

The background of the entire page is a solid purple color. Overlaid on this background are the silhouettes of four people standing and facing away from the viewer. From left to right, there is a woman with long dark hair, a woman with long blonde hair, a person with short dark hair, and a man with short dark hair. The silhouettes are a dark, muted purple color.

impact report

2019/20

Welcome!

Hello and a warm welcome.

We are extremely proud of the range of services which we offer nationally and the continued impact that our services have each year. In the last 12 months we have collaborated to become a national provider of a diverse range of health and social care services. Humankind has a solid foundation to actively pursue our mission to help the most vulnerable to build healthier lives which have more meaning. We do this through creating partnerships and services that work in their local regions.

I hope when you read our Impact Report it gives you the same sense of excitement and pride in our services and our workforce that I have.

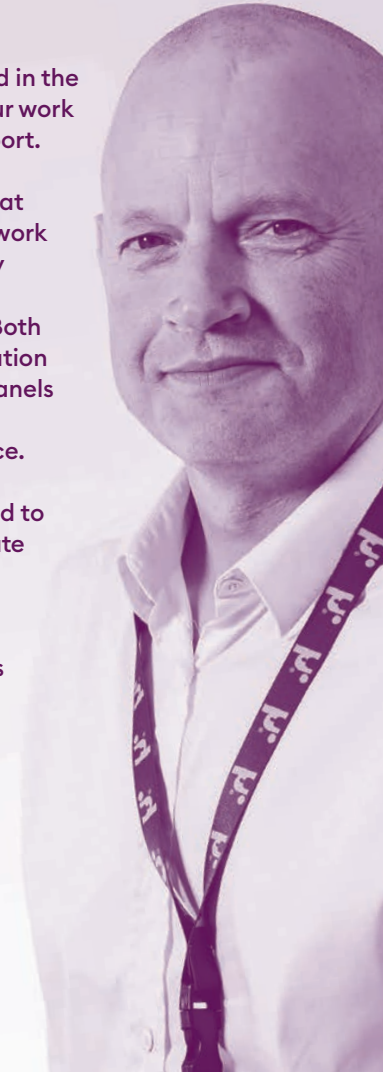
Over the course of the last year we have fully merged with Blenheim CDP and we have merged with EDP via a subsidiary model. Through strategic partnerships, we have been able to support community providers sustain their impact, which we will continue to do in the regions in which we work in. We are also proud of the new services that we have secured and the

contracts which we have retained in the last 12 months. An overview of our work is detailed within this Impact Report.

Of course, COVID has been a great challenge to the people that we work with, Humankind alongside many of our partners have responded magnificently to the pandemic. Both clinically and across our organisation we have consulted on national panels offering expert advice on the development of national guidance.

Going forward, we are determined to ensure that we are able to advocate and influence policy and funding to ensure we are able to support people that we work with and include all the diverse communities in which we work. This passion is shared throughout our organisation. I really look forward to reporting on our national impact in 2020-2021

Paul Townsley
Chief Executive Officer



About Humankind.

We value the contribution of all service users, families and carers, partners, stakeholders, commissioners, volunteers and our staff.

Reducing deprivation and exclusion

We are committed to reducing deprivation and exclusion and to improving people's well-being. Humankind is a national charity with over 1,200 staff and around 100 volunteers providing services for over 76,000 people.

We have specialist services across England which include drug and alcohol, clinical, children, young people and families, health and well-being, employment, training and education, health and well-being, criminal justice and offender rehabilitation, gender specific and housing and housing support services.



Last year we supported over 76,000 individuals across our services.

Every 2 minutes an individual accesses one of our drug and alcohol recovery services.

We are Humankind – our charter of values.

Here at Humankind our Charter of Values was developed after a two year intensive consultation exercise, ending in 2019, with our 1,200 strong workforce, service users and stakeholders.

‘We are Humankind – our charter of values’ reflects the feelings of workers as expressed in internal workshops. It is designed to further enable individuals and teams to carry out their work in full awareness of their rights and responsibilities.



Our Vision

Our vision is for people of all ages to be safe, building ambitions for the future and reaching towards their full potential.

Our Mission

Humankind creates services and support to meet people's complex health and social needs, helping them to build healthier lives that have meaning and value for themselves and their families. We support local people to create stronger, better-connected communities.

Our Values

Honest: We are open and realistic, building trusted relationships in which we challenge, collaborate and change.

Committed: We are passionate about being the best that we can be, and we do this by keeping people at the heart of everything that we do.

Inventive: We are ambitious, drawing together skills and resources to innovate and adapt in determined pursuit of our mission.

Our Charter of Values means that we know we have been successful when:

- Our people start the day with a sense of purpose and end the day with a sense of accomplishment.
- Our service users, communities, partners and commissioners value their relationships with us.
- Our portfolio of projects is excellent and makes a difference as demonstrated by our outcomes and customer satisfaction.



Our team!

In August 2019, Investors in People (IIP) carried out our award assessment and we were absolutely delighted to announce that Humankind achieved GOLD AWARD.

“[My manager] helps me to get some perspective and is quick to respond: she always has a solution. I feel reassured and I feel safe.”

“I have a fab manager... They are approachable and down to earth, very supportive and collaborative.”



The assessment had several elements; an online survey, employee interviews, observations and documentation. As well as the 325 responses to the online survey, 2 inspectors visited several sites across the organisation and spoke to an additional 58 team members.

Underpinning the Standard is the Investors in People Framework which is organised around 9 key indicators of high performance each with 3 underpinning themes. Within the 9 Key Indicators Humankind achieved 'Advanced' in 7 putting us in the top 2 percentile of organisations assessed.

Key strengths of Humankind identified by the Investors in People framework and assessors:

- Empowering & involving people.
- Positive improvements in Leadership & Management.
- Building effective relationships with partners.
- An Innovative approach.



“Organisations that meet the world-recognised Investors in People Standard reflect the very best in people management excellence.” Investors in People

Of those surveyed via the on-line survey:

- 93.8% responded positively when asked if they had discussed performance with their manager in the last 6 months.
- 87.7% responded positively when asked if they had agreed objectives with their line manager within the last 12 months.
- 93.8% responded positively when asked if the work was interesting.
- 92.3% felt that Humankind has a positive impact on society.
- 91.1% responded positively when asked if their role enabled them to work well with others.
- 85% felt that Humankind encourage them to share good practice across teams.

Achievements at a glance!

2019/20 has been
a year of growth and
inspirational change.

**“This year Humankind
has become a charity
with a truly national
footprint and is now
one of the UK’s four
largest drug and
alcohol treatment
providers.”**



We were successfully awarded and/or mobilised:

- Staffordshire Treatment & Recovery Service including Staffordshire Integrated Family Support Service.
- Barnsley Umbrella service - an Early Intervention Mental Health service.
- Teesside Peer Support Service.
- Newcastle Treatment & Recovery Service (subcontracted to Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust and in partnership with Changing Lives).
- Reconnected to Health – North East Prison Service (subcontracted to Spectrum & in partnership with Tees, Esk and Wear Valleys NHS Trust).

We also retained the following which were due to end 2019/20:

- Manchester Complex Needs Resettlement service.
- Lewisham Primary Care Recovery Service.
- Leeds Adult Learning.

- Insight Westminster, Kensington & Chelsea.
- North Yorkshire Horizons.

The achievements on the left highlight Humankind's strong performance, community integration and innovative business development.

In addition we have also achieved:

- 89% retention rate of contracts due to expire within 2019/20 have been extended or retained.
- £12.43m tendered/contracted work awarded, including Staffordshire Drug & Alcohol Service.
- 42% total success rate (tenders & grant funding applications).
- A further £262,000 in non-contract funding secured.



Volunteers inspire us all.

Our services are enriched with the skills, experience and knowledge that volunteers bring. The team behind the volunteer programme work hard to ensure that volunteering at Humankind is accessible and a fulfilling experience.

This year the programme has received external validation via the achievement of three Volunteer Kitemarks in Durham, Leeds and Sheffield, acknowledging that we operate a programme where volunteers receive a high quality, positive experience with excellent support, supervision and training opportunities. The programme also holds the Investing in Volunteers accreditation.

Over the last year we carried out a consultation with volunteers who have lived experience as we wanted to adapt the volunteer programme to ensure we were offering the right levels of support. Amongst other things, this resulted in us developing a Resilience Workshop and a Wellbeing Plan which are now being offered to all volunteers.

- During 2019/20 we have appointed 130 new volunteers.
- Our volunteers have kindly given 20,963 hours of their own time to support others – that's 57.4 hours every single day of the year!
- 45 of our volunteer leavers left due to gaining employment.

- 24 (53%) were with Humankind or our partners.
- 16 of the volunteers who gained employment did so with the same service that they volunteered with.

“They checked I was ready to volunteer, not just in terms of my time, but my emotional resilience.”

In September 2019, Junaid, then a volunteer, won the 2019 Recovery Street Film Festival, launched at the Everyman, King's Cross, London, where the 10 shortlisted films were shown.

Junaid said about the festival; “It was truly an amazing experience to win the festival. I got there in the end after trying for two years, persistence pays off.”

Humankind is one of the seven charities involved in organising the festival. The national film festival, now in its sixth year, celebrates those in recovery from drugs or alcohol and uses the medium of film to explore different journeys through recovery.

“Hello. My name is Junaid. For me, volunteering has been an amazing journey and helped me develop the skills I needed and the confidence to apply for paid roles. Last year I was a volunteer, this year I actually got a job as a Recovery Practitioner. It's been a great journey and I'm really proud to be a part of Humankind.”



“Exceptional events, for exceptional people.”

We held two events in 2019/20 to thank and celebrate our volunteers. What made the events really special was hearing from so many of our volunteers who shared their diverse and inspiring journeys.

It is important to Humankind that our volunteers feel appreciated and that they are given opportunities to come together from across the organisation to get to know each other through team building exercises. Volunteers were entertained by a choir, made prints, and enjoyed mindfulness sessions.

“The gratitude that I felt for volunteers, on a really basic level, is not because of what they know or because they’ve had their head in books, but because of what they’ve experienced and felt, not because they have shared similar experiences but because they’re now able to help others and it tells me that not only can I be ok but I can actually be ok enough to help others.”



Humankind's areas of work.

Our vision is for people of all ages to be safe, building ambitions for the future and reaching towards their full potential.

To do this we create services and support to meet people's complex health and social needs, helping them to build healthier lives that have meaning and value for themselves and their families. We support local people to create stronger, better-connected communities.

In pursuit of our vision, we deliver:

Young People and Families Services

Humankind works with people from all different stages of their life course. We offer support to vulnerable young people and young adults who have a range of different needs, as well as their carers and their wider families.

Health and Wellbeing Services

One of the core aspects of Humankind's vision is for people to be safe, and therefore we see it as vital

that the people that use our services, their families and their communities are healthy. Our health services range from lifestyle or behavioural advice through to clinical delivery, and these services are delivered across a national footprint.

Drug and Alcohol Recovery

We deliver high quality substance misuse services which reduce harm, support behaviour change, promote recovery and offer comprehensive wraparound support for adults and young people.

Criminal Justice

We deliver services to help those who are actively offending, or who have historically offended, to move towards a more positive lifestyle.

Housing and Independent Living

Humankind is a Registered Provider offering housing and property management/services. We also provide services which support vulnerable people to source the right accommodation for them and to develop the skills to live independently.

Education and Employment

Humankind offers specialist education and employment services which offers vulnerable people the valuable opportunity to identify and address any barriers to their employment, to advocate with employers and to create opportunities which lead to healthier, positive and more stable lives.



Strong partnership working.

To us, multi-agency partnerships are incredibly important.

Humankind has always worked in partnership in order to deliver services to our beneficiaries. In the last year we have strategically moved from being a Northern provider to becoming a national provider. We have done this so that we can have a greater impact in the following ways:

- To work more collaboratively with other regional providers so that our services can continue to offer tailored approaches to the different places we work in.
- To advocate and influence policy, we need to be larger and have a presence nationally and in London.
- To continue to develop housing, work and skills, and a range of health and social care services that help vulnerable people be independent.

Meeting specific needs

We recognise that delivering the highest quality services is the most important factor, for service users and for us as a provider. Therefore, we model each partnership around the specific needs and aspirations of the service users, carers, families and communities which we serve in each of our contracts.

We passionately support giving a voice to local organisations who know their communities well and ensuring their sustainability despite the challenging economic/commissioning environment. This has driven our work in engaging and supporting smaller organisations, sharing information and resources, and identifying how best our organisations can work together to improve what our services offer to our service users, their families and their communities. This is a working practice which Humankind proudly advocates.

Drug and alcohol services.



Here at Humankind we are proud to be an established provider of recovery based drug and alcohol services for adults and young people.

We use flexible, wraparound services to focus on our service user's needs, supporting them to reduce or end their substance use and to rebuild their lives.

With the ultimate goal of supporting people to achieve and sustain recovery, we support adults and young people to make healthy choices about alcohol and drugs, working to reduce risk-taking behaviours through dedicated prevention, early intervention and tailored programmes.

Young Person's (YP) Services

- Education, training and advice to parents/carers, schools and YP services.
- Awareness training for staff in schools, children's centres and other YP services.
- Tailored interventions for young people.

Prevention and Early Intervention:

- Advice, information and brief interventions.
- Reducing barriers to accessing support and treatment.
- Awareness training for local communities.

Recovery Support

- Services to facilitate and enable people to successfully complete their recovery journey.
- Fast Track Recovery options – enabling people to complete their recovery journeys in 12 – 16 weeks.

- Active Recovery options – enabling people to complete their recovery journeys.
- Clinical interventions including prescribing and detoxification.
- Hospital In-reach teams to identify and support people whose alcohol and/or drug use is contributing to serious health problems.
- Dedicated specialist teams to provide support for mental health and substance use.
- Specialised midwives to provide support for pregnant women who use alcohol and/or drugs.
- Housing support into dedicated Recovery Housing.
- Detoxification Housing options and pathways for rough sleepers.
- Harm Reduction and Needle & Syringe Programmes.

Sustained Recovery

- Enabling people to sustain recovery and make positive progress with support from our dedicated Recovery teams and individual Recovery Support Plan.

- Building a sustainable and welcoming recovery community through the Building Recovery in Communities initiatives.
- Recovery Academies (5Ways in Leeds), enabling those in recovery to develop positive life skills including health, housing, communication and employment.
- Peer Mentoring and Volunteering opportunities to gain confidence and skills to return to the workplace.

Criminal Justice Services:

- Housing and resettlement support.
- Prison link services including prison peer education programmes.
- Specialist young offender programmes.
- Gender specific services.
- Intensive supervision and surveillance programmes.
- Initiatives to reduce anti-social behaviour.

Current services.

Key developments within each of our current Drug & Alcohol Recovery Support services:

North Yorkshire Horizons is provided on behalf of North Yorkshire County Council by Humankind, Spectrum and Changing Lives. Working to reduce the harm caused by drug and alcohol use to both individuals and communities. This service has 5 hubs across this large rural area.

- North Yorkshire Horizons launched the UK's first Mil-SMART recovery programme specifically aimed at helping serving soldiers with alcohol and gambling issues in 2017. This service has now won two years' funding from the British Army to continue its good work, whilst also considering extending to four other bases throughout the UK.

In December 2019 North Yorkshire Horizons received an 'Outstanding' rating by CQC.



Barnsley Recovery Steps, commissioned by Barnsley Metropolitan Borough Council, provides recovery services to both adults and young people.

- Throughout 2019/20 the Health, Outreach, Prevention and Education team have worked in partnership with Barnsley Council's Homeless team engaging with rough sleepers assessing individuals need for housing and support around substance use.
- In response to concerns over an increase in Streptococcus Bacteria outbreaks and general concerns for rough sleeper's welfare the team also put together hygiene packs to distribute amongst the homeless population.

Calderdale Recovery Steps, commissioned by Calderdale Council is a partnership of Humankind and The Basement, providing recovery services.

- Within the last year the service has developed a pathway for young adults, initially to work with opioid user's aged between 21 - 24 years old.

This pathway was developed to support this group to successfully access adult treatment services with recognition that they are more likely to be treatment naïve or transitioning from a Young Persons Service.

Forward Leeds, commissioned by Leeds City Council and the NHS Leeds Clinical Commissioning Group, is one of Britain's biggest multi-agency projects to tackle drug and alcohol problems.

- The service secured funding for 3 trauma informed mental health practitioners to work on the streets with people who are homeless and/or begging.
- Implementation of a new Focused Intervention team leader to further develop interventions for non-opiate users.
- The service also secured increased investment by the Clinical Commissioning Group until 2022. This will ensure equitable coverage across the whole city.

Since it began in July 2015, 12,000 people have been referred into Forward Leeds – that's 1 in every 50 adults in Leeds.

Sunderland Wear Recovery is an integrated drug and alcohol treatment and harm reduction service for adults delivered by Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust, Humankind and Changing Lives, commissioned by Sunderland City Council.

- Flu vaccinations are now available to all service users following a successful funding application. The service is also able to offer pneumonia vaccinations to our most vulnerable service users. Clinics have been set up across all hubs .
- The service team took part in an unplanned local disaster contingency exercise with the scenario being a major disaster within Sunderland city centre. The exercise ran across the day and the team received the following feedback from the senior team running the exercise – “We really appreciate the effort everyone made at such a short notice. The response was excellent and it gives us assurance that should we be faced with a similar real life scenario, that we have dedicated teams and processes to effectively manage the situation. I would be grateful if you could extend our thanks to your teams for their help.”

County Durham Recovery Service, commissioned by Durham County Council, offers both adult and young people's services.

- The service has been granted additional funding for a Rough Sleeper Drug and Alcohol worker across County Durham and Darlington, funding is through the Eliminating Homelessness funding.
- The service has recently been notified of additional funding awarded for a Women's Recovery Academy.
- Planning for a Peer to Peer naloxone project has commenced with initial discussions to explore client cohorts and engagement with those not accessing the service.
- The service have delivered naloxone training to Durham Police custody staff – Durham are now the first police force with custody staff able to directly administer naloxone within police cells.

“Stopping taking crystal meth has been the best action I have done in my life. My life is now fulfilled with so much goodness, enjoying being with my family, socialising with my friends and volunteering with an anti-hate crime charity.”

In 2019/20, 29,564 people have been offered support through our recovery services.

South Tyneside Adult Recovery Service, commissioned by South Tyneside Council.

- The service took part in a piece of Public Health research and continue to complete questionnaires with our Needle & Syringe Programme population to contribute to ongoing research.
- Public Health funded 50 flu vaccinations for service users which were administered to those deemed most at risk.
- This year Supporting Voices commenced a volunteer led service that contacts approximately 10 service users per week to 'check in' and encourage attendance at their comprehensive assessment.

Newcastle Treatment and Recovery Service is an integrated drug and alcohol treatment and harm reduction service for adults delivered by Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust, Humankind and Changing Lives, commissioned by Newcastle City Council.

- The service went live on the 1st of December 2019 and has seen over 1,000 service users migrated, and transferred successfully to the new provision.
- Caseload segmentation is underway to promote 'recovery in the community' with the movement of service users into community recovery hubs for treatment.
- Outreach into hostels for the harm reduction team is now underway and is being well utilised by residents.
- The service appointed a non-opiate worker in service to tighten delivery for this cohort. Links have been made with Forward Leeds who are supporting the service and have offered a service visit to look at pathways and best practice.

In 2019/20, 80 adults per week exited our services in a positive, planned way having achieved abstinence or reduced their substance use.

London services.

In 2019 Humankind merged with Blenheim CDP, a social action charity which delivers drug and alcohol services across a number of London boroughs.

The treatments we offer are tailor made for the individual knowing that no two recovery paths are the same. These services not only aim to improve the health of the individual, but to have a lasting and positive impact on the wellbeing of their families, friends and communities in which they live.

Health, Young People and Families services

Our Young People's services are embedded across the community to make it as easy as possible for young people to access our services and find the support they need and include the following:

- **Insight** – a young people's health and wellbeing service focusing on drug and alcohol treatment and smoking cessation in Royal Borough of Kensington and Chelsea and the City of Westminster.
- **Insight Platform** - based in Haringey supporting young people affected by substance use issues, either personally or by another person's use.
- **Insightful Families** - based in Haringey this service supports families impacted by alcohol use. An Innovation Fund project which is funded by the Department of Health and Social Care and the Department of Work and Pensions.

In Haringey an estimated 73% of alcohol dependent adults living with children do not access treatment. So the service trains professionals to have a greater insight into the impact of parental alcohol use on children.

- **Better Lives Families & Friends** - based in Islington and run in partnership with Camden and Islington NHS Trust and WDP, supports those affected by the substance use of a friend or family member.

Adult Services

We also have a wide range of adult drug and alcohol recovery services including:

- **HAGA Alcohol Service** provides a wide range of help and support for Haringey residents who are concerned about their drinking or of someone close to them.
- **Haringey Recovery Service** provides advice, training and support for those in recovery. People can train for a new career, attend therapy sessions, try a new hobby or get help with housing issues, all within a vibrant community.
- **Primary Care Recovery Service** in Lewisham offer free advice and treatment for anyone who has concerns about their drug or alcohol use.

To us, multi-agency partnerships are incredibly important. They help deliver integrated services to meet all of a person's needs. We value the additional skills, experience and knowledge that different partners bring to services and service users. The following services are led by our partners with Humankind playing an important role:

- **The Grove** - delivered in partnership with Barnet, Enfield & Haringey Mental Health Trust – offers advice, information and structured treatment to Haringey residents facing problems with drugs and/or alcohol.
- **Better Lives** is an integrated drug and alcohol service delivered in partnership with Camden and Islington NHS Foundation Trust and WDP, offering a free and confidential support service for individuals and their families affected by drug and alcohol problems in Islington.
- **Enable** is a free and confidential service delivered in partnership with Barnet, Enfield & Haringey Mental Health Trust, offering recovery focussed advice, information and structured treatment to Enfield residents.
- **The Pier Road Project** based in Bexley is delivered in partnership with South London and Maudsley NHS Foundation Trust and St Giles Trust.
- **ARCH**, run in partnership with Central & North West London NHS Foundation Trust, supports both young people and adults living in Hillingdon with their substance use. Working with people at any stage of their drug and/or alcohol difficulties the service also supports them with their mental health needs.
- **The Harbour and Lorraine Hewitt House** are delivered in partnership with South London and Maudsley NHS Foundation Trust, Lambeth Service User Council, Addaction, Phoenix Futures and the Aurora Project and support those both requiring structured treatment and those in recovery in Lambeth.

EDP.

2019/20 has been an exciting and pivotal year as EDP prepared to merge with Humankind as a subsidiary.

EDP and Humankind have worked collaboratively for several years sharing a similar vision, ethos and objectives. Both successful charities recognise that together they will have a greater impact for their service users by bringing together learning and resources. The impact on service users and their communities will be the prime measure of success as we move forward.

EDP runs open access community drug and alcohol services for both Devon and Dorset. It provides high quality substance misuse services that support people to change their behaviour, reduce harm and promotes positive recovery. EDP also runs the substance misuse service in 6 prisons across Devon and Dorset with a range of criminal justice initiatives sitting alongside to support prison leavers. All parts of the service are enhanced by trained volunteers, recovery coaches and peer mentors who play a wide variety of pivotal roles and who bring a wealth of experience and added value to EDP's day to day work.

“REACH seems to tick the recovery box in a completely different way compared to other recovery places. REACH is very special. I really cherish the time I spend with you guys and other service users. I find it really important to be involved.” Reach (Dorset) client

Services Include:

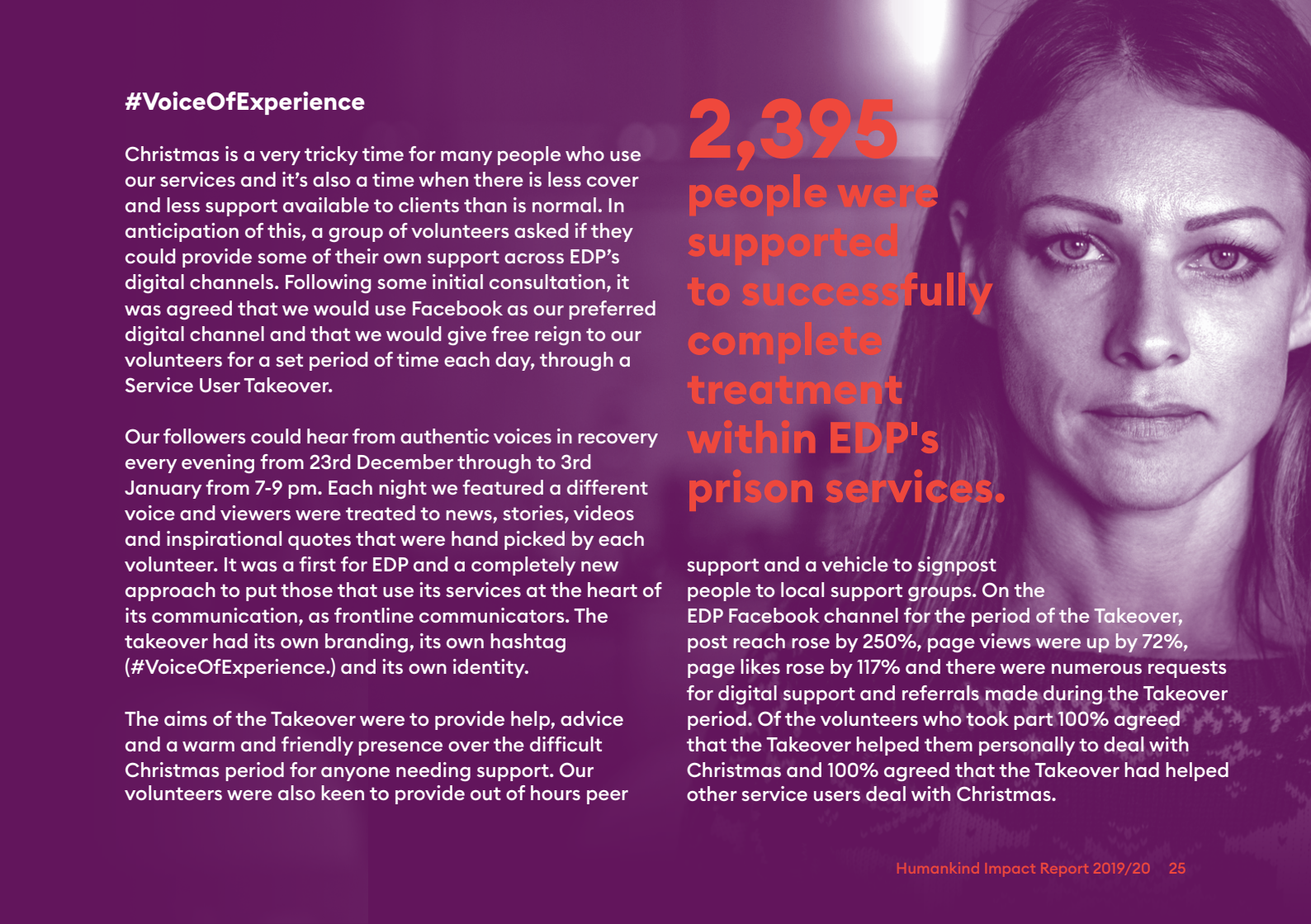
- Together - is a Devon County Council commissioned service provided by a partnership of EDP Drug & Alcohol Services.
- Reach - is a Dorset County Council commissioned service provided by a partnership between EDP Drug & Alcohol Services, Avon and Wiltshire Mental Health Partnership Trust and Essential Drug and Alcohol Services.
- Integrated Prison services - in partnership with Care UK.
- Exeter, Dartmoor and Channings Wood Prisons - Devon.
- Guys Marsh, Portland and The Verne - Dorset.

#VoiceOfExperience

Christmas is a very tricky time for many people who use our services and it's also a time when there is less cover and less support available to clients than is normal. In anticipation of this, a group of volunteers asked if they could provide some of their own support across EDP's digital channels. Following some initial consultation, it was agreed that we would use Facebook as our preferred digital channel and that we would give free reign to our volunteers for a set period of time each day, through a Service User Takeover.

Our followers could hear from authentic voices in recovery every evening from 23rd December through to 3rd January from 7-9 pm. Each night we featured a different voice and viewers were treated to news, stories, videos and inspirational quotes that were hand picked by each volunteer. It was a first for EDP and a completely new approach to put those that use its services at the heart of its communication, as frontline communicators. The takeover had its own branding, its own hashtag (#VoiceOfExperience.) and its own identity.

The aims of the Takeover were to provide help, advice and a warm and friendly presence over the difficult Christmas period for anyone needing support. Our volunteers were also keen to provide out of hours peer



**2,395
people were
supported
to successfully
complete
treatment
within EDP's
prison services.**

support and a vehicle to signpost people to local support groups. On the EDP Facebook channel for the period of the Takeover, post reach rose by 250%, page views were up by 72%, page likes rose by 117% and there were numerous requests for digital support and referrals made during the Takeover period. Of the volunteers who took part 100% agreed that the Takeover helped them personally to deal with Christmas and 100% agreed that the Takeover had helped other service users deal with Christmas.

DrinkCoach.

DrinkCoach is our set of early intervention tools to help drinkers reduce their alcohol use. Our aim is to help people tackle their drinking before it becomes a problem.

DrinkCoach allows people to assess how risky their drinking is and receive personalised advice through the online Alcohol Test portal, track their drinking with our free DrinkCoach app, and connect with an alcohol specialist via Skype through our Online Coaching Service.

The DrinkCoach Alcohol Test is 10 simple questions, the test taker receives advice and, where appropriate, information on local face-to-face support options.

In 2019/20, 39,298 Alcohol Tests were completed with an estimated £601,209 cost saving to the wider health economy.*

DrinkCoach was proud, in 2019/20 to be commissioned in the following county areas: West Sussex, Essex, Oxfordshire, Hampshire, Surrey and London Boroughs: Haringey, Barnet, Lambeth, Islington, Tower Hamlets, Camden, Newham, and Croydon.

The DrinkCoach app is free to download and available on iOS and Android. With over 20,000 downloads last year our popular app helps users to calculate units, calories and cost, set goals and reminders and also has the ability to share progress with health professionals.

Our Online Coaching Service model uses evidence-based behaviour change techniques to help risky drinkers make life-changing changes to their drinking. Our coaching service delivered 540 online appointments last year. We take private paying referrals from across the UK and were proud to deliver coaching contracts across Haringey, West Sussex and Surrey in 2019/20.

The DrinkCoach website was visited 168,113 times last year alone.

Harm reduction services.

Here at Humankind our Harm Reduction services are made up from a range of nationally recognised interventions, focussed around minimising negative effects of substance misuse. Their main function is to protect people's health and reinforce positive changes both for the individual and the community.

We offer needle and syringe provision, harm reduction advice and information, naloxone provision and access to Health and Wellbeing Nurses who provide blood borne virus screening and vaccination, general health checks and wound care. Humankind harm reduction services work across out drug and alcohol services, mobile units, gyms and pharmacies, offering crisis interventions and access to treatment.

In 2019, NHS England and a leading Pharmaceutical Company awarded Humankind a grant to support the

NHS England target of eliminating Hepatitis C by 2025.

In line with this grant, Humankind's clinical team developed a new dataset for the retrieval of Hepatitis C information from front end services. A new template was designed and placed on the case management system. From the data, we can produce a monthly report that informs progress on testing, results and referral to treatment provision. Specialist Hep C nurses will be able to record directly onto the Humankind case management system.

1,469 Naloxone kits have been issued across Yorkshire and the North East – with 166 kits being used and replaced – that’s 166 lives saved.

We have connected and engaged with the relevant Operational Delivery Networks and Gilead representatives, strengthening the relationships and driving forward shared agreements and developments. We have attended conferences and participated in local and national discussions. This has allowed Humankind to work alongside national developments and contribute to innovation and new ways of working.

Within our Barnsley service we have developed joint substance misuse and Hepatitis C clinics. Early indications show that attendance at these joint clinics is approximately double that of standalone Hepatitis C appointments from a secondary care referral system.

A short film made by Humankind workers from Forward Leeds has come second in an international competition organised by the Coalition for Global Hepatitis Elimination.

“Don’t Live in Doubt” encourages people to get tested and treated for Hepatitis C. It uses the testimonies of those who have been cleared of Hepatitis C to emphasise how treatment has improved in Leeds and their lives changed.

The film was joint second in the category ‘Political and Civil Support’ alongside films from Uganda, New Zealand and South Africa.

552 dual clinic appointments were delivered on site in Barnsley for Hepatitis C treatment combined with substance misuse clinical interventions.

51 service users diagnosed with Hepatitis C have accessed and commenced treatment through these clinics.

Clinical services.

Humankind's Clinical Department are a dedicated and passionate team with a vast array of experience in substance misuse and other health and social care sectors.

Our multi-disciplinary Clinical Department adds value to all Humankind services (especially those offering clinical interventions), by providing expert advice, support and clinical supervision, enabling the delivery of holistic, safe and evidence-based care interventions, and the development of new and innovative initiatives.

Furthermore, across Humankind, all of our registered healthcare professionals are allocated dedicated Continuing Professional Development

time and participate in Quality Improvement Activities to enable them, their teams and the wider organisation to develop learning, share good practice and improve on quality standards.

The interventions which our healthcare professionals (including doctors, nurses and pharmacists) provide are wide-ranging and include comprehensive healthcare assessment and support, naloxone provision, opioid substitute prescribing, alcohol detoxification assessments, medically assisted alcohol withdrawal and relapse prevention prescribing interventions, as well as detoxification for other substances, such as new psychoactive substances.

This year we have been working on a number of innovative projects including:

- We are delighted with a successful bid and mobilisation of the Staffordshire Drug and Alcohol Service.
- Our Medical Director participates in the Public Health England Expert Group on Alcohol.
- Our Director of Pharmacy along with the Medical Director participates in the Public Health England: Medical and Pharmacy Forum.

- The Clinical Department were pleased to secure an unrestricted Educational Grant to support in projects and continued learning for our healthcare professional.
- We have secured a Home Office licence so that selected controlled medication can be issued from services.
- Our Clinical Department have further developed the Bupivald® pilot – (new long acting buprenorphine injection) developing the policies and processes required, training the staff teams and partnership working with pharmacies to deliver the injections.
- We were very proud when in October, our Medical Director presented at the ‘We Talk They Die’ harm reduction conference in Middlesborough, along with the Forward Leeds street outreach team and those with lived experience.
- We have enjoyed working alongside partners in EDP to develop and roll out a supervision and appraisal framework ensuring both clinical organisations share good practice.
- We now offer a ‘Choice and Medication’ website where colleagues, service users, and their families can find high quality up to date information about medication used for mental health including substance misuse.



Roz



Stacey

The Clinical Department welcomed two new members ensuring multi-disciplinary advice and guidance for all Humankind services. Roz Gittins is our Director of Pharmacy and Stacey Smith is our Director of Nursing - both having many years' experience within the sector.

Social inclusion.

Plug In Hull is a Big Lottery funded project to work with people to combat social exclusion.

The service provides a timetable of activities such as arts and crafts and peer led mutual aid, as well as a social enterprise café at its heart.

We know that social isolation is at the root of a wide range of social needs and complex issues. The purpose of Plug In Hull is to break down this barrier and prevent the escalation of more complex and long term problems.

We do this by:

- Delivering activities that work with Hull's prevention of social isolation agenda – including local history groups, IT Training and Dry Bar nights, that encourage people to integrate, have fun and learn new skills.
- Working with local agencies to offer support to marginalised groups; for example, we work closely with local homeless services and offer a warm drink and a friendly face to those spending time living on the streets.
- Providing the activities, facilities and atmosphere needed for people to develop positive social networks – assets which are vital to sustaining positive early intervention outcomes – and creating an environment where individuals feel empowered to strengthen their social networks, and gain confidence.

The project is a truly client-led centre, empowering service users to shape Plug In to their own community hub. Their feedback and ideas enable us to develop our offer to the community that uses our service.

28 groups including an International Women's Group teaching its attendees English and how to adjust to living in a new country regularly run from the Plug-In Cafe.

Children, Young People & Families

Here at Humankind we have been delivering Health and Wellbeing projects for children, young people and families for many years, building a strong reputation.

Across these services the teams use an asset based approach, drawing upon people's strengths, aspirations, and their relationships within their families, friends and communities to achieve lasting resilience and outcomes.

Our services are delivered by a very experienced and skilful staff delivery team who are committed to making a difference to every person they engage with.


In 2019/20, our 'Children, Young People and Families' services supported:

- 226 people to access positive-peer networks.
- 211 people who reported an improvement in their mental health.
- 117 people who reported an improvement in their physical health.
- 105 people to increase positive family networks.
- 44 families to stay together (90% of those who identified this as a need).
- 18 young people to gain employment with a further 36 making progress towards attaining work.

Our Health, Young People and Families Service Delivery Unit includes a variety of services including:

- **Go Out and Live (GOALS)** - a community based day service which supports adults with learning disabilities to participate in meaningful activities and to live a healthy and fulfilling life.

- **Lesbian, Gay, Bi-Sexual and Transgender (LGBT) services North East** - supporting young people aged 11 to 25 around their sexual orientation and/or gender identity including emotional and practical support, mediation and peer support. This includes services across the North East in Durham, Newcastle and South Tyneside.
- **Platform Gateshead** - works with young people up to the age of 18 providing support around alcohol/drug use in order to help them make informed choices about their lifestyle.
- **Horizon Young Adult Carers Service** supports 14-25 year olds, who have caring responsibilities. The service supports young people who are caring for a parent, sibling, grandparent, another relative or friend. This could involve cooking, housework, shopping, physical and personal care, parenting younger siblings and providing emotional support.
- **Aycliffe Secure Centre Psychosocial Substance Misuse Service** - provides treatment and support to the young people within the Secure Centre, using a shared approach to delivery with other health partners and the centre itself. The service places the young person firmly at the heart of their treatment.
- **South Tyneside Young Carers** - supporting Young Carers and Young Adult Carers aged up to 25 yrs and their families to reduce the impact of caring responsibilities, helping them to realise their full potential.
- **Darlington Young Carers** service supports Young Carers and Young Adult Carers aged up to 25, where caring responsibilities are having a negative effect on education and attendance, social networks, emotional well-being and/or mental health, family relationships and accessing training and employment opportunities. A dedicated Education Worker delivers the Young Carers Charter to schools and colleges across the town.
- **The Umbrella Service** - commencing in July 2019, is an innovative service model designed to support those with low level mental health and learning disabilities and is the first contract of its kind to be awarded to Humankind. Umbrella provides an early intervention and preventative focus to support individuals to improve health, well-being and independence, enabling people to have choice and control of their lives. The service works with those who typically would not meet the threshold for Mental Health services to reduce individuals' risk of reaching a crisis and needing intensive care and support.

A group of people, including adults with learning disabilities, are dancing on a stage. They are wearing various costumes, including tutus, a leopard print outfit, and a striped shirt with a large skirt. They have their arms raised in the air, and the background is dark with stage lighting.

Here at Humankind, we want all of our service users to fulfil their potential in life.

Our 'Go Out and Live' (GOALS) project, designed for adults with learning disabilities, provides life enriching support services across County Durham. When GOALS started it offered a small day service catering for approximately 6 adults per day and offered 'out of hour's' services such as a drop-in, befriending service and holidays.

Now it a vibrant project offering a range of support services including personal assistance, social activities and Saturday drop ins to over 40 adults at any one time.

The service has always prided itself on being innovative and following the ethos of Humankind.

In November 2019, GOALS celebrated its 25th anniversary, inviting a number of partner agencies and professionals, as well as families and friends to join a two day celebration.

The two days included a dance performance from our service users who had been working with North East Dance and a performance from GOALS Samba Revolutionaries drumming band. There was a documentary film highlighting some of the activities.

The event was so inspirational that Barclay's Bank agreed to match fund the money raised.

Darlington Young Carers Service

Darlington Young Carers Service has supported 68 young people and their families during 2019/20. Our support has included: peer support sessions; comprehensive assessments; respite activities during school holidays for all age groups, and drop in sessions. The service also delivers the Young Carers Schools Charter with 32 schools achieving Charter Status across Darlington.

This year saw a fantastic response from GP surgeries within Darlington following our initial campaign which saw 34 service users consent to sharing information about their caring responsibility with their GP. This is really positive in providing wider ongoing support for Young Carers and their families.

6 Schools have been awarded The Young Carers School Charter in 2019/20.

“My son is like a different person, when he’s been out on an activity, it gives him the chance to have some fun and just be himself.”



Work and skills.

Our long-established Work and Skills unit delivers specialist support for service users with complex needs.

Building Better Opportunity Services

These services are funded by the European Social Fund and The National Lottery Community Fund. These programmes support people to identify and remove potential barriers to accessing Education, Training and Employment and include:

- Moving On Tyne & Wear.
- Step Forward Tees Valley.
- Reaching Out Across Durham.
- Action Towards Inclusion.

National Careers Service

Provides information, advice and guidance to Humankind services users, helping them to make decisions on learning, training and work.

Education Centre delivering:

- Steps for Success and Improving choices (post-16).
- Phoenix Programme (pre and post 16).
- Bespoke 1-1 education programmes.
- ‘Reach Out’ emotional well-being programme.

In 2019/20 we supported 1,701 individuals within our Work & Skills services.

Education Centre

2019/20 saw the refurbishment of our Education Centre based in Newton Aycliffe and the development of several new programmes within the centre including:

- The Phoenix (Pre-16 and Post 16) Programme.
- The Reach Out programme funded by the NHS improvement fund.

Satisfaction Surveys:

- 100% of those who took exams felt they were prepared compared to 55% in 2017/18.
- 88% of learners strongly agreed or agreed that their Maths and English Skills had improved.
- 100% of learners would recommend Humankind to others.

“I’m Lauren. I think [the Education Centre is] really, really good actually. When I first started, I didn’t think I’d be able to achieve level one. I haven’t done my exams yet but I feel prepared for it and I didn’t think, I would be.

I’m a young carer for my mam so I was referred. I was home schooled beforehand so I hadn’t really had social interaction with other people and they thought this would be a good step for me to take. And I’ve enjoyed it so far so I think it’s been a good thing.

This will help me get the social skills I would need to be in a job, too. I’ve made friends for life and I never really thought I’d be able to socialise with people again.”



Lauren had previously been home schooled as she experienced overwhelming anxiety. As a result she became isolated, rarely mixing with peers. Lauren is a young carer for her mum who is currently facing a battle with cancer. Lauren, understandably, had a great deal of extra responsibilities and was finding life a struggle. In addition to this, school had been a very negative experience. Lauren's family are multi-cultural and this had resulted in her becoming the target of bullying. Lauren felt like she didn't belong and had no one to talk to.

When Lauren began at Humankind, she was given intensive pastoral support and had a tailored programme which identified and worked on her key barriers. From day one, numerous strategies were

employed to allow Lauren to fully engage, these included working with a peer mentor, enrichment activities, intensive one to one support and a graduated, flexible learning programme. Lauren's life changed dramatically. For the first time in a long time, she now has a strong friendship group and feels her confidence and self-esteem is soaring.

Lauren is now taking her exams and has completed accreditation at level 1 which she had previously believed to be impossible.

Lauren feels she has finally found somewhere she belongs and is fully accepted for who she is. She desperately wants to return to Humankind in September and continue her learning journey.

The Action Towards Inclusion project aims to provide support to the most disadvantaged groups in the North Yorkshire, York and East Riding Localities which are furthest from the labour market and who experience significant barriers relating to health, finances and skills.

The project also aims to address the root causes of poverty that create barriers to work and to enable those who are socially excluded and to move closer towards and into employment.

61 people successfully completed the Action Towards Inclusion programme during 2019/20 with 55% moving into employment, 46% going into education.



“I have been encouraged in my training and supported to obtain relevant qualifications so I can pursue my [dream] career. I’ve been given the confidence and self-belief.”

Having accessed Humankind’s North Yorkshire Horizons as a service user, Belinda commenced working with the **Action Towards Inclusion** team for support to address barriers she was experiencing regarding gaining employment.

The Project Manager said: “When Belinda first came onto the service, we quickly recognised that she was a passionate and motivated individual. Having recently finished treatment with North Yorkshire Horizons, she expressed a keen interest in the role of a [Substance Misuse] Recovery Coordinator but felt that this goal was not within reach, having no formal qualifications within this sector. We supported her in accessing further education and training in her chosen field. She completed a range of courses including health and social care levels 1 to 3. To gain critical work experience, we suggested to Belinda that she think about volunteering within the sector and were

able to link in with North Yorkshire Horizons who were able to quickly facilitate this. Workers then encouraged her to apply for jobs and supported her through her job searches, learning interview techniques and carrying out mock interviews”

Belinda said: “ATI has been amazing and [the team] really believed in me. That gave me the confidence to start applying for jobs as a substance misuse worker. I certainly learnt a lot. I would absolutely recommend volunteering at North Yorkshire Horizons. I was truly supported at all times and I became a valued member of the team”

Belinda has recently started work as an Alcohol Liaison Recovery Worker within the NHS. Her dream job.

“Our staff are passionate, dedicated and committed with a whole hearted belief that it’s never too late to fulfil your potential. We are proud to be a key worker organisation within the ‘Building Better Opportunities’ partnership and have integrated this service into our North Yorkshire Horizons service, successfully providing employment and training support as part of our multi-thematic offer.”

ATI, Team Leader

A photograph of a young woman with long brown hair, smiling broadly at the camera. She is wearing a dark grey t-shirt. In the background, another person is partially visible, and there are plates of food on a table. The image has a purple overlay.

Housing.

At Humankind Housing, we've found a solution that means we can provide housing for people often considered by private and other social landlords to be high risk.

We are a growing Registered Provider of social housing offering quality accommodation with intensive housing management to help residents live independently.

The Humankind Housing team provide all of the property and intensive housing management functions for our properties, and we pride ourselves on the provision of high standard accommodation. We also work in conjunction with More Time UK Ltd., Humankind's wholly owned trading subsidiary and social enterprise.

People who are struggling with issues such as unemployment, substance misuse, domestic violence, mental health, physical disability, anti-social/offending behaviour, or leaving care, or those who have poor basic skills can find it very difficult to find a home. Private landlords are often reluctant to let properties to people with such vulnerabilities; Humankind Housing has stepped in with a solution that bridges the divide.

Every day 2 people are housed by our Housing services - that's 14 per week or 61 per month.

2019/20 Impact

- 499 vulnerable people have been supported through Humankind Housing, with 317 new residents.
- 73% of residents have been supported to move into secure, permanent housing.
- 16% of residents have been actively involved in influencing our services.
- 6 applications have been made to the Resident Fund resulting in a total approval of £970 benefitting over 30 people.
- 100% of residents surveyed stated they would recommend Humankind Housing to others.

Bringing Empty Homes Back into Use

Throughout 2019/20 Humankind Housing has continued to build its property portfolio through the 'purchase and repair model' refurbishing empty properties and bringing them back into use as social housing. It has also leased empty properties from private landlords and refurbished these to bring them up to a high standard and back into use.

The housing we provide is specialised social housing and is aimed primarily at people engaging with other Humankind's services or those being supported by partner organisations. As a charity first and foremost, we have the skills and experience to understand the needs of our residents and provide them with the right support.

By the end of this year Humankind Housing has completed the refurbishment of 16 properties (73 empty properties since 2014), taken on 13 new leases and renewed the leases on a total of 24 properties.

We now have 250 bed spaces made up of traditional 1, 2 and 3 bedroom houses and flats, together with large purpose built supported schemes and hostels in 10 regional areas (Barnsley, Bradford, County Durham, Darlington, Hartlepool, Hull, Manchester, Scarborough, Sheffield and Southport).

New temporary accommodation for homeless people in Scarborough

Through a merger with Scarborough based charity, The Cambridge Centre, Humankind Housing acquired an office and meeting space located in Scarborough town centre. As an organisation, we had worked closely with The Cambridge Centre for many years to deliver valuable services to vulnerable people in the area.

At the time of the merger, Humankind managed an accommodation project nearby and through this work, it became evident there was a lack of affordable and suitable housing within the Borough.

This year Humankind Housing have remodelled the office premises into 5 self-contained flats for people undergoing homelessness assessments by Scarborough Borough Council. Residents receive housing support from the local authority and intensive housing management from Humankind Housing.

We were successful in our application for grant funding from Homes England to convert the property into accommodation.

David Gives Thanks

"I moved into my flat in January 2020 to provide me with temporary housing while starting my journey of recovery from alcohol. I had a very stress free and comfortable experience moving here during a time when I just stopped drinking excessive amounts of alcohol. I was experiencing disturbing withdrawal that could have been heightened by the move; but the very caring, understanding and compassionate service provided by Carol ensured this didn't happen.

The flat was exactly what I needed during the early part of my recovery and going forward before my residential rehabilitation. Carol ensured the flat was looked after and everything was ready for me completing the programme and coming back, so that I had the best possible start on return. I have had the support needed and found that anything I needed assistance with was met very quickly and professionally.

I have always had my privacy respected, with any visits announced and agreed with plenty of notice. I have always felt safe and comfortable here. If I could have stayed here on a longer term then I would. I pass on my deepest gratitude for your services here that have given me the support and compassion to start and continue my journey of recovery from alcoholism."

Independent living services.

Humankind's Independent Living Unit (ILU) offers a range of housing-related support services, advice and guidance to help people obtain accommodation and progress towards a sustained independent lifestyle in the community.

We work with a wide variety of clients, often with histories including substance misuse, offending, mental ill health and homelessness, to overcome barriers and achieve social inclusion. We support clients to set up and maintain their homes, maximise their income and pay rent, reduce debts, manage the safety and security of their accommodation, and maintain their health and wellbeing.

In 2019-20 our independent living services supported 3228 people.

- 1702 were supported to develop confidence and the ability to have greater choice or control.
- 1377 were supported to maximise their income including navigation of the Benefits system.
- 992 were supported to better manage their mental health.
- 849 were supported to better manage their physical health.
- 684 were supported to better manage their overall debt.
- 550 were supported to comply with statutory orders and/or processes relating to offending behaviour.
- 207 were supported to participate in training /education.
- 86 were supported to obtain employment.



Jade, Lizzie and Zara had learnt how to play Ukulele at our morning group sessions. They focussed on learning songs from the war era and therefore relished the opportunity to perform them at local community centre's VE day celebrations where they were thoroughly enjoyed.

2019/20 has seen a number of the services within ILU being extended to 2021/22. These include:

- Cumbria Offender Services.
- Darlington Intensive Mental Health Floating Support and Housing Advice.
- Darlington Positive Support Pathway.
- Darlington Support For All.
- Lancashire Intensive Resettlement service for offenders.
- Middlesbrough Floating Support.
- Sefton Accommodation Support.
- Sefton Floating Support.
- Sefton Offender Support.
- Salford Family Intervention Project
- Thrive Barnsley.

Humankind's **Intensive Mental Health Support Service** in Darlington supports people with complex mental health issues to live independently in the community. Our housing-support prevents homelessness, social exclusion, relapse and crisis admissions to hospital and primary / secondary care. Last year we supported 83 people; all but 6 were successfully supported to maintain their tenancies. 59 people exited the service and were supported to achieve 95% of their desired outcomes.

A key feature of the service is the mutual support and enjoyment that people give each other through co-producing and attending a wide variety of group activities including cooking, crafts, outings, walking, meditation and Indian head massage! Our groups are open to all clients, past and present and everyone is made to feel very welcome; a love of cake is a must!

In addition, Humankind's 'Support for All' housing support service and our young person's projects helped over 300 Darlington clients to obtain accommodation and keep their tenancies.

Salford Family Intervention Project

The Salford Family Intervention Project provides real help for families in and around Salford. This is a service at the forefront of safeguarding

vulnerable families that adopts a multi-agency approach throughout.

The Salford Family Intervention Project provides intensive parenting and family support to families with children under the age of 16 years who are experiencing a range of difficulties. Specialist Family Support workers support families to carry out comprehensive assessments of their strengths and weakness and develop an individual support plan to:

- Help maintain their tenancies for those risk of losing their homes as a result of anti-social behaviour or debt.
- Reduce anti-social behaviour – providing support to those classed as both perpetrator or victim.
- Better manage children's behaviour and/or improve school attendance.
- Support in other areas including substance use, long term health conditions, parent's offending behaviour, parental mental health, learning disabilities.

1,934 people exited our services in a planned way and were successfully supported to achieve 95% of their desired outcomes.



“Excellent service as it has all been quite a shock and a change to my lifestyle but things are moving in the right direction. I would certainly recommend the service to others. Just to say thank you for the support I have been getting whilst going through this interim care order.”

“Humankind helped me to understand my son’s ASD and ADHD pathways.”

2,463 people receiving ‘floating support’ were successfully supported to obtain accommodation or to keep their existing tenancy when it was under threat.

During 2019/20:

- 120 families have been supported by the Salford Family Intervention Project.
- 73 families have successfully completed their support plans and no longer require support.
- 96% of all client’s achieved their desired outcomes.

Satisfaction Surveys:

- 95% scored the service as 10/10 when asked how satisfied they were with the service.
- 100% of those who responded stated that they would recommend the service to others.

WY-FI

West Yorkshire – Finding Independence (WY-FI) transforms the lives of people with multiple needs in West Yorkshire

Over the last six years, more than 50% of beneficiaries have successfully exited the programme, which is funded by the National Lottery Community Fund Fulfilling Lives Programme.

In addition, WY-FI has supported many of these people to take up education, training and employment opportunities, including accredited Peer Mentor training, voluntary placements and paid roles within Humankind and at other organisations.

WY-FI has supported 823 adults in West Yorkshire experiencing multiple needs in the areas of homelessness, addiction, reoffending and mental health.

At the heart of WY-FI's success has been:

- Multiple Needs Navigators – building trusting relationships with beneficiaries and co-ordinating person-centred, multi-agency support.
- Multi-Agency Review Boards – agreeing and delivering joint working between statutory and voluntary sector services, agencies and commissioners.
- Providing clear education, training and employment pathways for beneficiaries.
- Workforce development opportunities – with a focus on trauma and psychologically informed approaches.
- The voice of lived experience – building a network of people to help influence and embed co-production in services, governance and research consultations locally, regionally and nationally.
- Research, Evaluation and Learning activity to influence system change.

This success has led to a final year of research, workforce development and influencing activity between May 2020 and May 2021, supporting a collective and strategic approach to multiple needs support in West Yorkshire and beyond.

Social enterprise.

Humankind's 'Trading & Commercial' activities currently sit within our solely owned trading subsidiary company known as 'More Time'.

More Time provide commercial cleaning services both internally and externally to a range of customers from offices and flats to musical theatres and churches in addition to domestic cleaning services for individual customers.

During 2019/20 More Time has diversified its offer providing Handyman, gardening and house/office removal services both internally and externally.

One of More Time's key aims is to provide volunteering, training and work opportunities to those who struggle to access such opportunities. More Time prides itself in being a 'sympathetic'

employer and actively encourages people engaging with Humankind's services to apply for any opportunities that arise.

During 2019/20:

- 320 volunteer hours provided and support over the year.
- 28 spot purchase jobs carried out over and above contracted services.
- 2 new external contracts won.
- 'Outstanding' grade given by CQC for services where More Time provides the cleaning services.

“Our More Time cleaning provision at North Yorkshire Horizons premises has evolved into an excellent joint working relationship over the last few years. Not only in the standard of the cleaning, which remains high but in the communication and flexibility offered to suit our premises”

Area Manager, North Yorkshire Horizon



Service user fund.

Here at Humankind we have a ‘service user fund’ which is a pot of monies raised by service users and team members in localised fundraising activities.

Recent examples of how some of this money has been spent include:

- Carpets for a vulnerable young adult who moved into supported accommodation.
- New bed and mattress for a young adult who had been supported to secure new accommodation.
- Interview clothing for a service user who had been supported through substance misuse services to attain abstinence. They got the job!

In Sept 2019 a team of staff from Humankind’s services across the country, cycled over 150 miles from Manchester to Middlesbrough to raise money for the service user fund and highlight the many ways in which recovery can be achieved.

The team called in at a number of Humankind drug and alcohol recovery services along the way and timed their arrival in Middlesbrough for the start of the FAVOR UK Recovery Walk.

Paul Townsley, Chief Executive Officer of Humankind, was amongst the cyclists. He said: “Humankind is a major sponsor of the Favor UK Recovery Walk this year, which is being held in Middlesbrough. We wanted to show our support for this cause with this Ride for Recovery. Raising money and awareness to improve the lives of our service users will demonstrate that.”

Since August 2019, the service user fund has been able to help 15 service users by allocating £3,000.

Looking ahead.

We are looking forward to building on our 2019/20 achievements with some exciting projects during 2020/21, including:

- Continuing to further develop and implement our new Equality, Diversity and Inclusion strategy.
- Further developing and integrating our digital offer, including apps and face to face digital interventions.
- Continuing to adapt our services to be safe and more effective through the COVID-19 pandemic.
- Continuing work on our campaign strategy and influencing key stakeholders on issues which affect our service users and staff.
- Continuing to contribute to critical sector developments and Collective Voice - the national alliance of drug and alcohol treatment and recovery charities.
- Continuing to develop our leadership development programme and expanding on our workforce wellbeing offer.

Contact us.

We would love to hear from you!

Write to us, visit us or learn more about us at:

Humankind
Inspiration House
Bowburn North Industrial Estate
Durham DH6 5PF

www.humankindcharity.co.uk

Talk to us on:

01325 731160

Or say hello at:

https://twitter.com/Humankind_UK

<https://www.facebook.com/Humankindcharity/>



impact report 2019/20