

The background of the entire page is a solid teal color. Overlaid on this background are the dark teal 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, mostly cut off by the edge of the frame, also with long hair. The silhouettes are positioned behind the main text.

impact report

2022/23

Welcome!

It's a privilege for me to introduce Humankind's Impact Report for 2022/23.

All reports only tell part of the story. It's the privilege of my career to lead our charity - and it's the shared stories of our 2,200 staff, 250 volunteers and the 106,000 people we supported in 2022/23 that tell the whole tale.

2022/23 has been another year of change. We've continued to deal with the effects of the COVID-19 pandemic. We've supported our staff through a cost-of-living crisis. And we've launched our new strategy Being Human. I'm so proud of Being Human and will share much more in next year's report. 2023/24 will be our 'basecamp' year - all expeditions require preparation for the climb ahead!

After many years of disinvestment, we've seen increased funding for drug treatment and recovery as part of a new national strategy. This has enabled us to increase the scope and depth of our work, reaching

more people with evidence-based support. I'm proud to say that our Calderdale and Staffordshire services were highlighted as best practice by the Government for its One Year On strategy report.

We know that challenges in life rarely come alone and are proud to offer a wide range of support to people facing multiple disadvantages. As a registered provider of social housing, for instance, we have refurbished 101 properties and housed 360 people.

As a field we have improved how we work with people with lived experience. But more is needed. At Humankind we've made a conscious decision to move beyond 'service user involvement' by creating a Life Experience Council with direct links to our Board and Executive Team.

Limited space prevents me from mentioning all the things we've achieved. I'd like to thank my colleagues for their hard work and dedication and promise the people we serve we'll always strive to support and enable them as best we can. We are, and will remain, all about people. We are Humankind.

Paul Townsley
Chief Executive Officer



About Humankind.

We value the contribution of the people who use our services, their families and carers, partners, stakeholders, commissioners, volunteers and our staff.

Last year we supported 106,558 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 2,200 staff and around 250 volunteers providing services for over 106,000 people. We deliver our services on a regional footprint across the North East, Bradford, Leeds and North Yorkshire, the North West, South Yorkshire, Calderdale and the Midlands, London and the South and the South West. This enables us to maximise the impact of our broad range of service offers across our regions, sharing our expertise and knowledge which in turn will lead to better provision for the people who use our services.

Our specialist services include 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.

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.

2022/23 saw further investment in training through a range of initiatives including:

- A new approach to the induction of all our workforce as part of our ability to attract and retain new talent. The approach is designed to help our new colleagues feel welcomed and supported over those vital first few months as they settle into their new role. A key element is attendance at a Welcome to Humankind workshop introduced by a member of our senior management team covering the wider organisational aspects of working within the Humankind family.
- We launched our ‘Inspiring Leaders’ programme for first line managers and those who are looking to take their first steps into a management role. Aligned to our behavioural competency framework, the 9-month programme covers leadership theories and modules but with a practical emphasis aligned to Humankind’s ways of working.
- We have continued to review our Career Pathway training within our Substance Use services, introducing a range of new session including Coroner’s Court Training. We are currently working on enhancing the training for our colleagues that work in Custody settings.
- We are committed to developing a psychologically safe organisation to enable our people to be at their best. We believe that this leads to great teamwork and a supportive environment where individuals can thrive.

In 2022/23 we trained 778 members of our workforce on Psychological Safety and 215 leaders and managers covering both Psychological Safety aligned with Coaching and Feedback Skills.

Staff Survey:

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

- 97% felt that they understood the aims of Humankind.
- 95% understood how what they do contributes to our organisation's goals.
- 94% felt supported by their colleagues.
- 92% found their work interesting and rewarding with 89% stating that the purpose of the organisation made them feel good about their work.

Equality, Diversity & Inclusion

At Humankind Charity we are committed to reducing deprivation and exclusion and to improving people's well-being. Our Equality, Diversity & Inclusion (EDI) Strategy was published in 2022/23. 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 includes 5 equality objectives:

- **Leadership:** Humankind will embed a safe environment in which our leaders drive a culture where everyone thrives through feeling welcome, valued, and included.
- **Representation:** We will reflect and represent the communities where we work, engaging in ways that are inclusive.
- **Responsibility and Confidence:** EDI is everyone's business; everyone in Humankind is responsible for contributing to the development of their knowledge and confidence around EDI.
- **Data:** We will be transparent with our data to show our performance against our EDI targets, which will measure, evaluate, and drive our success.
- **Decision Making & Planning:** Decision making and planning for our service delivery will be viewed and made through the lens of EDI.

We delivered 802 courses to 7,680 participants and our workforce accessed 22,434 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'.

Life Experience Council:

In 2022-23 we continued to develop meaningful Working Together arrangements in every local service, while co-designing our new national Life Experience Council. The Council has representatives from each of Humankind's regions as well as a Board Connector, who is a trustee with lived experience.

The Council has identified two initial priorities, the first being to establish a virtual 'third space' where members of the Executive Management Team can

collaborate with Council members on equal terms. Their second priority is to better understand the experience of people who are yet to take up our offer of support, the perceptions they hold and how we might develop our communications to welcome them in.

"I was very honoured to be invited to join the Life Experience Council. I think it is incredibly valuable to have a diverse collection of people from around the country, who have been through the service in different ways to give us a voice to pass on what we found effective in our experience on our journeys, and what we feel could have been offered or improved to help us, so that future service users have the best possible help. I am very much looking forward to seeing how our opinions, and ideas are received and acted on to help remove the stigmas, and to show people who need help that the first step doesn't have to be as scary as they might imagine, and how amazing recovery becomes."

Neil Stephens, Life Experience Council Member

"It's great to give feedback and know that this is listened to, and changes made."

Survey of people who access our services:

- 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.

Following our survey of people who use our services, our Newcastle Adult Treatment and Recovery service carried out an additional survey with people who came into the Plummer Court Hub. The team received a high number of responses, and a strong theme was the Hubs physical environment. After so many people had passed through on their journey to recovery, the waiting room needed a bit of love.

The feedback was shared with the Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust and Newcastle City Council, with the Council investing funding to improve the public spaces within in the building.

Our Service User Fund panel processed 22 grant applications, totalling £7,090.48. The fund gives one-

off assistance with things that make a big difference to people. Examples include:

- An ID card for somebody who completed the Construction Skills Certification Scheme and was about to start work.
- A living room carpet for a young person, whom we had supported to find a new home after leaving an unsafe family environment.
- A ukulele for somebody seeking to improve their mental health, sustain their recovery and explore a new creative passion - "I don't care if I'm not doing it right, I enjoy the whole process."

Working Together Champions reported on 75 bespoke local Working Together activities/ projects in 2022-23.

Team members recorded 800 Working Together activities, as part of our work to integrate this into mainstream monitoring.

Achievements at a glance.

2022/23 has been
a year of growth and
inspirational change!

**“The best thing about
working for Humankind is
the people - across all our
services and all our teams.
I truly believe that the people
who work at Humankind do so
for the right reasons and that
shines through.”**



During 2022/23 we were successfully awarded and mobilised:

- New Vision Bradford Drug and Alcohol Service.
- Enfield Young People's Drug and Alcohol Service.
- Dorset Mental Health Treatment Requirement Service.
- Devon & Torbay Mental Health Treatment Requirement Service.
- Northumbria Community Diversion Service.

Humankind also retained the following which were due to end during 2022/23:

- Forward Leeds Drug and Alcohol Service.
- County Durham Community Learning.
- Aycliffe Secure Children's Home Psychosocial Substance Misuse Service.
- Greater Manchester Housing First (sub-contracted to Great Places).

In addition, we have also:

- Achieved 95% retention rate of contracts.
- Awarded more than £20 million in new business, retentions and non-contract funding over the financial year.

We have also enhanced our fundraising activity through donations, events, corporate partnerships, and legacies in 2022/23, with achievements including:

- A total of £62,893 raised, representing a 36% increase from 2021-22.
- Developing our active corporate partnerships which included Wates Construction, Toyota Manufacturing (UK) Ltd; The Lloyds Bank Foundation; John Lewis Partnership and The Greggs Foundation.

Volunteers inspire us all.

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

This year the team behind our volunteer programme have been innovative and creative in their approach to ensure that volunteering at Humankind has remained accessible and fulfilling.

At Humankind, we're passionate about volunteering and dedicated to having a visible volunteer workforce across the organisation. We have a dedicated national Head of Volunteering, supported by a team of Regional Volunteer Coordinators, project specific Volunteer Coordinators and Volunteer Leads, as well as many Volunteer Supervisors.

Volunteers add value to our services and Humankind through their skills and experience. We recruit

volunteers from a variety of backgrounds, which can include professional and/or lived experience, and every volunteer brings transferable skills and experiences. Volunteers help us to achieve our Vision and Mission through a variety of roles which may be long-term, for a fixed term or one-off. In return, we help volunteers to meet their own personal goals through volunteering, and ensure they have opportunities to grow and develop in, and beyond, their role.

Volunteers Skills Record:

In January 2023 the team launched the Volunteers Skills Record. The record is intended to help track volunteers progress and development in a way that can be easily referred to in the future. The record helps to identify skills met, the activities within which they were demonstrated and the result – what was learnt and accomplished. This piece of work forms part of our Grow our Own initiative and was launched via an online event.

Chantal Renn, Regional Volunteer Coordinator for London said “The idea for the Volunteer Skills Record came from working with a university in a previous role and being involved in their student awards programme... It also was inspired by feedback I'd had from volunteers, including peer mentors, regarding ways to track and show their progress, for example when looking to update a CV.”

Chantal initially started working on this with a colleague for use across London, but it was soon agreed by the team that this would be a valuable resource for all Humankind volunteers.


Following the launch, Chantal said, “It was amazing to hear that people will find it a useful tool. I am delighted that it will help both volunteers and staff to identify all the brilliant skills and progress shown.”

During 2022/23:

- We have appointed 91 new volunteers.
- In addition to the 178 people who volunteer on a regular basis and 84 ‘one-off’ volunteers supported Humankind’s work.
- Our volunteers have kindly given 36,126 hours of their own time to support others – that’s 694 hours every week of the year
- 35 volunteer leavers left to enter education, training, or employment.
- 20 (67%) of those who entered employment accepted roles within Humankind services.

“My time volunteering with Humankind has provided me with a real sense of purpose and it has helped me to build the skills and confidence to be able to gain full-time employment with the organisation.”

“Humankind not only helped me regain my life, by helping me deal with my addiction, now I feel I'm enhancing that life by moving into employment in such a worthwhile job.”



“At the moment I am enjoying moving round the different departments and learning about each one to gain more experience. I think that is the main benefit of the role, as I can just live in the moment and work out what I enjoy. Humankind really offers so much to you as a person, you really feel like you’re part of something.”

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 Drug and Alcohol 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 is a Registered Provider of Social Housing providing accommodation for those in need of a home and intensive housing management services across our stock.

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 people who access our services to deliver high quality support to vulnerable and excluded groups. We see everyone who helps to achieve success 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 people who access our services, 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 drug or alcohol use and rebuild lives.

With the 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 19 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.

Care Quality Commission Drug & Alcohol Registered Services:

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

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

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

Cumbria Recovery Steps is funded by Cumbria County Council and is a partnership between Humankind and the Well Communities.

North Yorkshire Horizons is provided on behalf of North Yorkshire Council by Humankind, Spectrum and Changing Lives.

Forward Leeds, commissioned by Leeds City Council and the NHS Leeds Clinical Commissioning Group.

New Vision Bradford is commissioned by Bradford District Council and is a partnership between Humankind, The Bridge Project, Project 6 and the Create Strength Group (New in 2023).

Barnsley Recovery Steps, commissioned by Barnsley Metropolitan Borough Council.

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

Staffordshire Treatment and Recovery Service is commissioned by Staffordshire County Council and is a partnership between Humankind, BAC O'Connor and The Basement Project.

**In 2022/23
100% of our CQC
regulated services
were rated 'Good'
or 'Outstanding'.**

Likewise Sheffield is commissioned by Sheffield City Council and is a partnership between Humankind and Project 6 (New in 2023).

HAGA Alcohol Service in Haringey is commissioned by the Local Authority via a Public Health grant.

Primary Care Recovery Service in Lewisham, commissioned by the Local Authority via a Public Health grant.

Together is a Devon County Council commissioned service (formally an EDP service).

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

**40% were rated
'Outstanding' by
the Care Quality
Commission.**

In December 2021 the Government's 'From Harm to Hope' 10-year drug strategy was published. This was a significant milestone for the sector and provided funding, support and commissioning standards that the sector had been requesting for a number of years.

Importantly the strategy will save lives, help people to build resilient futures and ensure marginalised members of society get the support they need.

Over the last year Humankind had welcomed the extra investment to shape and develop service delivery so that we have more impact on more people by expanding, developing, and improving the evidence base and range of services we offer.

North Yorkshire Horizons (NYH) developed the Multi-Disadvantage Outreach Model (MDOM) to respond to people with co-occurring complex needs who experience significant barriers preventing them from accessing, engaging in and maintaining structured support.

The MDOM model is an assertive strategy that through the development of therapeutic relationships- aims to reduce health inequalities whilst increasing supporting stability and the wellbeing of the person, engaging them to engage with mainstream services.

The team are the approachable face of healthcare who with expert engagement skills, specialist knowledge and skills in assessing the health needs of individuals with substance use/alcohol dependency can ensure people receive health care and harm reduction interventions, accessible and responsive OST, and advocacy.

Since the start of the programme the service has evidenced an increase in engagement for those on the cohort, both within NYH and partner agencies including attendance at GP and hospital appointments, Housing Support services and Probation and Court Orders.

Calderdale Recovery Steps has recently been recognised for its innovative approach to supporting people arrested for drug-related offences.

Since September 2022, the Calderdale community has benefited from 'Fine Line'. The programme offers a bespoke support pathway for people arrested for offences related to cocaine. Anyone who has a positive test is directed to a required assessment with Calderdale Recovery Steps.

The service determines the most appropriate support for that person, including group sessions and individual check-ups with professional staff facilitated jointly by Humankind and our partners at The Basement Project.

Integrated Co-occurring Needs (ICoN) service

Funded by Staffordshire County Council and the NHS, Staffordshire ICoN, a partnership between Humankind and Midlands Partnership University NHS Foundation Trust (MPFT) supports people in the county with both mental health and drug and alcohol issues.

ICoN has a dedicated team of professionals including, psychologists, mental health practitioners, and substance use coordinators. This team uses phases of intervention to offer the right support, to the right people, at the right time.

The ICoN pathway will support people for at least six months, coordinating any transitions into local services whilst offering a follow-up review to provide an opportunity to reflect on progress and any challenges.

The service is viewed as a model of best practice, directly responding to issues with current drug and alcohol treatment provision outlined by Dame Carol's landmark independent review of drugs and the Government's subsequent 10-year drugs plan.

Dame Carol Black attended an event to mark the launch of ICoN which brings together local authority, NHS, voluntary and community sectors in a single approach and commented: "In my review presented to Government, I said it was essential that we looked at mental health when it comes to problems with substance use, so I think it is excellent that Staffordshire has linked this support together.

"I hope that other areas will now find out more about ICoN and think about how they could borrow it, follow it or perhaps adjust it to best meet the needs of their local communities and the people who need their support."



Individual Place and Support Programmes (IPS)

The Individual Placement and Support (IPS) programme is an initiative that matches potential job seekers with roles that suit their professional strengths and ambitions.

The programme is currently embedded into Humankind's existing drug and alcohol treatment services in South Tyneside, County Durham, Leeds, Staffordshire, Barnsley, Sheffield, Cumbria and Calderdale and works to secure people employment as part of their recovery.

Employment Specialists provide individually tailored support to help people find and choose the right job for them and stay in the role by continuing to work with both the employer and employee to ensure the placement lasts for as long as possible.

Speaking about the initiative, Jen Jackson, Lead Employment Specialist in South Tyneside said: "What makes IPS different is that we support our applicants at every step of the way, and we often find them jobs within a few weeks. We meet with people, help them develop their CV, prepare for interviews, and continue to help them overcome any difficulties they may have once they're in a role.

We also work closely with employers to ensure that the applicants we put forward have the right skills and attitude for the roles, and we help them to understand the challenges of substance use and how to tailor job opportunities accordingly."



Lee's Story:

"Working with IPS has been an engaging and worthwhile experience for me. I met my Employment Specialist and told her a bit about myself, expressing an interest in helping people with drug and alcohol related issues. We investigated potential avenues I could go down.

A Lived Experience Support Worker Apprenticeship working with Humankind was advertised, and we both thought it would be an ideal opportunity for me. I applied for the job and was successful.

My Employment Specialist gave me relevant reading material for the role, support for interview techniques and provided general motivation throughout the process.

The help didn't stop when I got the job. I had support to help me with initial travel costs and had constant access to and support from my team throughout my first few months in the job!"

Recently a Recovery Coordination role was advertised within the service Lee was working. If successful, this would mean he could continue to work with his NVQ and keep working with the people on

his caseload. Lee felt that this was the perfect opportunity for progression.

Together Lee and his Employment Specialist prepared for his interview ensuring Lee was able to showcase all his new skills and how they highlighted he met all the requirements of the role.

Lee was successful at interview and is now transitioning into his new role with the support from his manager and colleagues.

"Just want to thank you for all the help and support you've given me over the last year or so. It's really helped me realise my worth."

Lee's advice to those thinking about work, "Speak to the team, they are great at helping you to find the right job for you."

"This is the first job I've had where I can hold my head up and say I'm proud of what I do."

Research and Development.

The Humankind Research and Development team drive innovation, explore new ideas and develop new ways of working and services to inform Humankind's future service development, contribute to national policy development, and further public understanding about the circumstances Humankind's beneficiaries find themselves in.

The Research and Development Team do this by engaging with external researchers, constantly developing long term collaborations with academics, working with partners and other service providers through Collective Voice and by delivering internal and externally commissioned research and evaluation projects. We have multi-year projects lined up for 2023/4, 2024/5 and beyond.

During 2022/23 the Research and Development Team have helped Humankind support nationally significant work including:

- Improving Hospital Opioid Substitution Therapy (iHOST) with the London School of Hygiene and Tropical Medicine.
- The North of England Alcohol Team who are developing community-based research into alcohol and liver disease with Leeds Teaching Hospitals Trust.
- Stepping Stones - looking at the experience of expectant and new mothers in treatment services with King's College, London.
- Integration of the support worker/peer support worker role within the NHS and third sector organisations with Teesside University.

Externally funded research projects:

Following the publication of "The links between drugs, alcohol, and serious violence: a review of evidence and practice in West Yorkshire" in 2021/23 for the West Yorkshire Violence Reduction Unit, Humankind was commissioned to deliver 3 further pieces of work altogether worth £94,000 - a review of Homelessness and Violence; A literature review and practice recommendations around Whole Family Approaches in service delivery and a suite of reviews around substance use services looking at engagement, whole family approaches and mental health.

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.

2022/23 was another year of success for DrinkCoach. New contracts were secured in Bradford (Alcohol Test only), Essex (Coaching (test already commissioned), Rotherham and with Northeast North Cumbria Integrated Care System staff (Coaching and Test).

The DrinkCoach app was downloaded 11,230 times with 718 online coaching appointments delivered.

The DrinkCoach website was visited 191,158 times during 2022/23 with 24,894 AUDITS being completed. This is an estimated cost saving of £323,325.

“[My DrinkCoach] is a great person to talk to and has been outstanding in helping me to reduce and stop drinking. He has listened, supported, and given advice in a gentle and kind way. I couldn't have achieved what I have without his support to guide me through.”

Criminal Justice Services.

Our Criminal Justice Services work across communities and prisons to provide all round support enabling people to reduce or end offending and build positive futures.

Liaison & Diversion Services:

Our Liaison & Diversion services are based in Durham, Darlington, Cleveland and North Yorkshire and support people in custody suites and courts to access and engage with services, improve their health and wellbeing, and access a range of health and social care apprenticeship schemes.

Our team consists of liaison and diversion practitioners, support workers, mental health nurses, speech and language therapists, peer mentors and care navigators.

“I would like to say thank you to Humankind for the help and support given to me when I started in my apprenticeship. I was very nervous at the start of my journey, being 50 years old and never having worked because I was always a carer. I just needed a chance to see what I could do. I have totally enjoyed my time with Liaison and Diversion and will be very sad to leave. I have completed my level 2 health and social care with good results so as my apprenticeship is coming to an end, I now know that I will be an asset to any firm that takes me on.”

Dependency and Recovery Service – Probation:

This year Humankind became part of an exciting partnership led by Ingeus as part of the Probation Dependency and Recovery service. Dependency and Recovery services support men aged 18 and over on community order and post-release licences as part of the community Probation system to support and encourage engagement in treatment and prevent reoffending.

Secure Setting services:

Humankind is proud to be a key partner in the Reconnected to Health and HMP Haverigg services, providing drug and alcohol recovery services within seven North East and one North West Prison. Both services are commissioned by NHS England and are led by Spectrum Community CIC.

This year, Humankind secured innovation funding to introduce providing Nasal Naloxone to people upon release. Introducing patient choice to the acceptance of this life saving medication has been hugely successful and is now fully embedded in our service provision. Health and Justice Commissioners have recently provided investment in a subsequent project to provide Overdose Awareness Training and increased access to Nasal Naloxone in our Visitors Centres.

2022/23 Impact:

- 1,307 people were supported to become drug or alcohol free.
- 1,572 people were supported to continue treatment within the community with the Northeast being the top performing region for Continuity of Care.

- 58,679 appointments were offered with 53,538 attended (91% engagement).
- 640 people completed satisfaction surveys with:
 - 92% reporting that they felt our service were with excellent or very good.
 - 99% reporting that they would recommend our services to others.

This year our teams have received a number of awards including:

Our DART Team at HMP Northumberland received a Certificate of Excellence at the NEPACS Ruth Cranfield Awards for positive impact in health and rehabilitation outcomes for people in our care.

Members of our DART Team at HMP Holme House won the Hidden Heroes award, nominated, and endorsed by the Governing Governor.

Our service manager at HMP Holme House won the Unsung hero Award in the NE Prison Group Awards - This award pays tribute to an individual whose contribution may rarely be in the limelight.



Community hub for prison-leavers

The RECONNECT Hub in Durham is the first of its kind and provides people with a safe and accessible place to get support with their health and wellbeing needs after release from prison, supporting their re-integration into their community.

People can use the hub to make calls, attend initial appointments on release day, get help with practical needs such as charging phones / electronics and pick up forms and paperwork to help them engage with follow-on support. In just six months, the Hub has already provided a space for multiple community groups including Gamblers Anonymous, Alcoholic Anonymous and housing provider drop-ins.

The Hub is part of a wider RECONNECT service in the North East, one of several care after custody services commissioned nationally by NHS England. The purpose of RECONNECT is to support prison-leavers in staying connected to key health services after release from prison, to improve their long-term health outcomes and reduce the risk of reoffending.

The Reconnected to Health partnership also includes Spectrum CIC (Lead), Tees, Esk & Wear Valley NHS Foundation Trust and ReThink.

“I’m delighted to be officially opening the RECONNECT hub, an important facility which has the potential to make a real difference in the Northeast and help people who are leaving custody to make a fresh start. By making it easier to access health services and support after prison, we are reducing the risk of reoffending and helping to build safer, healthier communities for everyone.”

Rt Hon Lord Bradley PC (a life peer and former Minister of State for Prisons)

“Humankind is delighted to be part of the ground-breaking Reconnected to Health partnership. The Hub could only have been created and have already seen such impact through the ongoing collaboration between this wide range of partners and stakeholders.”

Paul Townsley, Chief Executive of Humankind

Harm Reduction Services.

Our Harm Reduction services are made up of a range of nationally recognised interventions, focussed around kindness and compassion and reducing harm.

The main function being to support a person's whole health and wellbeing, reducing risk of infection, and additional health complications. We also work to get information about specific risks from contaminated, counterfeit, and potent substances to people who use drugs.

We offer needle and syringe provision, harm reduction advice and information including BBV

testing, naloxone provision and access to Health and Well Being nurses which provide general health checks and wound care. Humankind harm reduction services work across our drug and alcohol services, mobile units, gyms and pharmacies, outreach into hostels and to people who find themselves without accommodation.

Wound Aware Services:

Humankind is committed to improving people's health and wellbeing, and the coming years will see a greater focus on both health outcomes and the reduction of health inequalities. For those who inject drugs, wounds are a particular risk. This year we have therefore been working towards becoming a wound aware service provider.

By providing wound aware services, people we support across the country will be able to access assessment, evidence-based interventions, and improved specialist pathways. This will allow us to reduce and prevent infections, identify worsening injecting sites and advocate and support people to access specialist pathways.

There are three stages to becoming a wound aware service. The first has seen the launch of our Wound Aware training programme, which of our front-line staff are required to complete. This training provides foundation knowledge and awareness of common infections, wounds,

and harm reduction advice to reduce the risk of infections and wounds.

The second stage is an evaluation of specialist pathways within our services. This has provided us with a baseline of specialist service access while improving our partnerships and relationships with specialists providers.

Finally, we will develop a specific wound aware logo which will enable the people we support to recognise our specialist wound aware services. The aim of this is to encourage open conversations about wounds, so that staff can then discuss health and wound care, ultimately reducing stigma, increasing awareness, and improving people's health.

Winner of the Best Healthcare Analytics Project for the NHS at the HSJ Partnership Awards 2023.

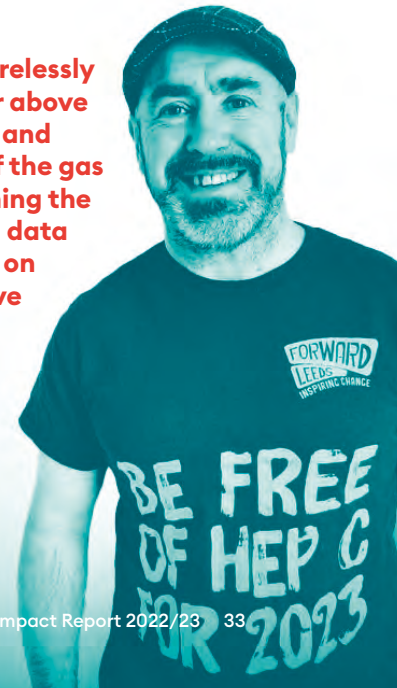
The Hepatitis C Drug Treatment Provider Forum, a partnership of drug treatment providers, which includes Humankind, hosted by Gilead pharmaceuticals to collectively promote and manage hepatitis C provision among drug services nationally is a groundbreaking new approach to tackling Hepatitis C. The partnership's aim is to work together to eliminate Hepatitis C and the award has recognised its

outstanding dedication to improving healthcare and effective collaboration with the NHS. Other partners include The Hepatitis C Trust, NHS England, NHS Addiction Providers Alliance, Change Grow Live, Forward Trust, Turning Point, WDP, and We Are With You.

Winners were announced during a ceremony at Evolution London, on 23 March 2023. Over 900 guests attended the event, bringing together national healthcare leaders and professionals from the NHS, public and private sectors.

"Together, national hep C coordinators have worked tirelessly to boost testing numbers far above levels prior to the pandemic and refused to take their feet off the gas to keep things moving. Winning the HSJ award for our work with data analytics has been the icing on the cake and will help to drive all services towards the elimination finish line. It is a true privilege to work with such a passionate group of individuals."

**National Hep C Coordinator,
Humankind**



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.

Calderdale Innovative Dispensary Service:

Humankind have opened what is believed to be the UK's first pharmacy technician-led community dispensary embedded within a specialist substance use treatment service.

The new dispensary, which is licensed by the Home Office and located within the Calderdale Recovery Steps drug and alcohol treatment service, ensures that people can access the vital medication they need to help them manage their drug use.

The dispensary is run by Humankind, in partnership with The Basement Project and Calderdale Council.

The new service is facilitated by registered pharmacy technicians and nurses with support from recovery staff. The staff are able to issue medication such as methadone and buprenorphine to help people manage and reduce their use of illicit substances.

By integrating the dispensary into the service, Calderdale Recovery Steps hopes to remove some of the barriers that people who use drugs face when trying to access their medication, such as the cost and time of travelling to a pharmacy located far from their home.



Speaking about the dispensary, Calderdale Council's Public Health Manager said:

“For our most vulnerable and poorly service users it’s important we see them as often possible, build strong relationships with them and offer easy access to other health and recovery services onsite, in Calderdale we are really concerned about the number of premature deaths amongst those using drugs and alcohol in our communities.”



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.

When surveyed:

- 98% of people using our services would recommend them to others.
- 4.86 out of 5.0 was the average satisfaction score.

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

- Lesbian, Gay, Bi-Sexual and Transgender (LGBT) services Northeast (Durham, Newcastle, Gateshead, and South Tyneside) - supporting young people aged 11 to 25 around their sexual orientation and/or gender identity.

- Lesbian, Gay, Bi-Sexual and Transgender (LGBT+) Training- delivering informative, thought-provoking, and engaging sessions that encourage discussion and reflection.
- Tyne & Wear and Northumberland, Trans & Non-Binary Service works with people 18+ who require support around their 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.

- **Teesside Peer Mentor service:** A new pioneering service with the aim of supporting people who are receiving mental health care and the first Crisis service in Teesside. All peers have lived experience of mental health and offer hope and motivation for those accessing this service. 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.
- **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.

“I won’t have to tell my story over and over again to every teacher I have.”

South Tyneside Young Carers Service

South Tyneside Young Carers have been working with South Tyneside Council and the NHS Carers lead for South Tyneside and Sunderland to support with the development of a young person’s passport. A series of consultation events focusing on the development and implementation of the passport have been held with young carers, their families, schools, and health professionals.

Young Carers were asked what they would like their passports to include with important factors including each passport to:

- Document each Young Carer’s unique personal needs, for example, that they may need to use a phone whilst at school or may occasionally be late.
- Include a QR code which would take the professional to a landing page where they would be able to check the cards authenticity.

The passport is being funded by ‘A Better U’ who invited Humankind’s Young Carer’s to attend a workshop with Wriggle Marketing to design the card. The young carers have been very excited for the launch of the card and feeling it will make a huge difference to their lives.



LGBT+ Training Service

With a wealth of experience in service development and innovation, frontline delivery, and training the LGBT+ team offer a range of informative, thought-provoking, and engaging workshops. including young people, teachers, and other professionals.

The workshops are targeted towards a range of audiences and include consultancy, workshops for young people, professionals and programmes for schools and colleges.

Sessions include LGBT+ and Gender Identity awareness sessions, creating LGBT+ inclusive environments, understanding pronouns, being an LGBT+ Ally, Inclusive Sexual Health and The Rainbow Flag Award - a quality assurance framework with a focus on positive LGBT+ inclusion, for all schools and colleges.

“Diversity is celebrated across the school. Staff and pupils are rightly proud of achieving [...] The Rainbow Flag Award for their commitment to inclusion and the prevention of homophobic, biphobic and transphobic bullying.”

Ofsted Report



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 to support people to identify and remove barriers to accessing Education, Training and Employment.

Working across the North East and Yorkshire, Action Towards Inclusion, Moving on Tyne and Wear, Reaching Out Across Durham and Step Forward Tees Valley supported over 400 people.

This year, Step Forward Tees Valley was recognised by the Employment Related Services Association as “Team of the Year” Hardest Hit – voted for by industry professionals and recognising the service as being the one of the best in the country working with some of the most disadvantaged people in our communities.

As Building Better Opportunities was brought to a close in March 2023 the services leave lasting legacies in their communities.

Through direct action - advice, support, advocating - often in areas 'between the cracks' of mainstream service provision, they have generated significant added value, in the form of:

- Reductions in social isolation; worklessness and associated benefits to DWP and NHS, drug and/or alcohol use; offending behaviour; homelessness and failed tenancies and debt.
- Improvements in active citizenship and volunteering; confidence; mental health; physical health; money management and digital inclusion.

For Step Forward this is a lifetime social value benefit of £84,991,691 and an additional £33m in net economic benefits for participants remaining in employment for three years - a return on investment of £2.63 per £1 in economic costs.

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 people 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.

“I couldn't imagine when I started with Step Forward Tees Valley that I'd be where I am now. I'm starting to enjoy my life again and I've got a purpose. They wanted me to fit in and I feel wanted.

I [have taken] part in a course on healthy eating, attended coffee mornings where I got to know people and built my confidence and digital skills. I was also given help in brushing up my CV and they eventually got me a work experience placement.

Since I started, I've never felt alone - and although I have a wonderful family, I did feel isolated before. I realised that lots of people out there were going through the same thing, and it took talking to others to realise I wasn't on my own. I've got so much more motivation now. I go to the gym every day; I practice mindfulness and I go hiking every week. I'd never have done anything like that before.”

Steps for Success

Steps for Success is an ‘Good’ study programme in County Durham. The service combines 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 2022/23 the service recorded:

- 100% of learners reported that they felt safe at the Education Centre.
- 96% of learners reported that they felt that their course or programme met their needs.
- 91% of learners reported that they would recommend Humankind to others.
- 89% attendance rate.

Skills for Life

This course is aimed at learners aged 19 and over. The curriculum is designed to increase confidence in literacy through engaging real-life activities. Helping reduce barriers around reading, writing and communication skills, supporting people to take their next step into employment or further training.

“The Life Skills course has helped me have a better understanding of my bills and helped me feel more confident with budgeting. I really enjoyed the course.”

Step up- Wellbeing

The ‘STEP UP’ programme works with learners aged 19 and over who want to improve their wellbeing and reduce barriers to learning. A therapeutic course focusing on physical and emotional wellbeing. This course focuses upon building confidence, resilience, and self-esteem. Empowering learners to overcome personal barriers in their lives and supporting the next steps into employment or further training. This course has been used as an example of outstanding practice by Durham County Council.



Multiply – Money Matters

Money Matters increases confidence with numbers and managing the cost of day-to-day living. The main aim is to reduce stress and improve overall financial wellbeing. The course is structured for those over 19 to support learners to take their first steps towards a formal qualification.

Prison me - no way!

Prison me no way visited the Steps 4 Success service, as part of the enrichment curriculum and as part of a programme of learning around the criminal justice system.

Learners benefitted from real lived experience from an ex-offender who had been imprisoned for 20 years. A prison officer showed them a replica prison cell and discussed prison life. A Police officer spoke to learners about County Lines and the experiences of those who have been involved. The day finished off with a discussion around positive choices. Learners were immersed in real life situations throughout the day and fed back how much they had learnt from the role models.

“I was able to share my experiences of County Lines and realised by speaking to [Prison me no way] that I didn't want to go down this route. Instead, I want to have a career in something I enjoy. This career is photography where I can make money by doing something safe that I find enjoyable. This change will help to have a positive impact on my life which may help me start a family someday. Which is something I may not have been able to do if I was involved with County Lines.”



Housing.

At Humankind, 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 and support to help residents live independently.

The Housing team provide all property and intensive housing management functions, and we pride ourselves on the provision of high standard accommodation and repairs and maintenance services. 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 have a history of homelessness or rough sleeping or 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 101 dilapidated empty properties and brought them back into use as specialist social housing.

We now have 286 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.

2022/23 Impact:

- 548 vulnerable people have been supported through Humankind Housing – 360 of which have been housed within our commissioned supported accommodation services.
- 73% of residents have been supported to move into secure, permanent housing.
- 100% of residents surveyed stated they would recommend Humankind Housing to others.





We regularly ask our residents about our service and about our promise to them – last year 86% of residents agreed we had kept our Customer Promise overall stating that:

- We had provided accommodation which is safe and of good quality with a responsive repairs and maintenance service.
- Properties were allocated fairly, and they had been supported to keep to their agreement with us.
- They had been treated with respect, considering any additional support needs, and listened to feedback acting where needed.
- We had worked to address anti-social behaviour issues in their local area.

This year we successfully joined the Tees Valley Combined Authority Consortia. This enabled us to access the Social Housing Decarbonisation Fund and the Consortia's application was successful. This funding is currently allowing us to improve energy performance in 25 of our properties, benefiting our tenants by making their homes more affordable to run.

We also received funding from the Rough Sleepers Accommodation Programme in Stafford to provide 5 units of accommodation with tenancy sustainment support. Our Stafford worker has close links with Stafford Borough Council and our very own Staffordshire Treatment and Recovery service. The service has received excellent feedback from a representative from the Department for Levelling Up, Housing and Communities following their visit to the properties and meeting with residents and staff.

Housing Support Services.

Humankind offers a range of housing-related support services 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 2022/23 our independent support services supported 1,583 people.

- 892 were supported to develop confidence and the ability to have greater choice or control.
- 878 people were supported to leave our services in a supported, planned way and successfully achieved 92% of their desired outcomes.
- 426 people receiving 'floating support' were successfully supported to obtain accommodation or to keep their existing tenancy when it was under threat.
- 710 were supported to maximise their income including navigation of the Benefits system.
- 549 were supported to better manage their mental health.
- 536 were supported to better manage their physical health.
- 233 were supported to better manage their overall debt.
- 50 were supported to comply with statutory orders and/or processes relating to offending behaviour.

- 112 were supported to participate in training /education.
- 101 people leaving our supported accommodation services were successfully moved-on to more permanent housing.
- 82 were supported to obtain employment.

Our supported 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 to help people secure appropriate accommodation, maintain tenancies and prevent homelessness.

- County Durham Young Peoples Floating Support.
- County Durham Gypsy, Roma, and Traveller Support.
- Darlington Intensive Housing Floating Support for Complex Mental Health Needs.
- Darlington Support for All – Floating Support.
- Darlington Positive Support Pathway service for Young People.
- Manchester Redbank Floating Support.
- Middlesbrough Hard to House Service.
- Sefton Floating Support.
- Salford Family Support Service.

The Durham Community Health Navigator project

The Durham Community Health Navigator project, commissioned by Durham County Council and in partnership with The Homegroup, is a service which provides support to adults who are being discharged from hospital and reside within the county.

The service works closely with people who have identified housing and physical and/or mental health needs with the aim to reduce reoccurring presentations at both GP practices and A&E departments.

The Homegroup Team support each person until they are discharged from hospital. The Humankind Community Navigator Service will then work closely with them to develop a personalised support plan to address any long-term support needs.

The Community Navigator Service supports people to:

- Move to secure safe accommodation.
- Manage tenancies, income, and benefits.
- Access and engage with primary care and other related health services, including support to attend appointments.

- Access training, employment, and education opportunities.
- Reduce isolation and build community networks.
- Access partner agencies and specialist services.



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.

2022/23 has been one of More Time's most successful years with significant growth in service delivery hours, geographic spread, turnover and staffing levels.

More Time provides over 780 hours of contracted cleaning services per week – across 75 sites.

More Time's workforce has increased to 71 employees – a 45% increase.



“A cleaning vacancy popped up at the place where I had previously been a service user. I was a bit nervous at first, as I wasn’t quite sure if I was ready for a job. More Time gave me a chance, and it gave me the opportunity to prove to both me and to More Time that I could do what was needed. I had the job for a few months, I enjoyed the confidence I gained from it immensely and it gave me an opportunity to move to a full-time role at Humankind. It was a good stepping stone, and the confidence it gave me was a massive help to both me and my recovery. I am genuinely grateful for the opportunity that [More Time] gave me.”

“Our cleaner in Southport has been great. I’m not sure the office has ever been as clean as it is these days. She goes above and beyond and really cares about the place.”

“More Time provide an invaluable and reliable service to our company and support us to deliver an excellent service to our tenants. Carrying out a variety of jobs from deep cleans, sparkle cleans, decorating, maintenance, gardening and waste removal, nothing is a problem. Everyone is so responsive, and always book our jobs in super-fast time, always giving updates, and confirming when works are completed. The booking system is simple and flexible, nothing is too much trouble. All in all, an amazing service and we would not hesitate to recommend.”

Humankind Housing

“I love working for a company that has such a strong feeling towards their staff and their family. Very much appreciated.”

More Time employee, Leeds



Fundraising.

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

Across 2022/23 we have seen a rapid increase in the number of external people making donations and taking part in fundraising activities to support our work.

We have also seen an increase in the number of community events that we have entered teams into and are hoping to expand this further in the years ahead. These have included The Yorkshire Triple Peak Challenge; The Great North Run; Sheffield Half Marathon and the London Ultra Challenge Winter Walk.

The number of businesses supporting us has also increased during the year including a formal partnership with Wates Construction which has held several events to raise funds for our Northeastern LGBT+ services. Support has also been received from Toyota Manufacturing (UK) Ltd; The Lloyds Bank Foundation; John Lewis Partnership and The Greggs Foundation.

Fundraising Events and Activities this year have included:

- A team member from our Durham Drugs and Alcohol Recovery service completed the “Dave Goggins Challenge” by running four miles every four hours over a 48 hour period, raising over £1000.
- Over £700 was raised for Recovery Graduation by one of our Building Recovery in the Community Workers at 5 Ways, in Leeds, by cutting all of her very long hair off!
- A team of six took part in The Ultra challenge London Walk raising over £3,500 to go towards improving facilities at our new Insight Enfield Service.
- A member of the senior clinical team took part in the Paris Marathon to raise over £1,300 for our Forward Leeds service.
- One of our Supported Housing Managers and a team of 20 supporters took part in the “Round Sheffield Run” and raised over £4,500.
- A benefit evening was held in Newcastle Cathedral in memory of someone special – several thousands of pounds were raised and shared between Humankind and MIND.

We look forward to developing fundraising further in the coming years and would like to thank the businesses, individual supporters and members of our workforce who have done so many extraordinary things throughout the year to raise funds.

Being Human.

Our five year Strategy 2023-2028.

Humankind is now at an exciting point as a national charity and provider of services. This last year we have supported over 106,000 people.

Our new strategy, launched in April 2023, builds on this platform to map a route to supporting even more people, at different points of need and through local services embedded as community assets.

By developing effective partnerships, we will challenge the status quo to bring positive change for the people we support. Our new strategy will guide and challenge us by building on what we are already good at: Being Human.

The first year of our strategy will be our Basecamp. All expeditions need a basecamp to prepare for the climb ahead! In the year 2023/24 we'll be focused on building the strong foundation that will enable us to continue developing at scale and at pace to reach more people.

Our five-year ambition:

To bring radical change to systems of care and how people experience support, so that people impacted by drugs, alcohol and related issues have a fairer chance to thrive.

Our Three Goals:

People – We will support more people at more points of need, from prevention to impactful services, to fair chances for a home, a job and a purpose.

Place – We will deliver local services that become embedded as assets to help build stronger, more confident communities.

Partnership – We will build partnerships that challenge the status quo to bring positive change for the people we support.

“So happy and so pleased to see such a clear, simple, and relevant strategy that is so relevant to my service. I can see that staff have been listened to, including me.”

Contact us.

We would love to hear from you!

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

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Inspiration House, Unit 22
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DH6 5PF

humankindcharity.org.uk

Talk to us on:

01325 731160

Or say hello at:

https://twitter.com/Humankind_UK

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

[https://www.linkedin.com/company/
humankindcharity/](https://www.linkedin.com/company/humankindcharity/)



impact report **2022/23**