

humankind[®]
for fair chances

The background of the entire page features silhouettes of four people in a group conversation. On the left, a woman with long dark hair is seen from the back, wearing a dark jacket. In the center, a woman with long dark hair is seen from the side, wearing a dark top. To her right, a man with short dark hair is seen from the side, wearing a dark shirt. On the far right, a man with short dark hair is seen from the back, wearing a dark jacket. The silhouettes are rendered in a dark purple color against a lighter purple background.

impact report

2021/22

Welcome!

It's a privilege for me to introduce Humankind's Impact Report for 2021/2022.

Over the course of the last year, we have faced several challenges as the country continues to recover from the COVID-19 pandemic and the increased cost of living, both of which affect those who access our services and our staff. However during this time, we have also had many successes and we have remained committed to our mission; that is of course testament to the hard work and dedication of our over 1,500 staff and over 240 volunteers.

This report provides a snapshot of some of these achievements, and a reminder of why we do what we do. I would like to thank our staff and partners for continuing to strive to do more. As you can see, over the last year we have extended our impact within our regions, increased the volume and scale of our work, whilst also critically improving the quality of our services. This is evidenced by Humankind achieving a total of four Outstanding CQC inspection ratings.

At this point last year, I also reported that we would ensure that we achieved our commitments within our existing strategy, whilst we embarked upon the development of a new 5-year strategy, which represented the increased ambitions of our stakeholders, our staff and most importantly those who access our services. I am proud to report that this is exactly what we have achieved.

Following consultations with our staff, stakeholders and thousands of service users, we are now actively developing our new strategy which will radically improve the impact of our services and the systems in which we work over the next 5 years.

I remain immensely proud of the impact which Humankind continues to have, and I hope that in reading this report you can see just a small glimpse of what makes Humankind the unique and exciting organisation that it is.

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 the people who use our services, families and carers, partners, stakeholders, commissioners, volunteers and our staff.

Last year we supported 90,264 individuals across our services

Every 5 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 1,500 staff and around 246 volunteers providing services for over 90,000 people. Over the last year we have made some changes so that we now deliver our services on a regional footprint across the Northeast, Leeds and North Yorkshire, the Northwest, South Yorkshire, Calderdale and the Midlands, and London and the South.

This new structure enables us to maximise the impact of our broad range of service offers (drug and alcohol, clinical, children, young people and families, health and wellbeing, employment, education and training, criminal justice and offender rehabilitation, gender specific, housing and housing support services) across our regions, sharing our expertise and knowledge which in turn will lead to better provision for the people who use our services.

Our Charter of Values was developed after a two year intensive consultation exercise, with our workforce, people who use our services 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.



We are Humankind – Our People



Here at Humankind we are committed to investing in our workforce, recognising that extraordinary people make a real difference to the people who use our services.

We aim to provide quality learning and development and career progression routes through:

- Hiring for values and empathy and training for skills.
- Building a continuous learning culture through coaching and feedback where people have a sense of belonging.
- Growing our talent from within and building career progression pathways.
- Providing opportunities for continuous learning and new skill development to enable our people to be the best they can be.

“Humankind is an excellent organisation to work for, they support development and growth all while supporting staff to maintain a good healthy home / work balance.”

2021/22 saw the further development of our internal career pathways model for frontline staff working within our substance use services. In line with our ethos for hiring for values and training for skills, the framework has been developed around 4 key areas:

- **Corporate Induction** – providing a great welcome as our new starters settle into their new role.
- **Core Skills** – key training required within the role at the start of an individual’s career journey.
- **Enhanced Skills** – developing the additional skills required to be competent within the role and service.
- **Advanced Skills** – looking to take the next career step or challenge within the role. At this stage, individuals can look to develop leadership skills or access tailored training to become a subject matter expert or future leader.

The Career Pathway modules are designed to enhance an individual’s knowledge and skills in core areas such as Harm Reduction, Risk Assessment and Management, Recovery/Care Planning and Psychosocial Interventions. More experienced people joining Humankind can also access any of the modules based on their own individual training needs analysis.

Equality, Diversity & Inclusion

The Equality, Diversity & Inclusion (EDI) Strategy was launched in March 2022. The strategy is designed to reinforce and develop Humankind’s commitment to building a diverse and inclusive workforce that will reach and engage with everyone. The strategy is being embedded through an action plan that engages all departments and regions across Humankind.

Regional EDI leads have been appointed along with a network of EDI champions to support them in raising awareness of and celebrating equality, diversity, and inclusion throughout the year.

Humankind has achieved accreditation as a Level 2 Disability Confident Employer under the Department for Work and Pensions (DWP) scheme. This will ensure that individuals with a disability get fair chances, giving everyone the opportunity to reach their full potential and make a positive impact on our success. We are currently working towards achieving accreditation as a Level 3 Disability Confident Leader.

During 2021/22, we delivered 757 courses to 7,518 participants and our workforce accessed 31,332 eLearning modules.

Working Together.



Working Together covers the many ways our staff and volunteers' team up with people who experience our services, to find solutions, to share responsibilities, to make decisions and occasional mistakes, to learn, to grow and to get things done. Some people call this 'service user involvement (and influence)'. Some people call it 'co-production'. We just call it 'Working Together'.

Having focused on local foundations in recent years, our Working Together Strategy 2021-23 lifts our ambition to a regional and national level. This includes establishing a Humankind Lived Experience Council, which will work with the Executive Management Team and Board of Trustees, as well as a commitment to work together on national projects, campaigns, partnerships, and fundraising activities. To support this, we have established regional networks, and co-ordinated regional Working Together leads.

In October 2021, we shared our approach with the wider sector in an impactful Drink and Drug News article, co-authored by residents of The Greens and Humankind's Co-Production Lead.

“Working Together is not just about consulting on what staff will do for people, but also what we can do for each other. As a result of this, people have the opportunity to build connections and learn to support each other.”

DDN – Oct 2021

One function of the networks is to identify key themes from our annual survey feedback and to hold us to account through a co-authored regional action plan.

Survey Headlines:

- 97% of people who access our services said they feel respected by our staff.
- 95% of people said they receive the support they need from us.
- 95% of people believe our staff have the right skills to support them to meet their goals.

The survey feedback has been invaluable in steering our commitment to make our services better for women, almost half of whom felt that links with domestic violence support in every service are essential. People of all genders told us that their mental health has been a barrier to seeking support with drugs or alcohol and that they want to see more staff and volunteers visibly in recovery.

South Tyneside Adult Recovery Service (STARS) has this year launched a Committee for Change as its focal point for Working Together, dedicated to the needs and wants of the people that use the service.

“I really enjoy being involved with the Committee for Change group. It allows us to suggest and implement changes in how the public view the service. This includes leaflet design, signposting, policies and presenting information on the fantastic job Humankind do, and hope to do in the future. It’s a confidential group available to service users to enable their voice to be heard and encourages networking with other community groups in creating a safe and understanding environment for those in need!”

This year, the group has pursued the following priorities:

- Considerations for a proposed ‘open access’ service model for South Tyneside.
- Redesign of promotional materials for the Individual Placement Support service.
- A series of ‘mindfulness photography’ community development activities.
- Maintaining the ‘you said, we did trees’, displaying feedback around the service.
- A co-authored Service User Handbook.
- Working with the local authority, who are seeking to replicate the group model in other services.

“As the founder of the group, I pride myself on knowing that this is not a tick-box exercise. Every single member of the Committee for Change is valued, respected, and heard, and we know that those who access our service have the most to offer on how we can be better. We’re very honest and transparent about the things we truly cannot change, but we fight very hard to change the things we can.”

Achievements at a glance!

2021/22 has been a year of growth and inspirational change!

During 2021/22 we were successfully awarded and mobilised:

- North Cumbria Addictions Service.
- South Cumbria Addictions Service.
- Lewisham Young Persons Substance Misuse and Sexual Health Service.
- Restart Sefton (subcontracted to G4S).
- Health and Social Care Services in Prisons Northwest – HMP Haverigg (subcontracted to Spectrum).
- Torbay Complex Needs Service (EDP subcontracted to Torbay and South Devon NHS Foundation Trust).

We also retained the following which were due to end during 2021/22:

- Insight Platform Haringey Children, Young People and Families Service.
- Bradford No Second Night Out service.
- Leeds Adult Learning service.
- Darlington Support for All Housing Related Support Service.
- Darlington Mental Health Floating Support Service.
- County Durham Community Learning.
- Teesside Lived Experience Support Service.

“The best thing about working for Humankind is having that feeling of being a part of something bigger, an organisation making such a huge positive impact. I feel so proud to be working for a company that makes a difference to people’s lives and the wider community.”

In addition, we have also achieved:

- 100% retention rate of contracts we were able to bid for during 2021/22.
- 64% total success rate (tenders and grant funding applications).
- A further £1,010,752 in non-contract funding awarded.

Humankind have also enhanced our fundraising activity through donations, events, corporate partnerships and legacies in 2021/22, with achievements including:

- A total of £46,199 raised, representing a 528% increase from 2020/21.
- Over £20,000 raised via our sponsored fundraising events including the Ultra Challenge London Winter Walk in January 2022.
- Developing our active corporate partnerships which included Cisco UK, Yorkshire Building Society, Amazon and Sainsbury's Argos in 2021/22.



Volunteers inspire us all.

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

The team set an ambitious target to increase the number of volunteers recruited by 50%, based on the previous year. By year end, the number of volunteers recruited had increased by a staggering 120%.

The team were also very excited to announce that Humankind had been successful in retaining our Investing in Volunteers award. Our assessor sought evidence against the 6 quality areas of vision, planning, inclusion, recruitment and induction, support, and valuing and developing volunteers. Evidence was gathered through a self-assessment, a portfolio of work, and 3 days of interviews with 26 volunteers who shared their experience of volunteering at Humankind.

“There is recognition that the continuous support volunteers enjoy has a huge positive impact on the recruitment of volunteers, their wellbeing, their personal development, retention of volunteers, and their feeling of being valued.”

Investing in Volunteers Assessor

One of the highlights of this year were a series of regional celebration events held to bring together volunteers from across Humankind. These events were Humankind’s way of saying a huge ‘thank you’ to our volunteers whilst also having some fun!

Regional directors supported the events, giving their personal thank you to volunteers, whilst sharing their own experiences of volunteering.

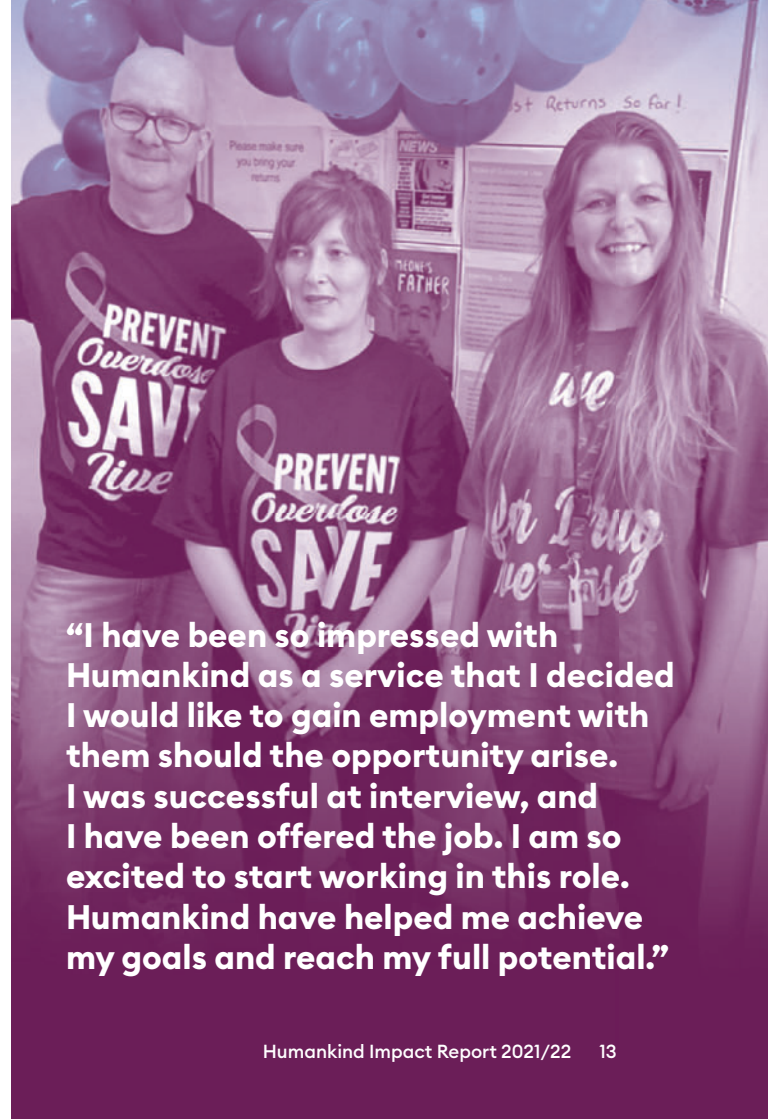
40 volunteers from across the Humankind attended the events and were issued with a certificate, goodie bag and a message of thanks from Humankind’s CEO.

The events were described as ‘impactful and inspiring’ and as a ‘light-hearted and fun day’, which recognised volunteers as integral to our service delivery” by Regional directors.

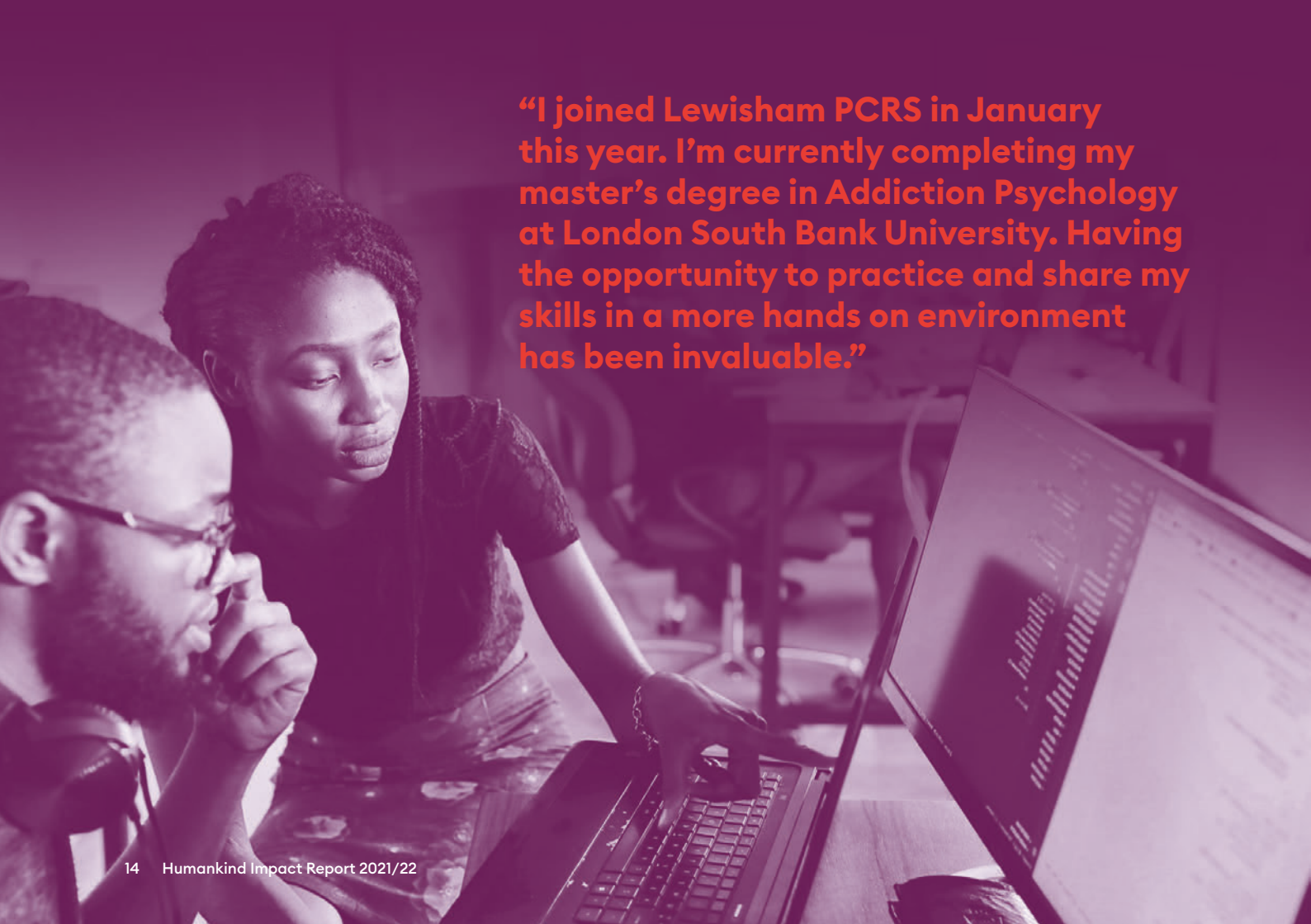
At each of these events, people kindly shared their volunteering journey, some live, some pre-recorded. These were all very well received both in the moment and afterwards, as people reflected on what they most enjoyed.

During 2021/22:

- We have appointed 133 new volunteers.
- In addition to the 186 people who volunteer on a regular basis, 22 Employer Supported Volunteers and 48 ‘one-off’ volunteers supported Humankind’s work.
- Our volunteers have kindly given 13,340 hours of their own time to support others – that’s 257 hours every week of the year.
- 28 volunteer leavers left to enter education, training, or employment.
- 12 (43%) of those who entered employment accepted roles within Humankind services.



“I have been so impressed with Humankind as a service that I decided I would like to gain employment with them should the opportunity arise. I was successful at interview, and I have been offered the job. I am so excited to start working in this role. Humankind have helped me achieve my goals and reach my full potential.”

A woman with braided hair is sitting at a desk, looking at a laptop. A man with glasses is sitting next to her, looking at the same laptop. They are in an office environment with other desks and chairs visible in the background. The image has a purple tint.

“I joined Lewisham PCRS in January this year. I’m currently completing my master’s degree in Addiction Psychology at London South Bank University. Having the opportunity to practice and share my skills in a more hands on environment has been invaluable.”

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 use 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 the needs of people we work with, supporting them to reduce or end their substance use and rebuild 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.

Our services offer flexibility for those needing our support by offering a range of telephone and online appointments and online groups.

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 21 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, reconnect navigators and youth offender programmes.

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

South Yorkshire, Calderdale & the Midlands

Barnsley Recovery Steps, commissioned by Barnsley Metropolitan Borough Council.

- The service launched Alcohol Brief Intervention & Advice (IBA) training for professionals, in conjunction with Public Health England. 67 professionals attended training from several partner organisations including Criminal Justice, Domestic abuse, Social Care, Primary Care and Mental Health services.
- An intensive support team was introduced who work with people who have multiple and complex needs and where an emphasis on harm reduction and flexible working is needed to build recovery capital. The interventions delivered have a focus on stabilisation and achieving small term goals.
- The service introduced an assertive outreach service which includes early morning homeless and Barnsley town centre outreach and increased the in reach offer within hospital and criminal justice settings. 726 in reach/outreach sessions were delivered.

Staffordshire Treatment and Recovery Service 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.

- The service has launched a new initiative in collaboration with Midlands Partnership NHS Foundation Trust (MPFT) which offers clinical psychologist intensive psychosocial support for those with mental health and substance use needs.
- The service was chosen to be part of a large-scale Individual Placement & Support (IPS) pilot for people with barriers to employment relating to substance use. During 2021/22 the service worked with 78 people and achieved 63 first job outcomes.
- A new Complex Needs pathway has been developed that focuses on delivering outreach support to those with the most complex needs. The service utilises collaborative approach with a range of partner agencies to ensure treatment need is identified.
- The Newcastle Under Lyme Hub received a complete downstairs renovation increasing accessibility for those using the service.

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

- The service implemented the first known Home Office licensed, pharmacy technician-led dispensary within a community substance use service. This unique service is pharmacy technician led with an integrated on-site health and wellbeing nurse as part of the dispensary team.
- The Harm Reduction Team have joined a range of partner agencies including the police, health services and DWP to support the tenants of a Halifax based Housing Complex, many of whom have complex needs particularly around substance use. The aim is for partners to work alongside each other to support the tenants to take ownership of this asset-based community development.
- The service is working jointly with a local housing provider to deliver a new project for adults with multiple and complex needs.
- Branching Out and Positive Futures have been working in partnership with other local YP providers – Himmat, Sexual health and CCE team to enhance provision at a local youth club.

North Yorkshire & Leeds

North Yorkshire Horizons is provided on behalf of North Yorkshire County Council by Humankind, Spectrum and Changing Lives. The service has 5 Hubs across this large rural area:

- The service implemented a free and confidential needle and syringe provision ‘Click and Collect’ service. The service enables people to pre-order new injecting equipment and harm reduction information using a web-based platform for collection at one of 5 locations across the county.
- The service has implemented a Multi-Disadvantaged Outreach Model (MDOM) to work with people with a range of complex needs including substance use, homelessness, and criminal justice involvement. The team is made up of recovery coordinators and clinical team members – including a dual diagnosis nurse.
- This year further funding was secured to allow the service to continue running Project Reset – an initiative to help soldiers in North Yorkshire recover from problematic alcohol use and gambling. Since 2017, 79% of serving personnel who accessed support for their alcohol use were successfully discharged as alcohol-free or controlled drinker by the service.

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

- The service co-created 'Decide the Night' an immersive on-line game to encourage young people to make safer choices around alcohol. The game was co-created with young people by Forward Leeds, Leeds City Council and NHS Leeds Clinical Commissioning Group (CCG).
- The service has increased the opportunity for people to have the wellness of their liver scanned using two new Fibroscan machines. The service has recruited specially trained health care assistants to carry out the Fibro scanning allowing patients to receive the results from this non-invasive test immediately.

Forward Leeds, Calderdale Recovery Steps and County Durham Drug and Alcohol Recovery Service have all been awarded 'Outstanding' by CQC.

- Increases in detox funding have offered more in patient residential detox opportunities for people using services in Leeds. The new funding has allowed a widening of the access criteria and meant that people have been offered a chance to receive an inpatient detox whereby previously this would have been out of reach.

Northeast of England

County Durham Drug and Alcohol Recovery Service, commissioned by Durham County Council, offers both adult and young person's services. This is a partnership between Humankind and Spectrum.

- The service invested in a mobile harm minimisation vehicle to provide bespoke outreach services to those hardest to engage, react to identified areas where additional need is required and support those people who live in the most rural areas where transport to the main hubs is difficult and/or expensive.
- The service has worked with local policing teams to support individuals who have come to the attention of the Police, who use substances, and who have not been prosecuted. The service provides outreach to these individuals, harm minimisation advice and support to access structured treatment services.

- The service has also continued to support Durham Police with their use of naloxone and the transition from injectable to nasal naloxone.
- The Women’s Recovery Academy Durham (WRAD) supports women in recovery and has celebrated several successful graduations this year.

South Tyneside Adult Recovery Service is commissioned by South Tyneside Council. This is a partnership between Humankind and Spectrum.

- The Committee for Change (CFC) service user forum was introduced this year. This is an integral part of the service and dedicated solely to the needs and wants of the people who use our services, and how the service can best deliver the support required.
- The service has developed a Peer Network with the ambition to build a recovery community within South Tyneside that thrives, supports, and reduces prejudice and stigma for everyone.

The IPS team secured 11 job starts in the first 6 months of delivery for people accessing structured support.

- The ‘Individual Placement & Support’ (IPS) service offers employment support to anyone accessing structured treatment at any stage of their journey. Integrated within treatment teams IPS is a ‘work first’ intervention that focuses on competitive, paid employment rather than volunteering, education, or training. The Employment specialists focus on jobs that people want to do, which minimises the risk of employment turning out to be unsustainable.

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

- The service was identified as an ADDER (Addiction, Diversion, Disruption, Enforcement and Recovery) site – ADDER is a government programme which aims to divert people away from offending and focuses on drug and alcohol treatment as a means of support. We have recruited a team of specialist criminal justice workers who have been using innovative approaches to better support those with criminal justice system and needing support around their addictions.

- The harm reduction team have worked with universities, local business and local charitable organisations to offer harm reduction and drugs awareness training across the city and have trained over 300 people throughout the year.
- The children and young adults team have been working with Northumbria Police to offer alcohol awareness to children in the city and have been working with community and youth groups to offer drugs awareness and street outreach throughout the year.

Northwest of England

Cumbria Recovery Steps, is run by Humankind in partnership with The Well Communities and funded by Cumbria County Council, offers a range of services including clinical, health and wellbeing support, access to employability coaches and connections to housing.

- This new service was launched in October 2021 and offers a range of support and interventions for people whose lives are affected by addiction and offers a range of clinical and health and wellbeing interventions and access to work and skills opportunities.

- The service introduced the free and confidential online alcohol tool 'DrinkCoach' to help people get personalised feedback about their drinking and advice on local support options.

South of England

We have a range of services supporting communities across London:

Adult services:

HAGA Alcohol Service in Haringey is commissioned by Public Health England for people aged 18 or above - developed partnership working with the local ODN, delivering fibro scanning diagnostics on site. The service also developed health initiatives with the London Find & Treat team offering chest x-rays for Tuberculosis screening as well as Covid-19 vaccinations, offering treatment and support to homeless vulnerable service users.

Primary Care Recovery Service in Lewisham is commissioned by Public Health England and provides a drug and alcohol treatment recovery-orientated model offering medication assisted treatment, psychosocial interventions, GP shared care, community detox and needle and syringe provision. The service developed a new offer of Yoga, Acupuncture and Mindfulness complementary therapies to service users.

Enable delivered in Enfield, in partnership with Barnet, Enfield & Haringey Mental Health Trust offering support to people aged 18 or over support around alcohol or drug use - implemented a new Criminal Justice outreach team to create new liaison and diversion pathways into treatment options across Enfield.

The Lambeth Addiction Treatment Consortium at Lorraine Hewitt House offers support around drug or alcohol use to anyone over the age of 18 living in Lambeth or with a strong connection to the borough. This service is delivered in partnership with South London and Maudsley NHS Foundation Trust (SLaM) & the Lambeth Consortium. This year the service was an active partner in the successful EXPO pilot for Bupivald (buprenorphine) trials.

Arch, run in partnership with CNWL (NHS Trust), offers drug and alcohol treatment services for young people and adults living in Hillingdon - developed and implemented a new Recovery Day Programme.

The Grove, delivered in Haringey in partnership with Barnet, Enfield and Haringey Mental Health Trust - implemented a new Rough Sleepers initiative which includes rapid access to detox and rehab, dual diagnosis support and onward housing options.

The Pier Road Project, delivered in partnership with South London and Maudsley NHS Foundation Trust (SLaM) , commissioned by Public Health England, offers drug and alcohol support to Bexley residents aged 18 or over as well as family and friends of those using substances - partnered with the community safety team offering harm reduction advice and targeted support for street drinkers in the borough.



Better Lives in Islington is an integrated drug and alcohol service delivered in partnership with Camden and Islington NHS Foundation Trust and Westminster Drugs Project (WDP) - implemented new criminal justice outreach strategy, with partners, to develop pathways into treatment, to support more groups and communities to access treatment, supported by lived experience peer network to offer out of hours support and co-facilitate groups.

Children, Young People and Family Services:

Insight Platform in Haringey offers information, advice and help to young people up to 21 years who are living with or affected by drug or alcohol issues - successfully delivered an OHID Innovation Project, supporting Children of Alcohol Dependent Parents (CoADP) with our strategic partners in Haringey, developing a whole family approach model, Insightful Families delivers support to families, friends and carers within the borough of Haringey.

Insight Kensington & Chelsea and Westminster is a young people's health and wellbeing service, providing support to young people aged between 12 and 25 years - reached over 2000 professionals and community members, delivering drug and alcohol awareness sessions, and brief interventions.

Insight Lewisham commenced 1st April 2022 and is an integrated substance use and sexual health service for young people aged between 12 – 25 in Lewisham - working closely with PCRS in Lewisham to strengthen integrated drug and alcohol services across the Borough, supporting young people aged 10-25.

Better Lives Family Service (part of the Better Lives Service) is delivered in partnership with Camden and Islington NHS Foundation Trust and Westminster Drugs Project (WDP) - co-produced a new Young Carers strategy in Islington, with young people directly impacted by family drug and alcohol use.



DrinkCoach.

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

2021/22 was another year of success for DrinkCoach. New coaching contracts were secured in Staffordshire, Lambeth and Barnet and new Alcohol Test commissions were secured in Staffordshire and Cumbria.

The DrinkCoach app was downloaded 11,101 times with 923 online coaching appointments delivered – a 15% increase on the previous year.

The DrinkCoach website was visited 187,209 times during 2021/22 with 27,747 AUDITS being completed. This is an estimated cost saving of £379,998.

1 in 5 test takers engage in further support having received brief advice through DrinkCoach.

“My first Drink Coach Session and slightly anxious and nervous as I had no idea of what to expect. However, I need not have worried as the Drink Coach was extremely professional, encouraging, and inspirational.”

Reconnected to Health.

Humankind is 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.

Key developments during 2021/22:

- The Drug and Alcohol Recovery Team (DART) in HMP Northumberland have supported the drug strategy manager and the prison in the opening of a landing for an incentivised substance free living unit.
- The family worker at HMP Holme House was nominated for the NEPACS award for excellence for joint work with the NEPACS family team. NEPACS is a Northeast charity that supports people affected by imprisonment.
- The DART team at HMP Low Newton have continued to work with Spectrum to offer Espranor® in a pilot across the Northeast Prisons.
- Alongside our Spectrum partners we are working towards the elimination of Hep C across the Northeast prisons through targeted testing, treatment clinics and peer to peer support.
- The service is getting ready to launch the Reconnect Community Hub outside of HMP Durham the autumn of 2022. This is an innovative pilot that will be delivered in collaboration with Reconnected to Health partners and HMPS. The hub will support those leaving custody who require further healthcare support and release planning.
- HMP Holme House drug alcohol recovery team (DART) were awarded the Spectrum Epic award for being the first prison to initiate the use of Buprenorphine (an opioid treatment medication).

- 1,425 people were supported to become substance free.
- 1,574 people were supported to continue treatment within the community.
- 52,705 appointments were offered with 49,758 attended (94% engagement).

914 service user completed satisfaction surveys:

- 93% of service users reported our services as either excellent or very good.
- 98% of service users would recommend our services to others.

In March 2022, International Women's Day was celebrated in style at HMP Low Newton with Humankind team members video recording several interviews carried out with prisoners and colleagues. The theme was #BreaktheBias with questions being asked such as "Which women in your life inspire you the most?", "What's great about being a woman?" and "Who are you as a woman?". The aim of filming was to break down stereotypes of women in prison and bring out the strengths, passions, and potential in everyone spoken to.

With support from the Prison Chaplaincy, the video was edited and set to the powerful song 'Rise Up' by Andra Day. This was then transferred to DVD and played on the prisoners' TV channel.

With help from the Re:Think mental illness team, the Humankind team also produced Women's Day 'Distraction and Motivation Pack' for all female prisoners to support self-esteem, reflection and motivation. A colourful display board featuring quotes from the women was also developed and placed outside Healthcare for everyone to see.

“DART are innovative, I love reading about what we've been planning and delivering, and more departments should be doing the same level of joint working.”



EDP.

EDP Drug & Alcohol Services (EDP) formally merged with Humankind in April 2020 to create a subsidiary.

Working across the Southwest, providing services across Devon and Dorset, EDP is an innovative charity providing services both in the community and within prisons. It offers several 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 use, 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:

Reach (Dorset Community) – a Dorset County Council commissioned service provided in partnership between EDP, Avon and Wiltshire Mental Health Partnership Trust and EDAS.

- There has been positive partnership working with the Hep C U Later campaign – through this work 5 people who use our services have successfully completed their Hep C treatment this year.

- The team expanded to offer specialist treatment services to rough sleepers as part of ‘Reach Out’ in partnership with other agencies – offering support to 179 homeless people and delivering a total of 2,065 diverse interventions.

Together (Devon Community) – a Devon County Council commissioned service

- Both the Reach and Together teams expanded this year to provide more specialist criminal justice posts working in close partnership with courts, prisons and probation. The Office for Health Improvement and Disparities commended the Together team for the quick and effective implementation of these new services saying: “We anticipate using your case study with Ministers and Special Advisors to enhance their understanding of what has been achieved this year, and with colleagues across government...”

Flourish in Nature

- This Sports England Funded project for Devon enabled people in treatment to focus on their wellbeing through accessing outdoor activities and gaining related qualifications. Over the course of the 3 year project which concluded in March 2022:

- 167 service users attended sessions.
- 147 qualifications were achieved.
- 33 Activity Leaders were trained.
- 10 Activity Leaders gained paid employment.

Prison Integrated Substance Use Services

- Operating across six prisons in the region EDP has supported 2,953 new referrals over the course of the year. 1,919 service users successfully completed their treatment during this period, 271 structured group interventions were delivered and 462 mutual aid groups.
- At HMP Portland the team have been instrumental in helping to develop a new designated Recovery Wing to help bring more focus and attention to treatment within the prison.
- At HMP Exeter the Departure Lounge, designed to help prisoners with the transition between custody and community, supported 609 prisoners on release to ensure their practical needs were met and positive connections with the community re-established.



Harm reduction services.

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

Needle & Syringe Provision (NSP) Minimum Standards

This year the Clinical Department launched a new set of standards for needle and syringe provision across all substance use services.

The minimum standards ensure full and equitable reach of comprehensive harm reduction services to all who use substances. The standards are part of several harm reduction initiatives that support Humankind's commitment to improving interactions with people who use our services and helping to save lives.

“I’m proud to say that our services already operate at a high standard, but we want to ensure that our needle and syringe provision are among the best in the sector. Sadly, since the start of COVID we have seen a decline in the number of people accessing our needle and syringe programmes and we want to change this. These services play a crucial role in reducing drug related deaths and reinfection rates for Hepatitis C, providing the life-saving medicine naloxone, and providing a route into treatment services. They also provide our staff and volunteers with the opportunity to connect people with housing, primary health, and other specialist services.”

The new standards are also intended to reduce the stigma and discrimination faced by people who use substances.

The new guidelines have been welcomed by others working in the sector. “I am delighted to see drive to improve the care we offer to some of our most vulnerable members of society. Preventing avoidable harms by high quality syringe provision is one of the most effective ways of improving health and reducing costs and this initiative will help in our goals to build back better after the pandemic”, said Professor Graham Foster, Professor of Hepatology at Queen Mary University of London, and National Clinical Chair for the Hepatitis C Delivery Networks.

A ground-breaking new approach to tackling Hepatitis C in North Yorkshire and Humber reached a major milestone this year, with the first patients beginning their treatment journey.

Our partnership with Change Grow Live, NHS England, the Hepatitis C Trust and Spectrum Community Health CIC has led people to receive quicker treatment for Hepatitis C. This is possible as they are receiving treatment directly from staff employed at the substance use treatment service. This treatment pathway is the first of its kind in

England and it means the NHS Hepatology team do not need to attend the service or see the patient before they begin treatment. Traditionally, substance use services have tested and identified people with Hepatitis C, before referring them to their relevant NHS Operational Delivery Network for treatment.

“We are delighted to be part of this innovative new approach which will help people receive treatment more quickly and within surroundings that they are comfortable in. This project is a great example of what can be achieved when the substance use recovery sector works together and we’re proud to work with Change Grow Live, NHS England, the Hepatitis C Trust and Spectrum Community Health to support the people who use our services in this way. With the first patients through its doors and engaging in treatment, this bold new approach is already proving that it can change lives for the better. We also hope that this new model will provide a roadmap for making Hepatitis C treatment more open and accessible to everyone who needs it.”

Clinical Services.

We are passionate about addressing health inequalities and we believe in being fair and 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 clinical interventions within the community 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-opioid treatment packages including novel psychoactive substance detoxification.

This year we have been working on several innovative projects including:

- Developed a new set of minimum standards for needle and syringe provision (NSP) across Humankind. The new standards include a comprehensive list of harm reduction interventions that support NSP to play a major role in the prevention of deaths. The standards also provide a clear pathway for people to enter treatment and supports services to adapt their offer to make NSP truly accessible for all who need it.
- Consultations have taken place with both Humankind services and people who use NSP regarding what help and support they require to ensure that every time an individual chooses to inject drugs, they have access to new injecting equipment and don't feel the need to share or re-use equipment.
- Humankind representatives continue to be members of Drug Science's Enhanced Harm Reduction Working Group. This is a consortium of scientific experts, academics, policy makers, treatment providers and advocacy groups, working collaboratively to reduce the harms associated with drug use.
- Key members of the Clinical Department represents the organisation at national OHID forums, contributing to and advising on policy and strategy.
- In April 2021, facilitated by our National Hepatitis C Co-ordinator, all services were provided with a 'Be Free of Hep C' resource box containing publicity and awareness materials to complement those available on Cascade and the task was to use them to create an awareness display in reception, needle and syringe provision and clinic rooms in preparation for the nationwide testing events that all the big four drug treatment providers committed to. Following the awareness week, our services carried out over 700 Hep C tests which resulted in 100 positive cases. There were more people tested in one month than in the whole of 2020. The services worked with specialist hepatology services to ensure those people who tested positive received treatment.

A photograph of a young girl with blonde hair and a woman with long brown hair, both smiling warmly. The girl is leaning her head against the woman's shoulder. They are outdoors, with a blurred background of green trees and a bright sky. The entire image has a soft, light blue tint.

Children, Young People & Families.

We have been delivering Health and Wellbeing projects for children, young people and adults 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 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 2021/22, our 'Children, Young People and Families' services supported:

- 177 people to access positive-peer networks.
- 167 people who reported an improvement in their mental health.
- 71 people who reported an improvement in their physical health.
- 116 people to increase positive family networks.
- 15 young people to gain employment with a further 45 making progress towards attaining work.

Our Health & Wellbeing projects for Children, Young People & Families include the following services:

- **Lesbian, Gay, Bi-Sexual and Transgender (LGBT) services Northeast (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 to help them make informed choices about their lifestyle.
- **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, 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.

- **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.
- **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, signpost 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, Durham & Darlington Peer Mentor Services** are innovative services working closely with Tees, Esk and Wear Valley NHS Trusts Crisis Intensive Home Treatment Team. The services offer advice, information and peer led support for those experiencing a mental health crisis. All peers have lived experience of mental health and offer hope and motivation for those accessing these services. This means people in crisis can make a human connection with people who have had similar experiences and be a living link showing people can and do recover. Peer mentors promote visible, achievable recovery by facilitating tailored support packages for people to sit alongside clinical interventions. The services also ensure people can access and engage with local services and resources to meet their individual needs.

“Working for the Peer Mentor Service means I am using my lived experience to support others. It’s fantastic that Humankind recognises the value of lived experience.”

During 2021/22 the service:

- Supported 107 people via the Peer Support Pathway.
- Supported an additional 76 people via the Peer Supportive engagement programme.

“Working with somebody who had experienced what I was going through first-hand made such a big difference.... The peer worker helped me to identify my triggers and shared with me some things that had worked for her during her recovery. She made it so easy for me to understand. My peer worker suggested a weekly group to go to that she had previously attended, she gave me lots of information about the group beforehand, so I knew what to expect, but I didn’t dare go on my own as my anxiety levels were way too high, so she offered to meet me and take me along. She stayed with me during the group and made sure I got home afterwards – I couldn’t thank her enough as I could not have done that on my own.”



Work and skills.

Our long-established
Work and Skills services deliver
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. They support people to identify and remove potential barriers to Education, Training and Employment:

- 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).
- Step-Up Adult Community Learning.
- Bespoke 1-1 education programmes.

Steps for Success and Improving Choices

Steps for Success and Improving Choices is an 'Outstanding' study programme in County Durham. We combine therapeutic approaches with individualised learning plans in areas such as personal and social development, independent living, Employability, and functional skills (English, Maths and ICT).

The service offers progression and specialised SEND support, work placements and a variety of qualifications. Learners are at the heart of the service which successfully supports young people to overcome the significant barriers preventing them from progressing into further education and employment.

During 2021/22 the service recorded:

- 100% of learners passed their main qualification.
- 100% of learners reported feeling safe at the Education Centre.
- 100% of learners agreed or strongly agreed that they got on well with their teachers.
- 92% attendance rate.

‘Step Up’ Adult Community Learning

Our ‘STEP UP’ programme works with learners aged 19 and over 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 has been used as an example of outstanding practice by Durham County Council.

Restart Employability Programme (Sefton)

Provides tailored support to help people improve their employability chances through skills identification, job-matching, CV / application form support, mock interviews, and employment placements.

Thriving at Work

Supports individuals with health challenges or disabilities in North Yorkshire to create accessible and healthy workplaces that increase productivity and encourage an environment where all can thrive.

International Women’s Day!

In March 2022 our education services celebrated International Women’s Day by hosting a week of activities.

Learners studied women who had changed history and played pivotal roles in equality.

Learners created poems and wrote movingly about important women in their lives. They also explored language and issues such as unconscious bias.

The highlight of the week was an event which saw inspirational women share their personal and professional experiences with our learners. Speakers included Humankind Directors and Executives, local business owners, a Police Chief Inspector as well as several learners themselves. Topics covered a wide range of subjects such as ‘what it means to be a woman’, breaking barriers and how to increase self-confidence. Learners had the opportunity to ask questions and gain advice and guidance.

A learner described the day as:

“My favourite day ever! So moving. I felt like I was a part of something special. The speakers showed us that anything is possible. They gave their time to help us, which meant a lot!”

“Humankind totally changed my life. I am a member of the travelling community, have nine children and was in a domestic violence relationship for a long time. I had no qualifications and struggled with reading and writing. The wellbeing course gave me back my confidence. I did lots of activities to see how I could break down my barriers. I met others who had the same worries as me, so I stopped feeling alone. The teacher was so supportive and encouraged me even when it was very hard. They were flexible around my childcare issues and referred me into other services, which helped in all areas of my life. I got an interview arranged by the course and I was so nervous but I remembered everything I learnt about preparing well, using positive body language and focused upon what I could bring to the role, and I got the job. I have now been working for over six months. I’m taking care of my mental health and my children are proud of me! However more importantly I’m feeling proud of myself!”

“Working at Humankind Education Centre has already provided me with so many opportunities to grow and to adapt my skills. I'm surrounded by the most caring team and wonderful learners! I started as a Kickstart Peer Support Worker which taught me a lot about myself, and I think that's when I realised that I had really found my niche and knew what I wanted to do. I was happy to discover that a Teaching position had become available.

I'm now working full-time as a teacher, and it has been the most rewarding job that I have ever had. I get to work with the most amazing learners, finding out about their likes, dislikes, what excites them and what they want additional help with. There is no better feeling than seeing learners overcome barriers, develop, grow, and achieve.”

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

The Humankind Housing team provide all 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 commissioners, and the communities within which we work.

People who are struggling with issues such as unemployment, substance use, 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 95 dilapidated empty properties and brought them back into use as specialist social housing.

We now have 284 units of accommodation – a mixture of owned, leased, and managed properties. Properties include hostel type buildings, small, shared housing, small blocks of one bedroomed flats and dispersed one, two and three-bedroomed houses.



2021/22 Impact:

- 493 vulnerable people have been supported through Humankind Housing – 300 of which have been housed within our commissioned supported accommodation services.
- 65% of residents have been supported to move into secure, permanent housing.
- 100% of residents surveyed stated they would recommend Humankind Housing to others.

“I first came to Humankind in need of housing after a rough time in my life and straight from detox. The team there not only made me feel welcome, but they also ironed out all my ‘teething’ problems concerning my new house and they were prompt, polite and punctual... I am grateful for the team who have supported me without judgement. I now have the chance to continue life with greater ease and not having to worry about my housing in any way.”





“If it wasn't for Humankind myself my daughter and partner wouldn't have a beautiful home. The support throughout the whole process has been outstanding the staff are so compassionate and understanding.”

“Really amazing service would recommend to anyone going through a tough time.”

Customer Promise!

We regularly ask our residents about our service and about our promise to them – last year 95% of residents agreed we had kept our Customer Promise overall:

- 95% agreed that we had provided accommodation which is safe and of good quality with a responsive repairs and maintenance service.
- 95% agreed that properties were allocated fairly, and they had been supported to keep to their agreement with us.
- 97% agreed they had been treated with respect, considering any additional support needs, and listened to feedback acting where needed.
- 92% 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 people, often with histories including substance use, offending, mental ill health and homelessness, to overcome barriers and achieve social inclusion. We support people 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 2021/22 our independent support services supported 1773 people.

- 950 were supported to develop confidence and the ability to have greater choice or control.
- 902 people were supported to leave our services in a supported, planned way and successfully achieved 91% of their desired outcomes.
- 725 were supported to maximise their income including navigation of the Benefits system.
- 659 were supported to better manage their physical health.
- 583 were supported to better manage their mental health.
- 246 were supported to better manage their overall debt.
- 175 were supported to comply with statutory orders and/or processes relating to offending behaviour.
- 111 were supported to participate in training /education.

- 101 people leaving our supported accommodation services were successfully moved-on to more permanent housing.
- 89 were supported to obtain employment.
- 633 people who receiving 'floating support' were successfully supported to obtain accommodation or to keep their existing tenancy.

Our accommodation services provide accommodation to people in recovery who require support to develop the skills to manage their own home, remain in recovery and live independently.

- Sheffield Recovery Focused Accommodation.
- Manchester Redbank Accommodation Service.
- Sefton Restart.
- Thrive Barnsley Complex Needs Service.
- Bradford No Second Night Out.

Our housing support services provide intensive support, advice and guidance to help people secure appropriate accommodation, maintain tenancies and prevent homelessness. This services include:

- County Durham Young Peoples Floating Support.
- County Durham Gypsy, Roma & Travellers (GRT) Support Service.
- Darlington Intensive Housing Floating Support for Complex Mental Health Needs.
- Darlington Support for All - Generic Floating Support and Drop in Service.
- Darlington Positive Support Pathway service for Young People.
- Manchester Redbank Floating Support.
- Sefton Floating Support.
- Salford Family Support Service.

21,321 people have been supported into homes of their own.

“We believe that no-one should be without a roof over their head and are proud to offer our expertise as part of such a pioneering initiative. Connected services and shared expertise are integral to providing effective recovery services and creating fair chances for all.”

Bradford No Second Night Out

Humankind works together with Bradford City Council and other local providers to deliver Bradford No Second Night Out - a service which provides people with emergency accommodation if they are homeless or sleeping rough and support to secure longer-term housing.

The service can accommodate 32 people at any given time over two sites – Discovery House and the newly opened Endeavour House.



Endeavour House is a new ‘crash pad’ facility and recent expansion to the Bradford No Second Night Out service. Endeavour House contain 10 bedrooms, 2 of which can accommodate couples. All referrals are made by the Bradford Homeless Outreach Team with the aim to provide a short-term solution to rough sleepers.

“The opening of Endeavour House offers much needed emergency accommodation to get people off the streets immediately and help them on their journey away from homelessness. For anyone facing

homelessness, and particularly for people who are sleeping rough, the priority is to make sure that they have somewhere safe and secure to sleep. Humankind Support Staff work with clients and address their immediate support needs before considering, their longer-term options.

Bradford Council has worked in partnership with Humankind on the No Second Night Out service for over six years and are already seeing a positive impact on reducing continued rough sleeping since Endeavour House opened.” – Service Commissioner



Social enterprise.

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

More Time is a 'not for profit' social enterprise with the key objective to provide volunteering and work opportunities to those struggling to gain employment.

2021/22 Achievements:

- More Time's workforce has increased to a business manager, 2 team leaders and 46 cleaning operatives across the country.
- The business provides cleaning services for 85% of all Humankind sites having taken on new contracts in the London and Cumbria services – increasing turnover by 28%.

- More Time has provided 404 hours of additional services to existing and new customers - including deep cleaning, maintenance work and removal services.

More Time provides 575 hours of contracted cleaning services per week – across 60 sites.

Over the next year the More Time team will be introducing a new volunteering programme which will include cleaning, maintenance and administration opportunities.



“Thank you to More Time for providing an excellent service of maintenance and cleaning to our properties. The work is always efficiently organised and completed promptly with excellent communication and updates provided.”

“We visited three locations this service provides. All areas were clean, well maintained. Staff made sure cleaning records were up-to-date and the premises were clean. Cleaning staff visited the services daily and signed daily cleaning schedules, these schedules were observed at the time of inspection.”

“I saw the property before and after the clean and I just wanted to let you know the cleaner has done an amazing job. It wasn't the easiest of cleans however, she has done a great job. Thank you.”

“More Time are always happy to help, we have used them for several years now and always happy with their service.”



Fundraising.

Over the last two years we have been developing corporate and community fundraising across Humankind.

Across 2021 numerous individuals and teams, including a growing range of external supporters, took part in a range of fundraising events.

In July 2021 we held our first fundraising fortnight, United for Fair Chances, during which all our stakeholders were encouraged to take part in a diverse range of activities. Nearly £10,000 was raised and split between our service user fund, that supports those most in need and our regional services. Events included Bake Sales, a Kayaking trip, regional virtual walks and a successful attempt to travel to all of London's 270 tube stations.

Additional events which have taken place across the year include:

- The remarkable Andy Stone raising over £5,000 by completing 70 triathlons in 70 days, - breaking a world record in the attempt.
- A team of 9 walkers taking part in the London Ultra Challenge Winter Walk - a half marathon walk through the Capital, raising over £3,000.
- Members of the North Yorkshire Horizons team taking part in the Great Knaresborough Bed Race.
- A team member cycling the length of the Leeds Liverpool Canal to raise money for the Forward Leeds Recovery Graduation.

Alongside our community fundraising we have been reaching out to businesses and educational institutions. We are now in negotiation with several national and multinational companies to establish partnerships and discover how Humankind can support their Corporate Social Responsibility work.

A total of £46,199 raised, representing a 528% increase from 2020/21

Looking ahead.

We are building on our 2021/22 achievements with some exciting projects during 2022/23 including:

- **Humankind will develop and launch a new 5-year strategy, which represents the increased ambitions of our stakeholders, our staff and most importantly those who access our services.**
- **Humankind will launch a new approach to apprenticeship. We firmly believe that apprenticeships support the development of our workforce and form part of our ‘Grow Your Own’ philosophy.**
- **United for Fair Chances (UFFC) will be Humankind’s second Fundraising fortnight. An exciting opportunity to unite services, regions and nationally to fundraise.**



Contact us.

We would love to hear from you!

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01325 731160

Or say hello at:

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[https://www.facebook.com/
Humankindcharity/](https://www.facebook.com/Humankindcharity/)



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