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Annual Report



2010

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DOUBLE IMPACT - 'INSPIRING CHANGE AND POSITIVE CHOICE '

DOUBLE IMPACT MISSION STATEMENT

Double Impact's aim is to provide a quality service which promotes recovery and community integration for people who have experienced problematic drug and alcohol use. This is achieved by providing opportunities for personal development, healthy choices, education, vocational training, employment and access to housing.

DOUBLE IMPACT OBJECTIVES

- Provide structured interventions to build skills and confidence
- Reduce relapse into substance misuse and promote choices including abstinence
- Remove barriers to education, vocational training, employment and housing
- Support social and financial inclusion
- Promote improvements in health and well being
- Reduce relapse into criminal activity
- Provide an environment offering peer support and mutual respect
- Involve service users in all aspects of our delivery

Introduction

A year of challenges and change

The next several years will present new challenges and treatment agencies will need to make considerable changes to give better value for the taxpayer's money they receive and better treatment for service users. While recording the work that we do will remain important, demonstrating the outcomes we help service users to achieve will become even more so.

Our service users' ultimate goals are to maximise their chances of avoiding problematic drug or alcohol use in the future, to successfully complete training and education courses and be able to get back into work; hence these must be ours as well. Achieving these will no doubt involve sharpening our skills in psychosocial treatment, even better liaison and partnership working with other agencies and more effective and efficient management of our resources.

Since Double Impact started in 1999, we have believed that recovery, in its broadest sense, is our primary aim. Our successful approach of delivering innovative programmes through developmental partnership working with treatment and community agencies has given us the experience and confidence to provide better services than ever before. We welcome the new challenges ahead and are committed to continuing to help our service users achieve their aspirations and hopes for the future.

Ira Unell – Trustee/Director

Statement from the Chair

Dave Barton

As you will read in this Annual Report, the past twelve months have once again been a very busy and successful period for Double Impact; we are rightly proud of the services we provide in Nottingham and Nottinghamshire; I can say this, safe in the knowledge that neither the staff, the service users nor our funders and partners will allow that well-deserved pride to turn into complacency. One of the key features of Double Impact's work has been the constant drive for improvement.

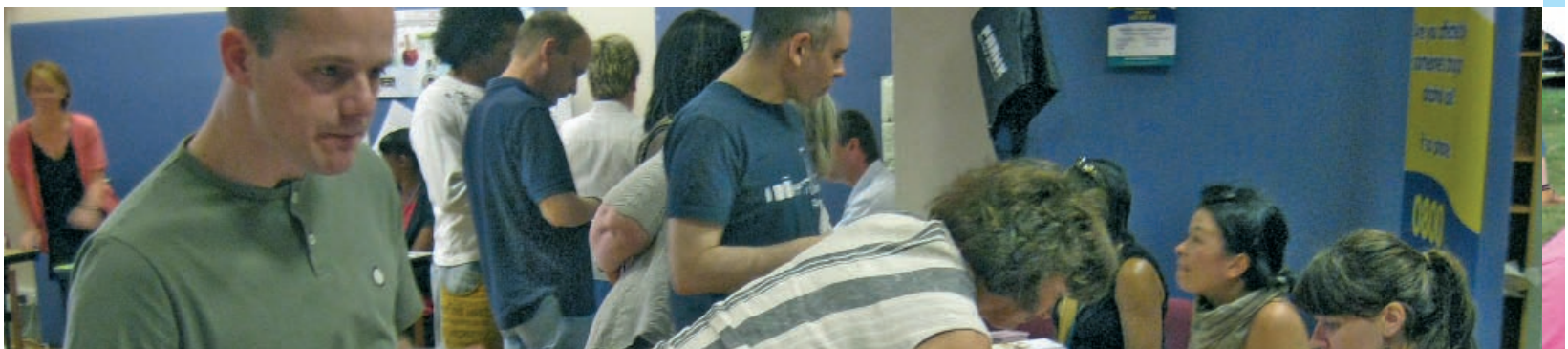
It is these groups: staff, service users and partners, that I, on behalf of the Board of Double Impact, wish to thank for their ongoing commitment to the project.

We know that we face challenging times ahead but I am confident that we will turn these challenges into opportunities; specifically we look forward in the coming year to developing and strengthening our partnerships, so that we deliver an even higher quality of service to our users.

Statement from Services Director and Company Secretary

Graham Miller

The past 12 months have seen Double Impact focus its vision and values in preparation for the changes we face over the coming years. For too long the emphasis has been on getting people into treatment and throughout this time we have campaigned for a focus on recovery and reintegration. Now that this new agenda is firmly upon us Double Impact is ready to deliver evidence based interventions to encourage service users to build recovery capital, with a view to not only start the process but to sustain this in transforming people's lives. We are committed to ensuring that all of our actions inspire change and create positive choices for our service users and staff alike. None of this is achieved in isolation and Double Impact puts a high value on the need for collaborative approaches between providers and will look to develop consortium approaches in the coming years. In addition we will continue our partnership with service users and offer interventions that are ambitious, inspire hope and offer choices including abstinence. To achieve this we will continue to set high professional standards for all of our employees and Board members. To enable positive change in any part of our organisational delivery takes dedication from everyone involved and it is with this in mind that I would like to personally thank every member of the team, from service users to staff, partners and board members for their support, inspiration and vision.



Our Services in Nottingham City

Open Access Services – providing a space for socialising, peer support and individual IT work

City Groups & Structured Programmes – a comprehensive range of activities to promote recovery and reintegration, supported by one to one keyworking

Resolve Benefit & Debt Advice – a specialist benefits and debt advice service

3 Ways Tenancy Support – helping people progress whilst in their own or shared accommodation

Gate mentoring project – providing a peer mentoring service for drug and alcohol services in the city

Holistic Health Team – delivering a range of complementary therapies to improve health & well-being

Access to Arts – an art based programme of activities to encourage confidence and community integration

Our Services in Nottingham County

Core outreach service – Individualised Support with a keyworker towards agreed personal goals

Double Impact County Education (DICE) – a range of courses designed to reintroduce service users to education and training

Time Out – a service for stimulant users offering complementary therapies and information and advice

Tenancy Support Link Worker – offering specialised support around drug use to clients of the Solutions tenancy support scheme

Project Recruit – providing job placements for problematic drug users across a range of organisations



Our Values

Supportive

To individuals and their diverse needs

We pride ourselves on giving people choice, through individually tailored and flexible treatment options and established links with partner and community agencies: 90% of service users who responded to our recent survey felt that we responded well or very well to their needs.

To the wider treatment community

In the last year we hosted specialist alcohol training for treatment agency workers, and Open Days highlighting the work of Family & Carer support services and Tackling Drugs Week.



Passionate

About everything we do

This is reflected in our staff's and service users' willingness to give a little extra.

We open our doors outside of the usual working hours to provide opportunities for social activities in a safe place.

Staff and service users joined together to take part in the recent 'Race for Life', raising money for Cancer Research.

Inclusive

Involving service users and staff in all aspects of what we deliver

We welcome input from our service users through focus groups, forums, surveys and their representation on interview panels and at Board meetings. Staff and service users are regularly involved in consultation around service design and delivery.

Working in partnership

Effective partnership working and collaboration is vital to our success - see our page on highlights for this year.

Responsive

**To our service users' changing needs,
to the communities in which they live
and to our staff**

In the last year:

We established a new service for stimulant users in the county, and helped raised awareness about the emerging internet drugs market; we introduced Saturday opening to meet the needs of those who cannot access at other times or who need extra support at weekends.

Staff and service users took part in Nottingham City's Weeks of Action, Nottingham Pride, Equality & Diversity Awareness week and All Saints' Church Community Day; we also took part in an awareness raising campaign on Trent FM about cocaine use.

Effective

In realising individuals' goals

In 2009/10 we helped 703 people across Nottingham City and Nottinghamshire. Their success rate in achieving personal recovery goals such as stopping/reducing substance use, and improving employment prospects, health & wellbeing, and housing situation, was 72%.

In achieving our aim

in 2009/10 we attained our best overall performance since the organisation began in 1998.



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What we do and evidence of our clients'

The vast majority of our service users (77% in 2009/10) identify themselves as having a primary drug problem, although as these case studies illustrate we work with people with a range of experiences and patterns of substance use.

3 Case Histories → Joe

Joe began taking drugs around the age of 15 or 16. Unlike some of his friends who moved on from their drug use, Joe increased his drug use and soon began taking heroin. This led to family problems, job loss, breaking up with his girl friend, criminal convictions and eventually homelessness. By the time he was 18 he was being treated for his heroin problem and receiving a methadone prescription. Joe dropped in and out of services for several years. Joe now says that this was not time wasted; although he relapsed several times in treatment he learned important lessons on what he needed to do achieve abstinence and maintain it. Following a lengthy prison sentence, he came to Double Impact after he was released.

When Joe joined Double Impact he started by just coming for the company and a safe place to be. He started to attend some of the groups and became involved in Project Recruit. This led on to voluntary work with the homeless, then a full time job helping homeless people with drug and alcohol problems. Joe says that a good job, better family relationships and abstinence hadn't seemed possible two years ago, but Double Impact helped make it all happen.



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achievements

3 Case Histories → Annie

Annie's drink problem began when she was caring for a relative who was in constant need of attention and help. She already had 3 children and, up to that time, had no problem with alcohol. At first a drink seemed to help her to relax and cope with her responsibilities. Before long she was drinking every day and then started drinking early in the morning. A family crisis several years ago led to more drinking and serious depression. Annie then started taking prescribed drugs in addition to her alcohol problem and found it difficult to stop. Her drinking and prescribed drug problem caused a variety of problems – in her relationships with her partner and family, loss of her job, a drug overdose and a criminal conviction. She went for treatment several times and, though it helped, she did not achieve the abstinence she was looking for.

Over 2 years ago she started coming to Double Impact. She joined the Women's Group, which helped her self confidence, and then became a Mentor with the Mentoring Programme. She is now working in the caring profession and has been abstinent for over 2 years. Double Impact was there when she needed them.



3 Case Histories → Dave

Dave is a man with a good education who for many years had a professional job where he was well respected and had good prospects. He began to drink heavily in his early 30s, which led to marital problems and the loss of his job. Over the years Dave had periods of abstinence, some of controlled drinking and times where he lost control. He was in and out of treatment several times. Eventually, he separated from his wife and became homeless. At this stage he felt he had lost everything – his home, family, job and self esteem. That was when he started at Double Impact.

Dave has been coming to Double Impact for the last few years. Initially he came for the 'open access' support but soon started attending courses. Dave says that, for him, the most useful aspect of Double Impact was meeting and forming new friendships with people who were not drinking or taking drugs; this increased his own confidence in achieving and maintaining abstinence. Dave is now applying for jobs and has recently had several interviews. He is living in good accommodation and his relationships have improved. For the first time in many years he is looking towards the future with confidence.



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Partnership Working

Helping those with drug and alcohol problems maintain their abstinence or keep their substance use below problematic limits can be a complicated business. Often several agencies have particular experience and skills which benefit our clients in many ways. Working in partnership with other agencies, which has always been important, is even more important now. Here are examples of some of our partnership working practices:

Solutions / 3 Ways

Double Impact County is now successfully working in partnership with Framework, providing a Drug Link Worker to assess and support drug using clients who are receiving tenancy support from the Solutions Floating Support Teams. The Link Working service offers brief interventions and harm reduction advice, support to access appropriate drug treatment services and / or support and advice with any ongoing treatment issues. Double Impact City Service, as part of 3 Ways Tenancy Support, works with Framework to help people who have moved into their own or shared accommodation to build on personal progress and access other services.

Access to Arts

Double Impact delivered its second successful Access to Arts programme in partnership with City Arts and Framework, the aim of which was to build participants' confidence to engage in the cultural life of their local community. Participants from the three services attended a programme of weekly visits to arts and cultural venues, supported by creative workshops. The legacy of the activity is a user-led forum for participatory arts in Nottingham, a collective film production company, and a self-run learning group which continues to meet on a weekly basis.

Resolve

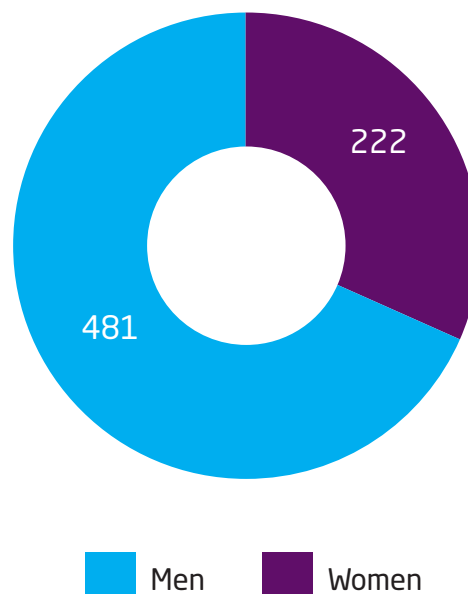
Resolve was established 3 years ago as a dedicated benefits and advice service working in partnership with drug treatment providers in Nottingham City. By working alongside the professionals at the client's chosen drug service it has achieved a very high attendance rate. This face to face contact with our partner agencies, which has for so long been recognised as necessary for the effective treatment of service users, has enabled Resolve to forge strong links and high regard within the wider treatment community.

Outcomes/ Stats

Statistical Analysis of Double Impact's clients and work

- In total over 703 clients attended Double Impact in 2009/10 - the number of new clients entering the service grew from 338 in 2008/9 to 519.
- In 2009/10, the gender ratio of our new clients remained about the same overall, but in the county, the number of women entering the service rose from 25.6% in 2008/9 to 38.5%.
- Double Impact is primarily an agency which promotes recovery and this means that most of our clients have had previous treatment before they are ready to come to us.
- In 2009/10 87% had experienced treatment in the past, however 13% were treatment naïve.

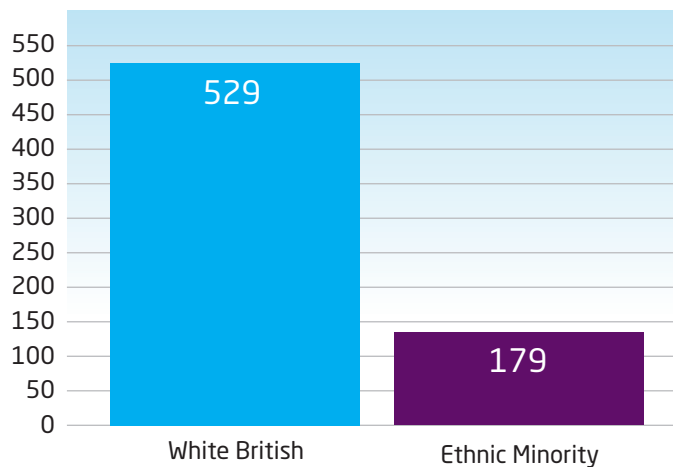
All double impact clients 2009/10
N = 703



Ethnicity

- About ¼ of all clients from Nottingham City are from an Ethnic Minority background.
- About 9% of all Nottinghamshire county clients come from an Ethnic Minority background – reflecting the proportion of Ethnic Minorities in the county

Ethnicity 2009/2010



Impact On Service User Achievement

78	Qualifications Gained
50	People Into Work
47	Into Voluntary Work
48	Moved Into Accommodation
22	Into Supported Housing
26	Trained On Project Recruit

Impact On Debt & Welfare Rights Advice

£600,017	Of Service Users' Debt Managed
£212,575	Grants & Trusts Awarded
16	Evictions Prevented
3	Repossessions Prevented



DOUBLE IMPACT PROJECT SERVICES

STATEMENT OF FINANCIAL ACTIVITIES

12 Month period ended 31 March 2010

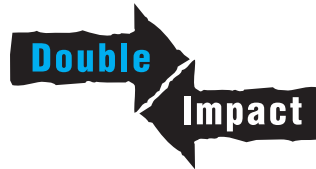
	31-Mar-10		31-Mar-09	
	£	£	£	£
Incoming resources				
Nottingham City CDP	533,550		540,319	
Other Income	16,918		11,458	
Nottinghamshire DAAT	315,360		300,360	
Arts Project	23,047		4,289	
Supporting People	115,207		39,692	
Enable	19,300		8,311	
Non-Match Funders	917		975	
Total incoming resources		<u>1,024,299</u>		<u>905,405</u>
Resources Expended				
Staff Costs	642,112		610,074	
Rent & Maintenance	82,439		81,047	
Telephone	9,465		5,802	
Postage	887		829	
Stationery, Printing & Copying	12,224		10,005	
Audit Fees	3,600		3,393	
Travel Expenses	17,812		18,910	
Therapies	9,768		6,442	
Consultation	12,222		11,125	
Computer Support & Software	11,365		10,347	
Membership Fees	832		586	
Client programme/activities	14,866		18,649	
Professional Fees	1,997		2,713	
Insurance	7,130		6,122	
Arts Programme	29,646		15,943	
Other	773		595	
CRB Checks	652		647	
Child Care	4,782		1,353	
Bank Charges	36		68	
Sundries	1,417		330	
Depreciation - Fixtures & Fittings	13,494		8,935	
Depreciation - Computers & Office Equipment	20,652		22,084	
Total Recourses Expended		<u>898,171</u>		<u>836,001</u>
Net incoming resources for the year		<u>126,128</u>		<u>69,404</u>
Funds brought forward		<u>550,758</u>		<u>481,354</u>
Funds carried forward		<u>676,886</u>		<u>550,758</u>

Acknowledgements

Nottingham City Crime and Drugs Partnership
Nottinghamshire County Drug & Alcohol Action Team
Nottinghamshire City Primary Care Trust
Nottinghamshire Probation Service
Nottingham City Supporting People Team
Nottinghamshire Supporting People Team
Nottingham City and Nottinghamshire County Drug Interventions Programme
Nottinghamshire Teaching Primary Care Trust
Nottinghamshire County Drug & Alcohol Provider Services
Nottingham City Drug & Alcohol Provider Services
Nottinghamshire Police and Police Students
Nottingham City Council
Students from Nottingham & Trent Universities
Skills Funding Agency
Coalfields Regeneration Trust
Future Jobs Fund.
Department of Business, Innovation and Skills
Framework Housing Association
HLG
Chill Out Sound Support
Holistic Health Team
North Notts LGB Development Group

Nottingham and Nottinghamshire YMCA
Beacon Project
Hettys
Salvation Army
The Friary
Castle College
Central Education and Training
New College Nottingham
Let's Build
Enable
West Notts College
Mansfield Community Voluntary Service
Nottingham Community Voluntary Service
Mentoring & Befriending Foundation
Access to Arts – Carol Crowe, Jo Wheeler, Karen Elkins, Charlie Slade, Ian Nesbitt
City Arts
NIACE
Paul Pearson - New Ground Consultancy
Double Impact Trustees/ Directors
Double Impact Service Users & Focus Group
Double Impact Staff Team & Volunteers
GATE Mentors

Annual Report



Drug and Alcohol Recovery

HEAD OFFICE AND CITY SERVICES DOUBLE IMPACT

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