880,135	906,161	994,879
Net incoming (outgoing) resources before Transfers				
	27,436	(58,870)	(31,434)	(119,064)
Gross transfers between funds	(21,191)	21,191	–	–
Net income / (expenditure) for the year/Net movement in funds				
	6,245	(37,679)	(31,434)	(119,064)
Fund balances at 1 April 2016	540,898	37,679	578,577	697,641
Total funds carried forward	547,143	–	547,143	578,577

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 20016.

DRUGLINE LANCASHIRE LIMITED BALANCE SHEET FOR THE YEAR ENDED 31 MARCH 2017

	2017 £		2016 £	
Fixed assets				
Tangible assets		539,348		597,450
Current assets				
Debtors	54,040		58,788	
Cash at bank and in hand	226,163		216,601	
	280,203		275,389	
Creditors: amounts falling due within one year	(65,989)		(80,843)	
Net current assets		214,214		194,546
Total assets less current liabilities		753,562		791,996
Creditors: amounts falling due after more than one year	(206,419)		(213,419)	
Net assets		547,143		578,577
Funds:				
Restricted funds		–		37,679
Unrestricted funds				
Designated funds	539,348		559,771	
General unrestricted funds	7,795		(18,873)	
		547,143		540,898
Total charity funds		547,143		578,577

This summary of the financial results for the year may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information, the full accounts, the Auditor's Report on those accounts and the Trustees' Annual Report should be consulted. Copies of these can be obtained from the registered office of the charity at 102 Dickson Road, Blackpool, Lancashire, FY1 2BU.