



# Rising to the challenge



## Impact Report

### 2017-2018

[www.dhi-online.org.uk](http://www.dhi-online.org.uk)

# help turn lives around

A man with short dark hair and a slight beard is sitting in front of a vibrant mosaic wall. The mosaic features large sections of yellow and orange tiles, with some blue and green tiles visible on the left and right sides. The man is wearing a black t-shirt with a graphic design. He is looking directly at the camera with a neutral expression.

## Dan's Story

When my relationship broke down after I had already lost my job, I was left homeless with very few options. That's what led me to living in a tent in Bath for over a year. Luckily, my GP referred me to DHI's MyScript service. They were able to point me towards people that could help me with the issues I was facing: homelessness and PTSD from my time in the armed forces.

Things really turned around when DHI's housing service, Reach, got me in to temporary accommodation. Their timing couldn't have been better because my tent had been stolen only the day before, and the UK was just days away from being struck with a snowstorm. I don't know if I would have survived staying out on the streets, without my tent, in that weather.

Now I'm in permanent accommodation, a St. John's grant helped me with my debts, and I'm on track to go back to work.

## Who we are

We help people turn their lives around through our services

- DHI helps over 5,000 people each year to turn their lives around, stand on their own two feet and reduce dependency. We do this because we believe that everyone has the potential to make a valuable contribution to their community.
- The people we help are often vulnerable or living at the margins, meaning they are disproportionately affected by substance misuse, offending, homelessness, mental health issues and other factors that can contribute to social exclusion.
- Few, if any, of our clients come with a single issue. Rather than treat issues in isolation, we work with the person to find and resolve the root cause of complex issues. We see the person, not the label, and find the most effective way to help them.



## Scott's Story

I love my job. It's great to be able to do for other people what DHI did for me just a couple of years ago, when I was a client and then a peer.

My use of cannabis had taken its toll on my life due to my dependence on it. I wasn't working, my relationships with friends and family were affected, and I was isolating myself.

I cut down a lot on my own, but DHI gave me the boost I needed to stop using completely. Once I was abstinent, DHI gave me encouragement and opportunities. Becoming a peer helped me to stay on track as it gave me responsibility and structure.

I was proud to develop a new group programme for cannabis users and to help promote DHI in my community. I'm even prouder now to be in full time paid work, where I am able to use my experiences to help other people turn their lives around.

## What we do

We run solution focused services...

- Supported housing and treatment for those addressing drug or alcohol problems.
- Young people's drug and alcohol treatment services.
- Specialist support for the family members and carers of those with a substance misuse problem.
- Housing and support for vulnerable people, those on a low income or benefits, and those at risk of homelessness.
- Helping vulnerable people reconnect to their communities, improving their mental and physical wellbeing.
- Community and employment support for a range of clients, including ex-offenders and those in recovery from a drug or alcohol misuse problem.
- Specialist support for both victims and perpetrators of domestic violence.



**HOMETURF**  
Lettings

## New homes for young people

The private, public and third sectors have united in Bristol to reduce youth homelessness. This partnership, East Street Mews, is developing 11 contemporary and truly affordable apartments in an unused building owned by Bristol City Council.

DHI is a key partner in this project. Our social enterprise lettings agency, Home Turf Lettings, will be managing the apartments and letting them out to vulnerable young homeless people.

Cubex, a development company who are working on a large development in Bristol, together with construction firm Willmott Dixon, are able to use their existing supply chains to reduce costs and provide time pro bono. While LandAid, the property industry charity, are funding the project from philanthropic donations.

There is a real hope that this can become a model that can be rolled out across the country.



## Rising to the challenge

Despite a challenging year, our staff, volunteers and peers have worked tirelessly to ensure that DHI continues to help the most vulnerable turn their lives around. I am immensely proud of our ability to innovate and transform our services in response to a challenging external environment. Whether working with and through local communities and peers, with the public and private sectors, developing new approaches to housing or digital interventions, these are some of the ways we are connecting with people

and ensuring we remain relevant and accessible.

This year's *Impact Report* focuses on how we at DHI are developing new partnerships and approaches to ensure we continue to support the most disadvantaged and marginalised both now and into the future. We do this because we believe passionately that everyone has the potential to make a valuable contribution to society – something we are inspired by daily.



**Rosie Phillips**  
Chief Executive



# webFAM

online self-help tool for families and carers of drug or alcohol users

## Digital DHI

One in five of us is related to someone struggling with drug or alcohol misuse, and those family members and friends caring for their loved one often experience impacts on their own wellbeing.

That's why we were excited this year to launch our first digital service. webFAM is an online tool for the families and friends of people misusing substances. It assesses the family member or friend's own needs and recommends sources of free and local help available, as well as the help they can get directly from us.

Digital services like this can allow us to help more people, while also facilitating people with low support needs to get help from the comfort of their own home.

Try webFAM at [www.webfam.co.uk](http://www.webfam.co.uk)



*The anonymity of webFAM has prompted me to get support earlier than I would have otherwise.*

webFAM user



### Top politician visits

The Shadow Health Secretary, Jonathan Ashworth MP, was impressed with DHI's new community based approach to substance misuse in Bristol.

### Developing talent

A proud grandmother hugs her grandson after his performance at DHI's 2017 Annual Event.



# £123k

The Reach floating support service has raised over **£123,000** to secure housing for its clients.





*Getting clean is the easy bit, staying clean is the hard bit.*

**Mick, a former DHI peer**

## Peers lead the way with new Bristol service

Following the recommissioning of Bristol's Recovery Orientated Drug and Alcohol Service (ROADS), we launched our Community Recovery Service in February this year. Embedded in local communities, this new service is using more peers than ever and we now have three hubs spread across the city - in the north, south and centre.

The personal experience that a peer brings can really help people on their recovery journey,

but peers also talk about how much being a peer has helped them. Mick, who was a peer with DHI and is now in full time work, says "peer work was the part of the puzzle that was missing". He had been in recovery before, but it was the structure and responsibilities that come with being a peer which kept him on track.



### **Burlington House**

Councillors, DHI staff and supporters celebrate DHI buying our own innovative and cost effective supported house and detox facility in Bath.



# 13610



**young people given harm reduction advice and information about drugs and alcohol through outreach work**

# Tackling youth homelessness

We have teamed up with the Natural Theatre Company to devise a short play demonstrating how easy it can be for a young person to become homeless.

Some people have an assumption that there is always a safety net there that will prevent you from becoming homeless, but that isn't necessarily the case. There are significant restrictions around what housing benefit young

single people can get, and it's very rare to find private sector housing with rents that can be covered by housing benefit.

The play has been touring around schools in Wiltshire and Bath & North East Somerset.



**reach**  
HOUSING ADVICE & SUPPORT SERVICE



**282**

households prevented from becoming homeless by Reach



**73%**

of peers went on to further education



### Annual Event

Bath's MP, Wera Hobhouse, at the 2017 DHI Annual Event with DHI Chair, Sarah Davies.

# How to help

If you feel inspired to volunteer or fundraise for us, please email [volunteers@dhi-online.org.uk](mailto:volunteers@dhi-online.org.uk) or call us on 01225 478730.

We also welcome donations from individuals, trusts, and businesses.

You can donate by sending a cheque made out to DHI or online at [www.localgiving.org/dhi](http://www.localgiving.org/dhi).

## Featured Funder:

### St. John's Foundation Est. 1174

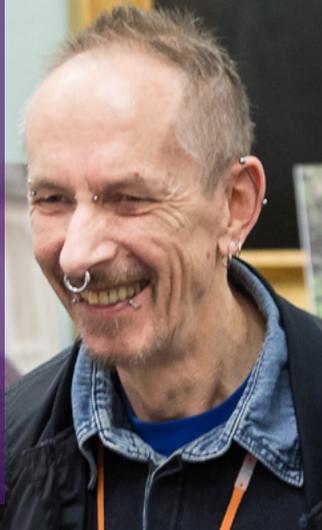
We are fortunate to receive support from a number of trusts and foundations, enabling us to provide much needed services for our communities. Here we feature one of our most committed funders – St John's Foundation. As a result of their financial support and insight, we have been able to make a difference, especially in addressing some of society's most complex issues. In addition to the thousands of individual grants they've given to DHI clients, most recently they have enabled us to turn lives around through a three year programme to support perpetrators of domestic violence, our Resolve to Stop the Violence programme.



## Pete Isaacs DHI Volunteer

*"I've been volunteering with DHI for 5 years and have done everything from ordering stationery to making films."*

*"I know that by giving a few hours a week I can help people to turn their lives around."*



## Thank you

We would like to thank everyone who supported our work over the past year. We are grateful for their generosity and commitment. We are also grateful to our trustees, employees, volunteers, peers and staff, without whom we couldn't make the impact that we do.



**8150 hours**  
donated by  
volunteers last  
year

## Get in touch



help turn  
lives around

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/DevelopingHealth  
Independence