

The background of the entire page is a solid teal color. Overlaid on this background are the dark silhouettes of four people. From left to right, there is a person with long hair, a person with short hair, and a person with short hair. On the far left, there is a fourth person, partially visible, who appears to be wearing a backpack. The silhouettes are positioned behind the main text.

impact report

2020/21

Welcome!

It's a privilege for me to write the introduction to Humankind's Impact Report for 2020/2021.

We are now a national provider of a wide range of health and social care services that support people facing challenges and inequalities to improve their lives. I am incredibly proud of the scale and volume of the impact we have had over the last year, which is reinforced by the feedback received from people that we work together with. Please take some time to read the full report which outlines the breadth and range of the services we provide.

I would particularly like to thank staff and partners for working collaboratively and imaginatively to continue to deliver services during the Covid pandemic. We have learnt so much in the most challenging of times and we emerge from the last year much clearer on how we can further improve our services.

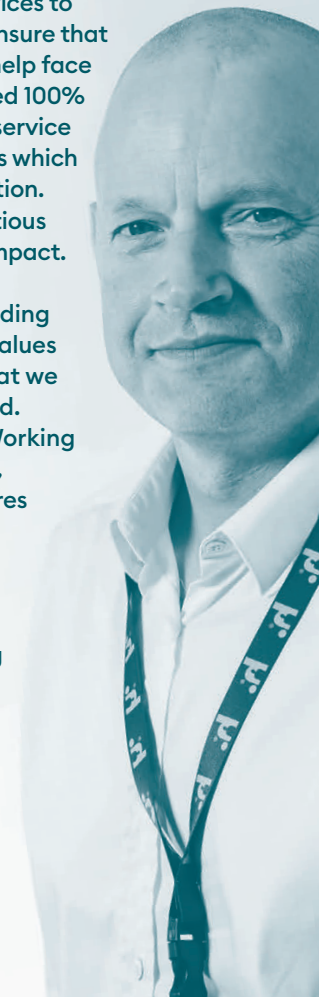
We are in Year 4 of a 5-year strategy and are starting to prepare for our new 5-year strategy 2023-28. I am confident that we will have achieved all our ambitions in our current strategy. This sets the foundation for

Humankind to continue to invest in services to support our local communities and to ensure that we continuously meet their needs and help face the challenges ahead. We have achieved 100% contract retention and extremely high service user and staff survey satisfaction results which shows we are heading in the right direction. Nevertheless, we are excited and ambitious about our potential to have a greater impact.

As we grow, we are focusing on embedding our core organisational strengths and values across Humankind and making sure that we address areas that need to be improved. We have significantly invested in our Working Together co-production work, equality, diversity and inclusion and infrastructures that supports staff in service delivery. This work will continue at a pace.

I am immensely proud that all these efforts have contributed to maintaining our unique position as a partner of choice delivering a wide range of health and social care services.

Paul Townsley
Chief Executive Officer





Our vision is for everyone
of all ages to be safe,
ambitious for their
future and reaching towards
their potential.

About Humankind.

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

**Last year we supported 85,957
individuals across our services.**

**Every 6 minutes an individual
accesses one of our services.**

**We are committed to reducing
deprivation and exclusion and to
improving people's wellbeing.**

Humankind is a national charity with over 1,300 staff and around 100 volunteers providing services for over 85,000 people. Our specialist services are across the North East, Yorkshire and Humber, the North West, Staffordshire, London and the South. These include drug and alcohol, clinical, children, young people and families, health and wellbeing, employment, training and education, criminal justice and offender rehabilitation, gender specific and housing and housing support services.

humankind®

Our Charter of Values was developed after a two year intensive consultation exercise, with our 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.

We are Humankind – our Charter of Values.



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.



A black and white photograph of three people wearing kayaking helmets and life jackets, holding paddles. They are standing outdoors in front of a wooden fence and trees. The person on the left is a young boy with glasses, the person in the middle is a woman with blonde hair, and the person on the right is a man with a beard. They are all smiling. The image has a teal overlay.

We are Humankind – it's in our DNA

“I think humankind is a great employer with a supportive culture. The managers are visible and are encouraging of all to develop and learn... I really cannot praise my manager enough for her support over the last year. I have been able to grow in my role with encouragement from management and the working culture.”

This year we launched our new Behavioural Competency Framework across our staff team.

Intrinsically linked to our Vision, Mission and Values the aim of this framework is to help our people to realise their own potential whilst supporting our customers to achieve theirs. The framework supports an understanding and demonstration of our values of Honest, Committed and Inventive by translating these into observable behaviours.

Prior to the launch of the framework a range of coaching sessions were held for everyone within Humankind. In addition we launched a new approach to performance management with the introduction of Performance and Development Reviews (PDRs) which focused on the 'how' through reviewing our behaviours and the 'what' our objectives. A Performance and Development review was arranged for every team member to have a meaningful conversation with their line managers about what they do, how they do it and their future aspirations, career plans and personal development.

Within the framework there are 7 competencies which fall into 3 themes:

- Drive – focusing on driving Humankind forward with our Vision, our Leadership and Innovation.
- Nurture - the way we communicate and develop our talent.
- Achieve – delivering against our objectives, achieving excellence in what we do by working together.

Staff Survey:

We surveyed our staff team across all of our services – when surveyed they responded:

- 99% felt they had good working relationships with people in their team and 97% felt valued within their teams.
- 98% said they were aware of how to access training and development opportunities.
- 98% felt that they were involved in identifying their personal learning and development needs.
- 96% felt that they understood how what they do contributes to our organisational goals.
- 95% believe that Humankind is an equal opportunities employer.

Working Together.

Working Together is our new name for ‘service user involvement and influence’ (SUII) or ‘co-production’.


‘Working Together’ covers the many ways our staff and volunteers team up with people who experience Humankind services, to find solutions, to share responsibilities, to make decisions and occasional mistakes, to learn, to grow and to get things done.

Of course, every Humankind service or project approaches this in their own way. Throughout 2020/2021, local Working Together Champions recorded 123 joint meetings with managers and 44 recruitment processes involving people experiencing our services. A diverse network of individuals and groups collaborated on some major projects, foremost being our new Working Together Policy and Guidance. This includes a suite of co-designed tools to support key

involvement activities and role templates for people wishing to use their experience as a springboard into volunteering, employment or education.

Humankind is developing a set of resources to help us provide more person-centred services and reduce the need for onward referrals. In developing these, we worked with 5 local groups and 38 individuals, including people accessing support around substance use and mental health, people living in supported accommodation or in prison, young people and people with recent experience of homelessness. They explored the resource idea in principle, the specific focuses of the resources, expected usage scenarios and preferences for print or digital formats. Needless to say, their contribution had a significant impact on the development of this exciting new model.

At a more local level, residents at The Greens recovery-focused accommodation in Sheffield took control of their environment during lockdown. One resident, Lee, has a background in construction and rallied a group of residents to build new furniture, create a vegetable garden and wildlife pond and decorate a small gymnasium where another resident put his personal trainer course to good use with willing trainees. Lee is clear about the benefits of this asset-based approach:



“It’s good for your recovery. The days fly by. It creates opportunities to have a chat with people about their health and wellbeing. And it takes as long as it takes. There’s no pressure.”

We surveyed 2,014 people who use our services and received the following feedback:

- 99% felt that they were respected by our staff.
- 99% felt that our staff had the right skills to support them to achieve their goals.
- 98% felt that they received the support they needed from us.
- 98% felt safe within our services.
- 97% said that they have choice and control over their support.
- 96% felt that their suggestions for improvement were taken on board.

Achievements at a glance!

2020/21 has been a year of growth
and inspirational change!

**“2020/21 has been an
especially challenging
year, however,
Humankind has had
a lot to celebrate and
we are extremely proud
of everything that has
been achieved.”**



During 2020/21 we were successfully awarded and mobilised:

- North Yorkshire - Young Persons Substance Use Service.
- North Yorkshire - Criminal Justice Diversionary Services (Men's Services).
- Greater Manchester Housing First service.
- Thriving at Work (subcontracted to Your Consortium).
- Teesside Peer Mentor - Community Peer Support Service.

We secured 5 new DrinkCoach contracts including Barnsley, Waltham Forest (London Borough), County Durham and South Tyneside.

- Teesside Peer Mentor - Inpatient Peer Support Service.
- County Durham Provider Panel Community Learning.
- Ministry of Justice Dynamic Framework - Women's call off - Durham region (subcontracted to The Wise Group).

We also retained the following which were due to end during 2020/21:

- North Yorkshire - Criminal Justice Diversionary Services (Women's Services).
- Salford Family Intervention Project.

In addition we have also achieved:

- 100% retention rate of contracts due to expire within 2020/21 have been extended or retained.
- £950K tendered/contracted work awarded.
- 58% total success rate (tenders & grant funding applications).
- A further £979,349 in non-contract funding.

Volunteers inspire us all.

Our services are enriched with the skills, experience and knowledge that volunteers bring.

This year the team behind the volunteer programme have been innovative and creative in their approach to ensure that volunteering at Humankind has remained accessible and fulfilling, creating a range of remote opportunities for both existing and new volunteers.

Across Humankind volunteers have operated telephone support services for people accessing our services based on the 5 ways to wellbeing, carrying out research, facilitating group work and extracurricular activities, offering complimentary therapies, supporting with admin functions, promoting naloxone to those being released from prison, assisting people to use the internet, providing peer support and recording mindfulness sessions - all of which supports existing service offers.

Recruiting volunteers into remote roles has meant our opportunities have appealed to a wider audience and has increased a greater diversity in backgrounds, experience, skills and knowledge, all of which enhances our workforce and offer to service users.

Our volunteer programme holds the 'Investing in Volunteers' accreditation. We adopt a thorough recruitment process for bringing volunteers into the organisation, followed by a comprehensive training offer and support package. We are invested in our volunteer workforce and aim to support their future aspirations.

During 2020/21:

- We appointed 97 new volunteers.
- Our volunteers have kindly given 10,604 hours of their own time to support others – that's 209 hours every week of the year!
- 17 of our volunteer leavers left to enter education, training or employment.
- 7 (41%) of those who entered employment accepted roles within Humankind services.

Ella volunteers at our Forward Leeds service

“My Volunteer role included talking to, and interviewing staff and service users at Forward Leeds. This meant listening to their experiences and thoughts/opinions on the service. From talking to these staff and service users, I then transcribe and code the interviews to help Forward Leeds to understand what they can do to improve their service, as well as understand what is already going well.

From this experience, I definitely feel as though my confidence in talking to people I don't know over the phone, has improved massively, as before I wasn't overly keen on doing that. I also believe that this has helped my verbal articulation skills to improve. I also

think that the training I received is extremely useful for future volunteering or even job roles that I may want to apply for. The experience I had at Forward Leeds has been one that has given me an insight into what it is like working to help people around the areas I live in and has shown me what amazing work and dedication goes into making other people's lives better.

I would definitely recommend volunteering with Humankind to others. It's such a friendly and welcoming environment to work in, and although my volunteering was held online, there were still regular check ins to see if everyone was okay. I think that volunteering for Forward Leeds is a great experience and opportunity to be selfless and help other people whilst gaining an insight into what other people do to help those who want/need it.”

“Every one of our volunteers has shown a level of commitment above and beyond, continuing to support the services despite often difficult personal experiences due to the pandemic. Volunteers see the value of the work we do but also appreciate how much we value each other. We are all ‘Humankind’ but also ‘kind humans’.”

A bridge to future potential

This year, together in collaboration, our volunteers and staff teams developed our volunteering programme Mission and Vision statements to lead us into 2021.

Our Vision

- To deliver an outstanding quality volunteer programme for volunteers, Humankind and service users.

Our Mission

- To ensure that volunteering at Humankind provides a bridge to people's future potential - a way of getting by giving something back.

The volunteering programme has an exciting year ahead with an ambitious volunteer strategy. Over the course of 2021/22 work will continue on enhancing the volunteering training offer, implementing competency frameworks and on developing the Lived Experience Pathway alongside ongoing collaborations with businesses and organisations to allow us to benefit from Employee Volunteering offers.

Virtual thank yous!



In December 2020 we held a virtual event to thank and celebrate our volunteers. Volunteers from services in London, Staffordshire, Calderdale, Salford, Durham, South Tyneside, Barnsley, North Yorkshire and Leeds joined us online. It was wonderful to bring people together from across the organisation. The events are just one way of showing volunteers we value their experiences and contribution.

“Today's event was a fantastic way of meeting other volunteers, and sharing our journey's so far. Some very inspirational stories. It's amazing being part of something so special.”

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 Services

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 Housing is a Registered Provider offering housing and property management and services. We also provide services which support vulnerable people to get the right tenancy for them, and to develop the skills to maintain that tenancy.

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, and more stable lives.

Strong partnership working.

Partnership working is at the heart of how we do things.

We are committed to working in partnership and do so alongside a range of Government organisations, NHS providers, Public Health, local authorities, local businesses, commissioners, family, friends and service users themselves to deliver high quality services to vulnerable and excluded groups. We see everyone who helps to achieve success for our service users as a partner.

To us, multi-agency partnerships are incredibly important helping us to deliver integrated services to meet all of a person's needs. Humankind values the additional skills, experience and knowledge partners can bring and is embedded in our business model.

Using Expert Knowledge

We're committed to meeting the needs of the people who use our services. Therefore, we focus on giving service users packages of specialist

support which are relevant to their needs and aspirations. To achieve this, we prioritise partnerships which bring local knowledge and expertise.

We recognise our responsibility in delivering socially inclusive services, which make the best possible use of those organisations and assets from across each local community.

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.



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 tailored prevention and early intervention programmes.

This year we have adapted our services to offer a greater range of flexibility for those needing our support including telephone and online appointments and online groups. We have also maintained the offer of COVID-19 safe face-to-face pre-arranged clinical assessments and psychosocial interventions.

Young Person's (YP) Services:

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

Prevention & Early Intervention:

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

Every day 12 people complete treatment from our services drug or alcohol free.

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 between 16 weeks and 4 years.
- Clinical interventions including prescribing and detox.
- 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 and pathways for rough sleepers.
- Harm Reduction and Needle & Syringe provision.

Sustained Recovery:

- Enabling people to sustain recovery and make positive progress with their lives with support from our dedicated Recovery teams.
- Building a sustainable and welcoming recovery community through the Building Recovery in Communities (BRiC) initiatives.
- Recovery Academies (5 Ways in Leeds), enabling those in recovery to develop positive life skills.
- Peer Mentoring and Volunteering opportunities to gain confidence and skills to return to the workplace.

Criminal Justice Services:

- Prison link services including prison peer education programmes.
- Liaison and Diversion services.
- Prison based Recovery Coordination Teams.
- Specialist gender specific, family support, connecting communities and youth offender programmes.

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. This service has 5 locations across this large rural area.

- Successful mobilisation of a new service for young people under the age of 18 who need support around drugs and alcohol.
- The MilSmart project was shortlisted for the Military and Civilian Health Partnership Award at the 2020 HSJ Awards. MILSmart is a unique project aimed at supporting military personnel with addictive thinking issues that may be impactful on their life. The collaboration of Humankind, UK Smart Recovery and the British Army have together developed this project to support serving personnel in the Catterick Garrison area.
- Funding has been secured from the OPFCC to recruit a Training Facilitator specialising in substance use and domestic violence. The aim of this post is to raise awareness via a dedicated website and bespoke resources.

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

- Funding was secured by Leeds City Council for Forward Leeds to support rough sleepers tackle their drug and alcohol issues. Linking in with the city's wider Leeds Street Support the new team works flexibly in the day and at night time to engage and provide individuals with immediate and expert specialist assistance to meet mental and physical health needs to tackle drug and alcohol dependency.
- Forward Leeds staff working in the city's Early Help Hubs have secured funding until 2022. The Early Help Hubs are run by Leeds City Council to support families and professionals working with families. The hubs offer a single point of contact and offer advice, help and support around a range of issues.
- Co-ordinated by West Yorkshire – Finding Independence (WY-FI) a team of 6 volunteers from across Humankind carried out a review of Forward Leeds current services and made a series of recommendations for future service provision. The review included over 100 interviews with service users, staff across the partnership, commissioners and stakeholders.

Barnsley Recovery Steps, commissioned by Barnsley Metropolitan Borough Council to provide adult recovery services.

- The service has worked in partnership to implement a sexual health pathway for our service users into Spectrum Community Health CIC's sexual health clinic.
- In response to the rising number of drug related deaths and substance related health harms, the service has developed a new Multi-Disciplinary Team approach to working with its most vulnerable service users. Traditional structured treatment interventions including PSI and prescribing are provided through an open access non appointment based system with increased emphasis on harm reduction and trauma informed support.
- The service has provided bespoke drug and alcohol awareness training to over 370 frontline professionals working in Barnsley.
- In May 2020 the Home Office granted the service a license to hold and administer Buprenorphine®, a long acting injectable preparation of buprenorphine, on site. The ability to offer people this treatment option has been well received.

“I just wanted to thank you for delivering a really informative presentation to some of our new 21 members of staff this morning. I think it was particularly useful to hear about the different steps and that the Work Coaches can refer people for advice and safety, rather than waiting for the individual to make a life changing decision about their addictions. Thank you very much, really enjoyed it and the very positive comments from the team echo that.”

Calderdale Recovery Steps, (CRS) commissioned by Calderdale Council is a partnership of Humankind and The Basement.

- The service was a key partner in the rapid mobilisation of a support package for those homeless or living Street Based Lives with multiple and complex needs throughout the COVID-19 pandemic. Our HOPE Team delivered a series of substance use awareness sessions, naloxone training and shared our expertise engaging those most hard to reach with partner agencies, alongside offering daily harm reduction interventions, rapid access into treatment and a Needle and Syringe Programme.
- Our Young Persons service ‘Branching Out’ contributed to the Healthy Futures transitional pack for all Year 6 students in Calderdale to help support them transferring into High School.
- The service contributed to the Local Domestic Abuse Needs assessment which will lead to a new Domestic Abuse strategy across Calderdale.

68 service users with multiple needs have been re-engaged and supported through the open access support initiative.

Staffordshire Treatment and Recovery Service (STARS) is commissioned by Staffordshire County Council and is in partnership with BAC O'Connor and The Basement Project. The service also includes the Staffordshire Integrated Family Support Service.

- This service commenced in April 2020 having been effectively mobilised during the challenges of the COVID-19 pandemic.
- Successful implementation of the Staffordshire Youth Offending Service (SYOS). The aim of this service is to improve outcomes for SYOS young people and create new opportunities of working together to support young people.

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.

- The Harm Reduction service linked in with the SARA project, a joint initiative bringing together local services and police to provide intensive support in the Southwick area of Sunderland, to offer quick access to treatment and to tackle drug-related litter.

- In response to the COVID-19 pandemic the service adapted their community alcohol detoxification process, making use of the unused group venues within the Hubs. Service users were able to access medical care including detoxification medication and physical observations alongside psychosocial interventions.

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

- The service continued its valuable work with Rough Sleepers working directly alongside homelessness teams throughout the pandemic ensuring people had access to treatment and support.
- A dedicated Women's Recovery Academy has now launched in Consett, supported by an online County-Wide offer and a range of wider partners contributing to a comprehensive wellbeing program.
- The service continued to support Adults and Young People to recover with over 950 people leaving the service this year after achieving their goals. 100% of people completing our exit survey said they would recommend the service.

- The service launched DrinkCoach to reach out digitally to people who may have increased their drinking throughout the pandemic. Over 2,000 people to date have accessed tailored information and advice about their drinking habits.
- The service has been working on a comprehensive Hep C Campaign which has included on-site testing and treatment options and postal testing. The service is working with service users to eliminate Hep C in County Durham.

South Tyneside Adult Recovery Service (STARS), commissioned by South Tyneside Council.

- This year has been a year of strengthening partnerships within STARS and we have participated in some excellent collaborations within Mental Health Services to assist in suicide prevention work and with our local Pharmacies to ensure we continue together to provide high quality support.
- This year the volunteer led Supporting Voices project continued to grow from strength to strength. Since the launch over 350 people have been supported to successfully engage with treatment through targeted volunteer engagement and wellbeing interventions.

- The service developed a home delivery protocol for the provision of needle exchange and Naloxone, to ensure that any service user who required equipment but was unable to access due to mandatory isolation or shielding would not be without appropriate supplies which has been widely utilised.
- Our partners, Spectrum Community Health CIC implemented the use of AccuRx®, an addition which enabled video consultations and supported the service to facilitate community alcohol detoxes during the pandemic.
- The service this year plans to work towards the elimination of Hep C within South Tyneside through targeted testing, treatment clinics and peer to peer support.
- Our children and young adults team made sure our young people were kept busy and had activities to do during lock down and secured funding from Newcastle city council to buy and create 'lock down boxes'. These included Netflix vouchers, portable phone charger, portable speaker, soft drink, sweets and activities. This has been greatly received by our young people across the city.
- Our single point of access team supported over 2,000 referrals into the service over the year and ensured that everyone who needed our help had access to it. This included making and receiving over 5,000 telephone calls.
- The harm reduction service remained open and offered a different way of working over the last year to make sure our service users were as safe as possible during lock down. This included delivery of needle & syringe equipment, and the offer of outreach into hostel and supported accommodation to see those most in need. The team have increased the capacity of our BBV testing offer which now includes the ability to test in outreach locations.

Newcastle Treatment and Recovery Service (NTaR) is an all age 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.

NTaR established an onsite COVID-19 vaccination clinic for service users.

We have a number of Services supporting our communities across London.

A Year in Enhanced Digital Delivery.

The past year has shot us into new territory delivering interventions to our service users online. Faced with the pandemic and increased offsite delivery, online interventions have massively increased and tip the scales for being the only way to deliver group workshops or activities. 1:1's are also provided via online interventions; as well as Professional and Community training.

To make this a successful, we did not only depend on the flexibility and resilience of our staff; this provided a real opportunity for our peers and those with lived experience to shape this new way of working. This helped us keep recovery visible and provide exciting new ways to socially connect and keep recovery focused during a year which would prove to be challenging for most.

By not viewing these 'new ways of working' as temporary, we have embraced the chance to continue to deliver interventions in digital and hybrid models and limit the impact that changes to Government Covid guidance has on our ability to deliver the service.

Adult Services:

- **Recovery Pride in Haringey (Recovery Service)** gave Adults, Young People and their Families a week of online activities and a daily radio show on Threads Radio.
- **HAGA Alcohol Service in Haringey** – continued to deliver a full programme of online groups and a handful of well attended face-to-face groups in a larger local church hall, allowing choice and access for all.
- **Primary Care Recovery Service in Lewisham** – developed a fully attended aftercare and relapse prevention online programme.
- **Better Lives Families a part of Better Lives in Islington** – an integrated drug and alcohol service, delivered in partnership with Camden and Islington NHS Foundation Trust and WDP – developed 'the Alcohol podcast' which gave a platform for service users and staff to speak about alcohol and its impact.
- **Enable delivered in Enfield, in partnership with Barnet, Enfield & Haringey Mental Health Trust** – developed a Peer Support Network. Working with Peers allowed the service to adapt quickly to facilitate SMART meetings online. This programme enhanced relationships between the treatment system and service users.

- **The Harbour and Lorraine Hewitt House (a part of the Lambeth Consortium) are delivered in partnership with South London and Maudsley NHS** – the Harbour held online Relapse Prevention/ Topic and Check-in groups daily, co-facilitated by Peer Mentors.
- **Arch, run in partnership with CNWL (NHS Trust), in Hillingdon** – held hybrid groups allowing service users to join online and have limited numbers in the room. Phones were also given to service users to allow them to access online groups and 1:1 interventions.
- **The Grove, delivered in Haringey, in partnership with Barnet, Enfield & Haringey Mental Health Trust** – co-produced a Service User e-leaflet to keep up-to-date information available for professionals and service users on what treatment was on offer and how to access the support.
- **The Pier Road Project, delivered in partnership with South London and Maudsley NHS Foundation Trust and St. Giles in Bexley** – continued to provide 1:1 support via online and telephone interventions. Online access to interactive self-completion forms and support were also available for service users to initiate and continue their treatment.

Young Persons Services:

- **Insight Royal Borough of Kensington and Chelsea; and Westminster** – webchat provides access to support in the evenings for young people and professionals.
- **Insight Platform in Haringey** – online workshops to college students to increase awareness, myth bust and promote healthy choices.
- **Insightful Families in Haringey** – supporting parents, families, friends and carers impacted by Alcohol use; along with work around Parental Conflict. This project is one of nine Innovation Fund projects across the Country (jointly funded by Department of Health and Social Care and the DWP) and aiming for whole system change.
- This year a short film was made by the service, with a small number of service users telling their recovery stories.

“It’s a real testimony to those involved in the film. Their courage in making changes to their lives and talking so openly about what has happened is so inspiring and helpful. Congratulations in telling such a compelling story.”

Reconnected to Health.

As of 1st April 2020 we have been proud to be a key partner in the Reconnected to Health service, commissioned by NHS England and led by Spectrum Community Health CIC, in partnership with Tees, Esk & Wear Valleys NHS Foundation Trust (TEWV).

As a partner within this service we provide drug and alcohol recovery services across seven North East Prisons.

Our team support service users to recognise the impact of their substance use on their relationships as well as detailed work with loved ones to help them understand addiction and recovery to successfully rebuild connections.

The service encompasses continuity of care support to promote positive and sustainable connections for service users within their local communities, building recovery capital and assets. Our Connecting Communities team work with our most complex service users and those who may struggle to engage with support independently on release. The team work proactively to link our men and women with community services and promote access to opportunities to support recovery.

- Working with Public Health England, in 2020 the North East was the highest performing region in the country for service user engagement rates after release from custody.
- Over 60% of service users successfully engaged in community treatment within 21 days following release.
- The service successfully supported 1812 service users to become substance free or reduce their substance use issues and no longer require support.

495 service user completed satisfaction surveys:

- 91% of service users reported our services as either excellent or very good.
- 98% of service users would recommend our services to others.

“I like the drive, positivity and determination DART bring into HMP Holme House, and they come from a place of peace, hope, strength and experience. They genuinely want to see people succeed and become independent.”

“The service here at HMP Durham is excellent, you get to see someone really quickly even during the pandemic and subsequent restrictions. The workers are always positive and friendly and good at giving or getting us the help we need.”

Recovery Through Nature: HMP Holme House

“The ‘Recovery Through Nature’ Project was born from an idea that I had of building a nature pond, however we had no budget. Through kind donations we managed to dig our first attempt and over the last year we have managed to gain funding to complete the pond to what it is now, this was dug by our Therapeutic Community Programme residents and is home to our rescue ducks.

I felt that if we had an outside space our residents could have a place of reflection and an area to engage in key work outside with our staff - this has been a huge success with excellent feedback from our residents regarding their mental health and wellbeing.

After approaching Stockton on Tees Animal Welfare Department we became an approved rehomer and have since rehomed cockatiels, budgies, ex battery hens, guinea pigs, fish, ducks and a terrapin for whom we adapted an old pool table.

Northern Parrots kindly donated new cages, toys and lights for our budgies to help with our project.”

Using a social learning theory model and a cognitive behavioural approach, the Therapeutic Community Programme encourages residents of HMP Holme House to learn and develop skills and values, necessary to live drug and crime free lifestyles.



EDP.

On 1st April 2020, EDP formally merged with Humankind to create a subsidiary.

EDP Drug & Alcohol Services (EDP) is an innovative charity working across the South West, providing services across Devon and Dorset, in the community and within prisons. It offers a number of dynamic and innovative initiatives which work alongside people to improve their wellbeing, social connections and employability.

EDP is passionate about supporting individuals who face complex issues, including substance misuse, mental ill health, and other harmful, addictive and offending behaviour, to improve their lives. The fundamental belief underpinning its work is that, given the right support and resources, people can and do make remarkable changes.



Services include:

- **Together** – A Devon County Council commissioned service provided by EDP Drug and Alcohol Services as an integrated system.
- **Reach** – 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 Practice Plus Group across HMP Exeter, HMP Dartmoor, HMP Channings Wood, HMP Guys Marsh, HMP The Verne and HMP/YOI Portland.

Our Dorset Reach service has secured a new hub building in the heart of Weymouth enhancing our presence in the town and making us more accessible.

Emergency funding was secured by our Dorset Reach team to carry out some focussed work with Gypsy, Roma & Traveller communities to ensure positive access to services during lockdown and build trusting working relationships.

Together, Devon received funding to develop the ‘Plug In Devon’ website that serves as a resource for people with complex needs to provide peer support, positive stories, resources and details about upcoming events.

Over 40 people have been supported using outdoor activities to build recovery, with accredited training and Activity Leader programmes. This has enabled service users to participate in a wide range of outdoor activities and complete accredited training in areas including: Outdoor First Aid, Outdoor Navigation, Yoga, Paddlesports Leadership, Foraging and Walk Leadership.

DrinkCoach.

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

DrinkCoach offers a range of digital products and allows people to assess how risky their drinking is and receive personalised advice through the online Alcohol Test, the DrinkCoach App and our personalised Online Coaching Service.

The DrinkCoach Alcohol Test is a quick and confidential way for anyone to find out how risky their drinking is. By answering 10 simple questions, the test taker receives advice and, where appropriate, information on local face-to-face support options.

The DrinkCoach App allows people to track their units, calories and spend, set goals and reminders and

access mindfulness videos. Our online coaching sessions allow people to discuss their drinking and receive expert guidance from an alcohol treatment specialist.

2020/21 was another successful year for DrinkCoach. Securing 5 new contracts we now have coverage across 15 different Local Authorities – making our reach nationwide.

In 2020/21 46,469 Alcohol Tests were completed with an estimated £675,567 cost saving to the wider health economy.

The DrinkCoach app was downloaded 10,112 times and 804 online coaching sessions have been delivered.

The DrinkCoach website was visited 225,723 times last year alone – a 34% increase on the previous year.

Our DrinkCoach team trained over 800 Humankind staff members on ‘delivering online sessions’ during the COVID-19 pandemic.

“This is really making me think, read, reflect, be honest and be hopeful. I’d recommend it to anyone else struggling to make the change alone.”

Waltham Forest Coaching Client

Harm reduction services.

Our Harm Reduction services are made up of a range of nationally recognised interventions, focussed around minimising negative effects of substance misuse.



The main function being 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 including BBV testing, naloxone provision and access to Health and Wellbeing Nurses who provide general health checks and wound care. Humankind harm reduction services work across our drug and alcohol services, mobile units, gyms and pharmacies, offering crisis interventions and access to treatment.

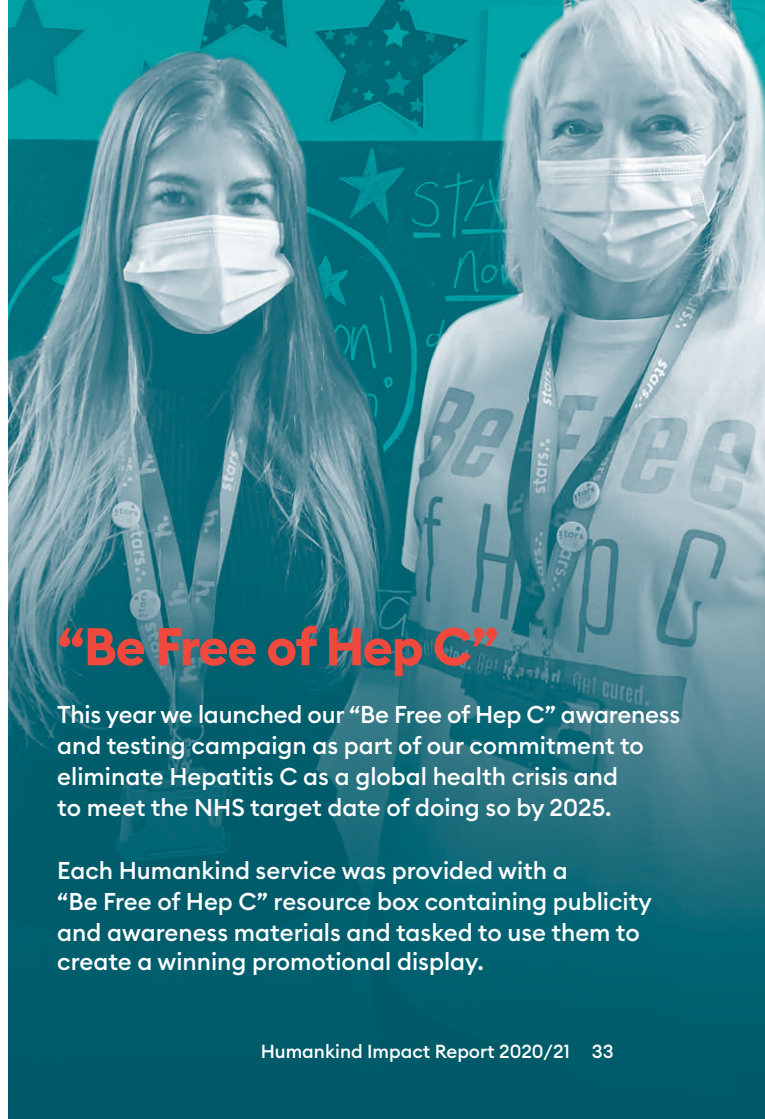
In 2019, NHS England and a leading Pharmaceutical Company awarded Humankind a grant to support the NHS England target of eliminating Hepatitis C by 2025. Humankind embraces opportunities to respond, develop and adapt and our work over the last year focusing on our organisational Hepatitis C pathways has provided us with the opportunity to do just that.

As a lead provider of substance misuse services, we have an instrumental and influential role in ensuring people have access to Hepatitis C prevention, screening and treatment.

With the commitment to ensure that for people on our Hepatitis C treatment pathways every step is managed effectively and swiftly we have developed and implemented a robust and effective national Hep C strategy which has in turn has led to more localised strategies that inform, direct and guide services to deliver quality BBV interventions and linkage to care.

Over the last year the COVID-19 pandemic and lockdowns have provided challenges as cohorts of vulnerable individuals have been even harder to reach and flexibility of staff across the sector has never been more paramount. With this in mind, across all of our services, we have managed a 'shift' in Hepatitis C testing – moving from a clinical model to make testing every staff member's responsibility. To do this we have strengthened relationships with delivery partners, developed and delivered a range of training and awareness sessions, training resources and campaigns – all to seek improved outcomes for the people we support.

Over 95% who complete Hep C treatment successfully clear the virus and testing has never been easier. In line with the easing of Covid restrictions in early 2021, there was a significant increase in testing across our services, which will lead to more people than ever receiving treatment.



“Be Free of Hep C”

This year we launched our “Be Free of Hep C” awareness and testing campaign as part of our commitment to eliminate Hepatitis C as a global health crisis and to meet the NHS target date of doing so by 2025.

Each Humankind service was provided with a “Be Free of Hep C” resource box containing publicity and awareness materials and tasked to use them to create a winning promotional display.

Drug and Alcohol Clinical Services.

We are passionate about addressing health inequalities and we believe in being fair, respectful to all and in applying rigorous quality standards.

Our multi-disciplinary Clinical Department adds value to all Humankind services by providing expert advice, support, clinical supervision and enabling the delivery of holistic, safe and evidence-based care interventions.

We continue to deliver community substance misuse medical and nursing services to a range of rural and city populations across England, including



comprehensive healthcare assessment and support, opioid substitute prescribing, alcohol treatment (alcohol reduction programmes, medically assisted alcohol withdrawal and relapse prevention prescribing) and non-opiate treatment packages including novel psychoactive substance detoxification.

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

- At the start of the pandemic, Humankind's Executive Medical Director and Director of Pharmacy were invited to provide direct input, working with Public Health England, to produce the COVID-19: guidance for commissioners and providers of services for people who use drugs or alcohol. Humankind continue to work with partners, including the NHS, to share learning and consider an approach.
- Created specific Harm Reduction guidance for those using substances with a need to isolate.
- Created bespoke individualised care management plans that supported clinicians to make safer decisions about Opioid Substitution Therapy prescribing.
- Alongside our Health and Safety Team, developed a COVID-19 specific organisational Infection Control policy and bespoke Risk Assessments.
- Humankind's Executive Medical Director chaired a series of meetings regarding engagement and inclusion of alcohol service users which fed into the national PHE group developing alcohol guidance.
- A multi-professional, organisational group has been established, Chaired by the Executive Medical Director, in response to national statistics outlining the increased deaths of those using substances in and out of treatment services.
- Developed a weekly virtual forum for the sharing of best practice and learning for our Clinical Leads.
- The Clinical and Quality and Performance Teams have completed a series of deep dive audits into the quality of documentation with regards to prescribing during the pandemic - sharing learning across the organisation to further support quality development.

Children, Young People & Families.

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.

Humankind have developed a strong reputation for creating and running innovative models in response to the unique needs of local communities and specific service user cohort groups. 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 2020/21, our 'Children, Young People and Families' services supported:

- 52 people to access positive-peer networks.
- 140 people who reported an improvement in their mental health.
- 70 people who reported an improvement in their physical health.
- 23 people to increase positive family networks.
- 49 families to stay together (91% of those who identified this as a need).

8 young people were supported to gain employment with a further 23 making progress towards attaining work.

Our Children, Young People & Families services include:

- **Lesbian, Gay, Bi-Sexual and Transgender (LGBT+) services North East (Durham, Newcastle and South Tyneside)** – supporting young people aged 11 to 25 around their sexual orientation and/or gender identity.
- **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.
- **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.
- **Horizon Young Adult Carers Service** supports 14-25 year olds. The service supports young people who are caring for a parent, sibling, another relative or friend. This could involve cooking, housework, shopping, physical and personal care, parenting younger siblings and providing emotional support.
- **South Tyneside Young Carers** – supporting Young Carers and Young Adult Carers aged up to 25 years 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.
- **Liaison and Diversion:** Supporting individuals involved with the Criminal Justice System in County Durham, Darlington, Cleveland and North Yorkshire who are experiencing mental health problems, learning disabilities, physical health problems or other challenges. Humankind provide support in custody and in the courts, signposting and support with engagement with services, and support to improve health and wellbeing.
- **The Umbrella Service** 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.

- **Teesside Peer Mentor service:** A new pioneering service with the aim of supporting people who in need of urgent mental health care. Working closely with Tees, Esk and Wear Valley NHS Trust, Teesside Crisis Resolution, inpatient and Community Intensive Home Treatment Teams the service is headed by a team of peer mentors with lived experience of crisis and mental health services.
- **Salford Family Intervention Project** – supporting families with multiple and complex needs within the city of Salford.

“We fully believe in the value of mentoring, peer support. It means people in crisis will be able to make a human connection with people who’ve had similar experiences and have recovered. There’s lots of evidence to show this is really therapeutic – it gives people in crisis hope for the future.”

Our **Lesbian, Gay, Bi-Sexual and Transgender (LGBT+)** services across the North East support young people aged 11 to 25 around their sexual orientation and/or gender identity through a range of tailored support packages including one-to-one and group sessions with our experienced team, sexual health guidance, support to access clinical gender identity services, peer support, family support and fun activity sessions.

In 2020/21 our services:

- Supported 96 young people around their sexuality and/or gender identity.
- Delivered 104 peer support groups and activities giving young people the opportunity to meet others and promote the sharing of experiences in a safe environment.
- Trained 143 professionals to raise awareness of LGBT+ terminology, issues, moral and legal standpoints and inclusive practice.

In partnership with the Proud Trust, Humankind are honoured to deliver the Rainbow Flag Award Accreditation within schools across the North East which encourages a whole organisation approach to

LGBT+ inclusion. In 2020/2021 LGBT+ North East successfully signed up 14 schools to begin or renew their Rainbow Flag Award accreditation, demonstrating their commitment to positive LGBT+ inclusion.

This year our South Tyneside LGBT+ service launched our innovative support group for parents and carers of transgender young people in which 6 sessions were delivered during the year.

“You have allowed us at Northumbria Police to understand how our everyday policing affects the community.”

“I like how everyone is so kind and accepting and how we share experiences. I have never felt as supported and cared about. Your services are vital.”



Work and skills.

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

Building Better Opportunities Programmes

These programmes are funded by the European Social Fund and The National Lottery Community Fund. They support people to identify and overcome 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 service users, helping them to make decisions on learning, training and work.

Education Centre:

- Steps for Success and Improving choices (post-16).
- Phoenix Programme (pre and post 16).
- Step-Up Virtual Adult education programme.
- Bespoke 1-1 education programmes.

- ‘Reach Out’ emotional well-being programme.

Our ‘STEP UP’ virtual adult education programme works with learners aged 19+ who want to improve their wellbeing and reduce barriers to learning. It focusses upon building confidence, resilience and self-esteem and provides support for learners to gain employment. The programme is also been used as an example of outstanding practice.

Satisfaction Surveys:

- When asked to rate the service out of 5, learners gave the service an average score of 4.40.
- 100% of learners would recommend Humankind to others.

Our National Careers Service provides information, advice and guidance to support people to make decisions on learning, training, work and career development, including CV preparation and interview techniques.

During 2020/21 the service provided:

- 197 Career Management Activities - including supporting people to develop skills, confidence and resilience to manage their careers.

- 72 service users started education or training following their appointment with NCS.

“The National Careers Service brings added value to our North East projects and an important opportunity for integrated work within Humankind.”

Moving on Tyne and Wear

Navigators work with those with physical and/or mental health issues, developing relationships motivating participants to tackle barriers & focus on strengths, and co-ordinate & support access to existing services.

Funded by The National Lottery Community Fund and European Social Fund and led by Mental Health Concern, we are proud to be a key partner within this programme which is committed to supporting people to overcome the barriers that have prevented them

from accessing training or finding sustainable employment.

Service users are supported and encouraged to access the help they need to address their physical or mental health issues, boost their self-esteem by focusing on their strengths and allow them to enter training, volunteering or work opportunities with increased confidence.

Since the commencement of the project:

- 70 people have moved into further education or training.
- 34 people have gained sustainable employment.
- 22 people who were not looking for work have become ready to search for meaningful employment.

Sam first attended the Moving on Tyne & Wear Programme in October 2019. She was low in confidence and lacked self-esteem however the service supported Sam by developing an action plan to focus on confidence building, self-care and self-awareness.

As Sam continued to attend the programme she started to believe in herself and her confidence and self-belief grew, as did her aspirations. With support Sam was able to see that her dream job in care was within reach. Sam has recently completed her level 1 in health and social care and her level 2 diploma in care. She is unrecognisable from the person that first came onto programme with a sense of confidence self-belief and determination.

“I had felt as though I was sitting at home not even living, just existing. Getting me out on confidence building & self-esteem courses helped me to be able to talk in groups.”

“The support I received from MOTW was crucial for me at the time I accessed it, this service has really helped me, and I hope it helps other people.”

**“My job is amazing,
I get to support,
guide and work with
dedicated, passionate
people who are invested
in getting the very best
outcomes for the people
they support.”**



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.

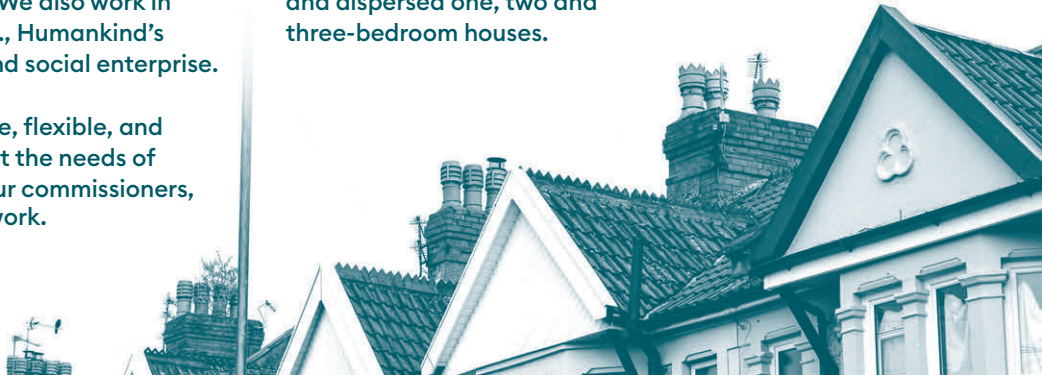
The Humankind Housing team provide all of the property and intensive housing management functions for our properties, and we pride ourselves on the provision of high standard accommodation. We also work in conjunction with More Time UK Ltd., Humankind's wholly owned trading subsidiary and social enterprise.

We specialise in creating innovative, flexible, and adaptable housing solutions that fit the needs of those we work with, our services, our commissioners, and the communities in which we work.

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.

To date, we have refurbished 85 dilapidated empty properties and brought them back into use as specialist social housing.

We now have 274 units of accommodation - a mixture of owned, leased, and managed properties. Properties include hostel type buildings, small, shared housing, small blocks of one bed flats and dispersed one, two and three-bedroom houses.



2020/21 Impact:

- 428 vulnerable people have been supported through Humankind Housing – 243 of these people were housed within our commissioned supported accommodation services.
- 71% of residents have been supported to move into secure, permanent housing.
- 3 applications to our Residents Fund were submitted to improve outdoor space of shared properties. These were approved as long term investment and resulted in a positive impact on physical and mental wellbeing for over 35 residents.
- 100% of residents surveyed stated they would recommend Humankind Housing to others.

Springfield Mills is a beautiful, modern & accessible building providing 15 units of accommodation for people with learning disabilities. Since 2018 Humankind has worked closely with Bradford Council, support providers and tenants to ensure that the building suits the unique needs of the population it serves.

Until this year Springfield Mills had an outdoor area with a gravel flooring – meaning that our wheelchair using tenants could not sit outside due to not being able to manoeuvre easily.

The Humankind Housing Team met with the tenants and asked what they would like in the garden area with a number of people suggesting a decking area so that everyone could sit outside. An application was made to the Residents Fund and was granted with the monies going towards the decking and a table and chair set. This area is now used daily and enjoyed by all tenants.

Residents Fund – Springfield Mills Decking



“I didn’t know what to expect with a property from Humankind...When I saw the property for the first time I was beyond happy as it was clean, fresh, refurbished to an immaculate standard and a lovely size. Perfect for me and my family. The help and information we received regarding the application process was brilliant and the service provided was quick and efficient.”

Customer Promise!

We regularly ask our residents about our service and about our promise to them to deliver high quality accommodation and service:

- 92% agreed that we had provided accommodation which is safe and of good quality with a responsive repairs and maintenance service.
- 92% agreed that properties were allocated fairly and they had been supported to keep to their agreement with us.
- 89% agreed they had been treated with respect, taking into account any additional support needs and listened to feedback taking action where needed.
- 84% agreed that we had worked to address anti-social behaviour issues in their local area.



Independent living services.

Humankind's Independent living services offer 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 2020/21 our independent living services supported 2489 people.

- 1486 people (89%) receiving 'floating support' were successfully supported to obtain accommodation or to keep their existing tenancy when it was under threat.

- 1338 people were supported to leave our services in a supported, planned way and successfully achieved 94% of their desired outcomes.
- 1362 were supported to develop confidence and the ability to have greater choice or control.
- 984 were supported to maximise their income including navigation of the Benefits system.
- 722 were supported to better manage their mental health.
- 737 were supported to better manage their physical health.

- 464 were supported to comply with statutory orders and/or processes relating to offending behaviour.
- 426 were supported to better manage their overall debt.
- 150 people (72%) leaving our supported accommodation services were successfully moved-on to more permanent housing.
- 121 were supported to participate in training/ education.
- 72 were supported to obtain employment.

Greater Manchester Housing First

In January 2021 Humankind were invited to join the Greater Manchester Housing First (GMHF) pilot.

The GMHF pilot was initially commissioned by Mayor Andy Burnham in 2019 and is a £7.6million project tasked to provide safe, secure homes for more than 300 homeless people or those at risk of homelessness across the region.

The project was designed to test the Housing First methodology – an evidence based approach which

uses housing as a platform to enable individuals with multiple and complex needs to begin recovery and move away from homelessness.

The pilot acknowledges that while many factors affect a person's ability to remain stably housed, including employment, physical/mental health and substance use, these factors are all more effectively addressed when a person is housed.

“We are delighted to be joining the Greater Manchester Housing First pilot... Particularly during these incredibly hard times and when support is needed more than ever. For us to actively pursue our mission, to help the most in need to build healthier lives which have more meaning, multi-agency partnerships are and always have been incredibly important. We are excited to be given such a valuable opportunity... Learning from this pilot will undoubtedly help to inform and shape best practice in the provision of services going forward.”



Volunteers help out at The Greens

The Greens in Sheffield provides accommodation for people who have a history of alcohol and/or substance use and are in recovery.

During the COVID-19 lockdowns residents developed plans to re-design the garden and following months of hard work from both residents and staff a wonderful space for mindfulness and relaxation was created.

The service also received some additional help from volunteers working for Virgin Media. The volunteers helped to stain the decking, paint the shed and much more, making a huge difference for those at The Greens.

“The Centre is very close to my heart. I wanted to give something back to the site that has given me my brother back. We were welcomed with open arms and made to feel so special on the day...all the residents were so friendly and helped in a way we never imagined. This is the 4th day we have done over the years and all my staff are asking to go back again as this is such a great cause. We were presented at the end of the day with a plaque thanking us and this is going to become our employee of the month award, the residents had made this in their own time and we were truly blown away.”

Andrew Darling, Virgin Media

WY-FI.

Between 2014 and 2020, WY-FI supported over 800 people experiencing multiple disadvantage to achieve positive outcomes.

Key to this support was the trusted relationship between individuals, Multiple Needs Navigators and Peer Mentors.

Over the course of its final year, the project's aim was to support a collective and strategic approach to ensuring people experiencing multiple disadvantage and exclusion continue to receive effective support.

WY-FI has produced a range of resources in the areas of research and evaluation, workforce development and co-production. These resources are available to browse, read and download from the WY-FI website (www.wy-fi.org.uk). They include:

- A range of multiple disadvantage reports and briefings.

- An independent reflective practice guide.
- A Multiple Needs Navigator competency framework.
- Guidance on valuing lived experience in the workplace.
- The MNIgful Life training resource.

To maintain momentum and build lasting system change for people experiencing multiple disadvantage, the legacy of the WY-FI Core Partnership Management Board (CPMB) is the West Yorkshire Multiple Disadvantage Consortium. This established partnership will continue working at a local and regional level to ensure that people have access to effective whole system, person-centred support. Under the governance of the West Yorkshire and Harrogate Health and Care Partnership, the Consortium will build on learning from WY-FI and the National Lottery Community Fund's Fulfilling Lives Programme.

“My heartfelt thanks to everyone for their support to develop, set up, deliver. Humankind has been the lead partner for WY-FI throughout its seven years, during which the project has supported more than 800 beneficiaries across West Yorkshire, helping people experiencing multiple disadvantage to live a more fulfilling lives.”

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.

2020/21 Achievements:

- More Time's workforce has increased from 30 to 44 and includes a Business Manager, Team Leader and General Operative.
- The business has gained an additional 13 customers and is a truly national organisation now with customer sites ranging from South Shields to London.

The More Time team are passionate about providing employment and volunteering opportunities and currently have 3 employees who have previously received support from a range of Humankind services. This year the business has been able to provide volunteering opportunities to current and ex-service users of our Barnsley and Durham recovery support services.

“We have only been using More Time for a couple of months but the friendly service has been excellent.”

“I was approached by my manager at More Time asking how I would feel about training one of the residents where I work. Little did I know just how rewarding it would be to train someone so that they know every aspect of the job from health and safety to understanding job specification.

I have seen the volunteer grow in confidence and self-esteem over the week's we have worked together. I have asked the volunteer how he feels volunteering for More Time and his reply was that it had given him something to look forward to, it's made him feel valued again and given him a purpose. If I was asked to do this again and train someone up to do my job then I would do it in a heartbeat.”

More Time employee – Barnsley area



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 individual and community fundraising activities.

The fund gives 'one-off' assistance with things that make a big difference to people. Recent examples of how some of this money has been spent include:

- Clothing to exercise in, to support an individual to get active and improve their physical and mental health.
- Providing a small Christmas gift to a group of people with experience of homelessness at the end of a very difficult year!
- Carpets for a new mum who had just moved into safe, secure housing.



In 2020/21, the service user fund has allocated £4,389 in life-changing grants.

Looking ahead.

We are looking forward to building on our 2020/21 achievements with some exciting projects during 2021/22, including:

- As part of our organisational strategic objectives we will complete our reorganisation of the Humankind operational management team so that we can deliver services on a regional footprint.
- United for Fair Chances (UFFC) will be Humankind's first Fundraising Fortnight and will take place in July 2021. We hope it will be an opportunity to unite across services, regions and nationally to fundraise.
- Continue to further develop our Equality, Diversity and Inclusion strategy in collaboration with our colleagues and the people who use our services.



Contact us.

We would love to hear from you!

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

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DH6 5PF

www.humankindcharity.org.uk

Talk to us on:

01325 731160

Or say hello at:

https://twitter.com/Humankind_UK

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



impact report 2020/21