

Forward



SOCIAL IMPACT REPORT

November 2023

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WELCOME TO THE REPORT

Mike Trace, CEO, The Forward Trust

Welcome to this year's Impact Report, which covers the period 2022-23 when we reached more people in more places and through a wider range of services than ever before, supporting over 22,000 individuals in total.

In Part 1 of the report, we present an overview of our delivery across prison health, substance misuse, recovery, rehabilitative services, and employment support, as well as our smaller but highly targeted services in housing, and for families and young people. We also present our growing geographical reach, and a breakdown of client 'type', highlighting in particular the extent of our work with people in prison and on probation.

This is followed by a summary of the progress made by clients across our 'stages of change', with client activities categorised as 'Pause', 'Engage', 'Develop' and 'Prosper', designed to provide a structure that supports people towards recovery and independence. Again, for 2022-23, we can present an encouraging picture of growth with more people engaging in 'Develop' activities (our most intensive and impactful level of support) than previous years, although figures in prison remain low given limited access to group programmes post-Covid.

In Part 2 we focus on each of our service areas, presenting headline data on numbers of clients reached, and the levels of activity delivered, while highlighting impact data based on our research and evaluation activity. Each service area also contains a section on innovation and new projects and services that have started in 2023-24. Finally, we acknowledge all our service delivery partners, without whose expertise and knowledge we wouldn't be able to achieve our reach and impact, and also acknowledge our funders and commissioners.

We hope you enjoy this year's report, which should be read in parallel with our annual report and accounts, which presents a broader picture of organisation-wide performance and key achievements. This can be found on our website.

Mike Trace CEO



Part 1: Services overview

SERVICE RANGE IN SUMMARY

In 2022-23, Forward delivered 70 contracted services in addition to a range of charitably funded projects and support.



Prison Mental Health and Rehabilitation

- ▶ Substance misuse services in **14** prisons
- ▶ Mental health and wellbeing services in **5** prisons
- ▶ 'Reconnect' (linking vulnerable prison leavers with healthcare) services in **7** prisons across **3** counties (Norfolk, Suffolk, and Essex)

Community Substance Misuse

- ▶ **3** 'whole system' substance misuse services in East Kent and Southend-on-Sea
- ▶ Structured recovery programmes and groups in East Kent and **3** other service areas (Hull, Essex, and Liverpool)



Commissioned Rehabilitative Services (for People on Probation):

- ▶ Personal Wellbeing services in **9** counties (Bedfordshire, Cambridgeshire, Cheshire, Essex, Kent, Lincolnshire, Norfolk, Sussex, and Surrey)
- ▶ Accommodation support in **3** Welsh probation regions (Dyfed-Powys, South Wales, and Gwent Powys)
- ▶ Dependency & Recovery services (connecting people with community treatment) in **7** areas through **2** contracts covering London and Humberside



Employment, Skills & Employability:

- ▶ Information, Advice and Guidance services in **17** prisons
- ▶ Employment Support in **5** community contracts
- ▶ Enterprise support and employment opportunities through Blue Sky Services (grounds maintenance) and Amenity Landscaping (garden maintenance)



Recovery:

- ▶ Residential rehabilitation in **2** centres in Hull (The Bridges) and Wiltshire (Clouds House)
- ▶ **2** Recovery Houses in Hull and East Kent
- ▶ UK-wide delivery of Reach Out (online chat), Recovery Support (for graduates of our 12-step programmes) and Forward Connect (national network of recovery communities)

Housing

- ▶ Access to private rented sector accommodation and mentoring support in **6** London Boroughs and **2** counties (Kent and Surrey)



Family & Young People

- ▶ Training for Forward staff and other organisations in delivering a range of programmes to support the families of service users in **22** local authority areas

Forward's prison-based services

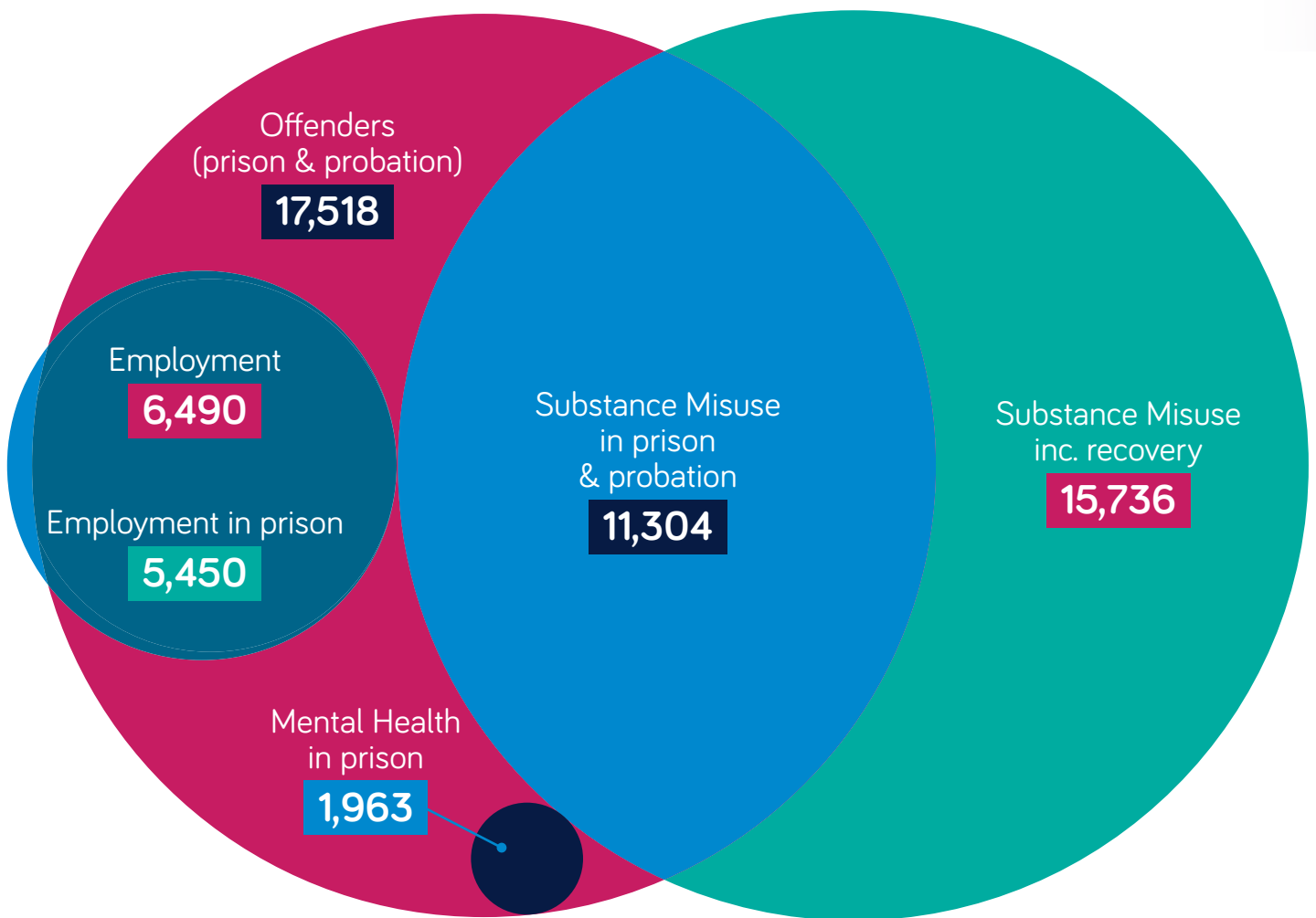
Area	Prison	Substance Misuse	Mental Health	Employment
London	HMP Belmarsh			✓
	HMP Brixton	✓		✓
	HMP/YOI Feltham			✓
	Heathrow Immigration Removal Centre	✓		
	HMP/YOI Isis			✓
	HMP Pentonville			✓
	HMP Thameside			✓
	HMP Wandsworth			✓
	HMP Wormwood Scrubs	✓		✓
Thames Valley	HMP/YOI Aylesbury	✓		✓
	HMP Bullingdon			✓
Surrey	HMP Bronzefield	✓		
	HMP Coldingley	✓		
	HMP Downview	✓		
	HMP High Down	✓		✓
	HMP Send	✓		
East of England	HMP Chelmsford	✓	✓	✓
	HMP Highpoint		✓	✓
	HMP Hollesley Bay		✓	✓
	HMP The Mount	✓	✓	✓
	HMP Warren Hill		✓	✓
Midlands	HMP Onley	✓		
	HMP Rye Hill	✓		
	HMP Stoke Heath	✓		✓
Wales*	HMP Swansea	✓		
	HMP Cardiff	✓		
	HMP Berwyn	✓		

*Services in Wales commenced in 2023-24

CLIENT RANGE

The Venn diagram below illustrates by volume the client groups that we supported through contract delivery in 2022-23, the majority being people in prison and people on probation.

Forward was founded over 30 years ago delivering the first-ever recovery programmes for addiction in UK prisons; despite considerable growth and expansion, we are proud to have maintained this focus on supporting the most marginalised people in our society – people in prison, prison leavers, and those struggling with addiction – while also supporting other vulnerable groups in the community.



CLIENT SUPPORT ACTIVITY

Across all our services, and for all our clients, we structure and categorise our support activities according to stages of change or progression, as summarised below:



Stage of change



Pause



Engage



Develop



Prosper

How we help clients across all services

Supporting clients to take stock of their situation, while addressing immediate health and care needs. We support clients to assess what changes they want to make and decide what sort of help they need.

Working with clients to instil a belief that change is possible, give them confidence to take the first steps, and offer personal and practical support and interventions to get them started on their journey.

Progressing people's personal development and recovery, through structured and intensive programmes, developing new skills and knowledge, and making new positive connections.

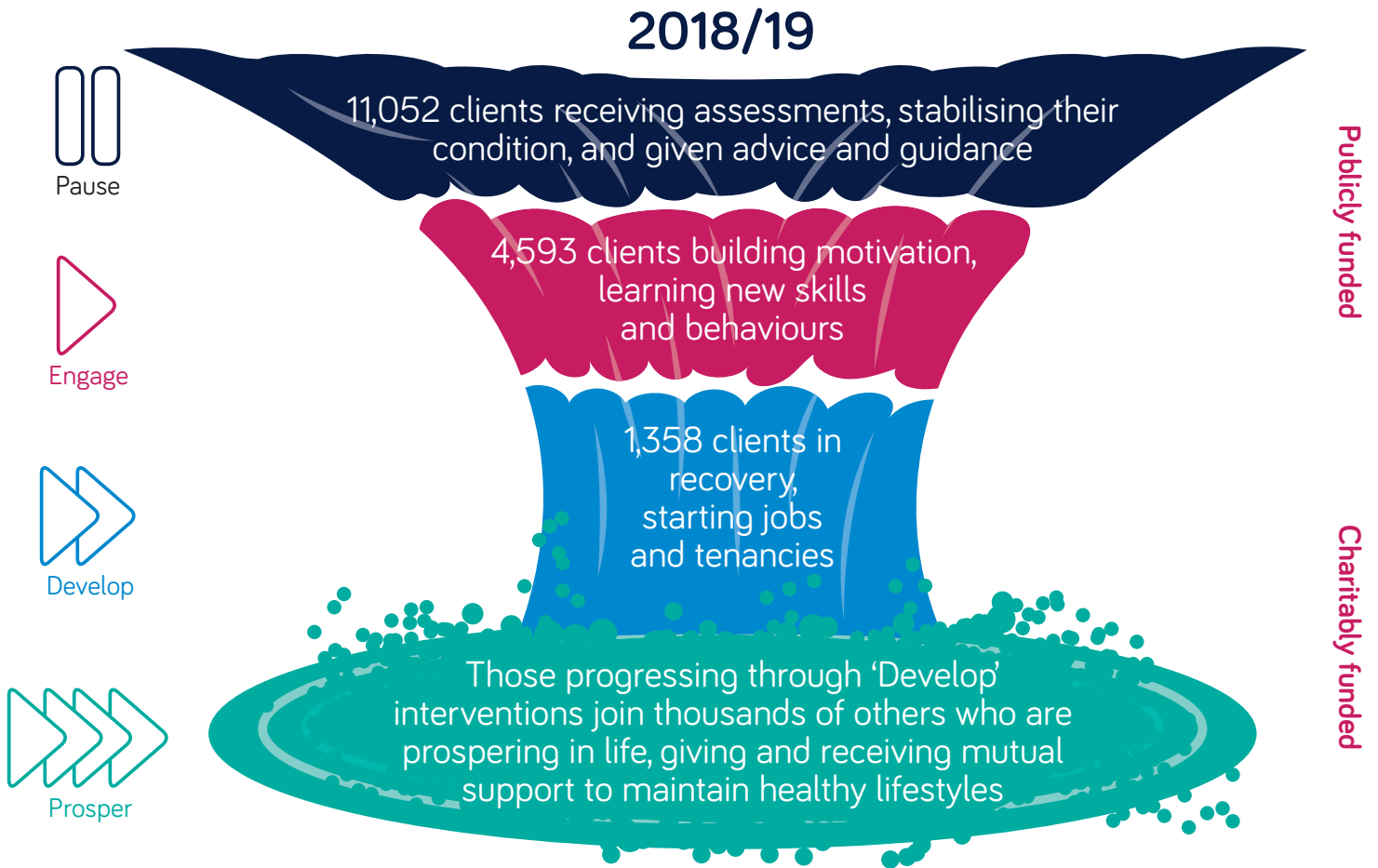
The destination. Where clients feel the rewards of a more independent life, characterised by positive self-respect, personal wellbeing, social connection and positive contribution to family and community.

In 2018-19 we started to collect data on the number of clients who were accessing support at different stages of change, from 'Pause' through 'Engage' to 'Develop', data that can be visualised as a 'funnel' that flows into our ever-growing reservoir of people who are 'Prospering' in life (becoming part of our 'Forward Connect' recovery community – see p18).

The diagrams below compare the size and shape of our 'funnel' in 2018-19 with 2022-23. It shows

the growth in the number of Engage and Develop interventions that we have been able to offer, making our funnel broader at the base as well as being larger overall, meaning we are supporting more people in more meaningful ways.

Particularly gratifying is the growth in Develop interventions, our most intensive and most impactful way of working with clients.



2022/23



Pause



Engage



Develop



Prosper

14,886 (35% higher than 2018/19)

clients receiving assessments, stabilising their condition,
and given advice and guidance

13,867 (202% higher than 2018/19)

clients building motivation,
learning new skills and behaviours

5,081

(274% higher than 2018/19)

clients in recovery,
starting jobs
and tenancies

Those progressing through 'Develop'
interventions join thousands of others who are
prospering in life, giving and receiving mutual
support to maintain healthy lifestyles

Publicly funded

Charitably funded



Part 2: Service delivery

PRISON MENTAL HEALTH AND REHABILITATION

During 2022-23 Forward worked in 17 prisons delivering psychosocial and clinical substance misuse support, as well as 'Improved Access to Psychological Therapy' (IAPT) mental health services; we also delivered Reconnect, linking prison leavers with healthcare services in the community across Norfolk and Essex.



REACH

Substance Misuse

- ç **8,598** male clients, **615** female clients and **22** preferring not to say
- ç **1,507** clients completing treatment drug-/alcohol-free
- ç **200** clients starting 'Stepping Stones' [▷Engage](#)
- ç **47** clients starting structured abstinence-based group programmes [▷Develop](#)

IAPT

- ç **844** clients
- ç **649** clients starting Step 2 IAPT [▷Engage](#)
- ç **195** clients starting Step 3 IAPT [▷Develop](#)



Reconnect

- ç **110** clients supported



Impact

ç **87%** of our prison clients had an excellent or good experience

'Stepping Stones' is our 'foundational' group prison programme, developing recovery skills and preparing service users for more intensive treatment. Our 2022 evaluation showed for participants:

ç **11%** improvement in mean alcohol scores*

ç **16%** improvement in mean drug scores*

ç **24%** decrease in mean scores for depression symptoms

ç **20%** decrease in mean scores for anxiety symptoms

*Drug/Alcohol Taking Confidence Questionnaire



Innovation and New Developments

New group programmes: Based on our pioneering development and delivery of abstinence-based structured group programmes in prison, from June 2023 we are proud to be delivering 'Y Bont' ('The Bridge' in Welsh) in three Welsh prisons: HMPs Swansea, Cardiff and Berwyn.

Peer-produced videos: In response to an increase in the use of Fentanyl, a synthetic opioid 50 times more potent than heroin, we worked with peers (members of Forward Connect, see p. 18) to produce a video to raise awareness of its dangers. The video can be viewed in a growing number of prisons with in-cell laptops (eg. HMP The Mount), the first in a series that we are producing, using lived experience to minimise harm.

Support for women offenders: from April 2023, with the implementation of a new service at women's prison HMP Bronzefield, we will be supporting over 1,500 female prisoners with substance misuse problems, making us the leading specialist provider in the country. In 2019, our substance dependence programme for women offenders, 'Footsteps to Recovery', was shown to reduce re-offending by 23%.

Gambling harm: We developed a new workshop to address the gambling harm experienced by our substance misuse clients (according to our 2021 prison survey, 1 in 4 of our clients think they have a gambling problem).

“ For the first time in a long time, I feel that there are supporting hands around me.”

(Service User, HMP Onley)

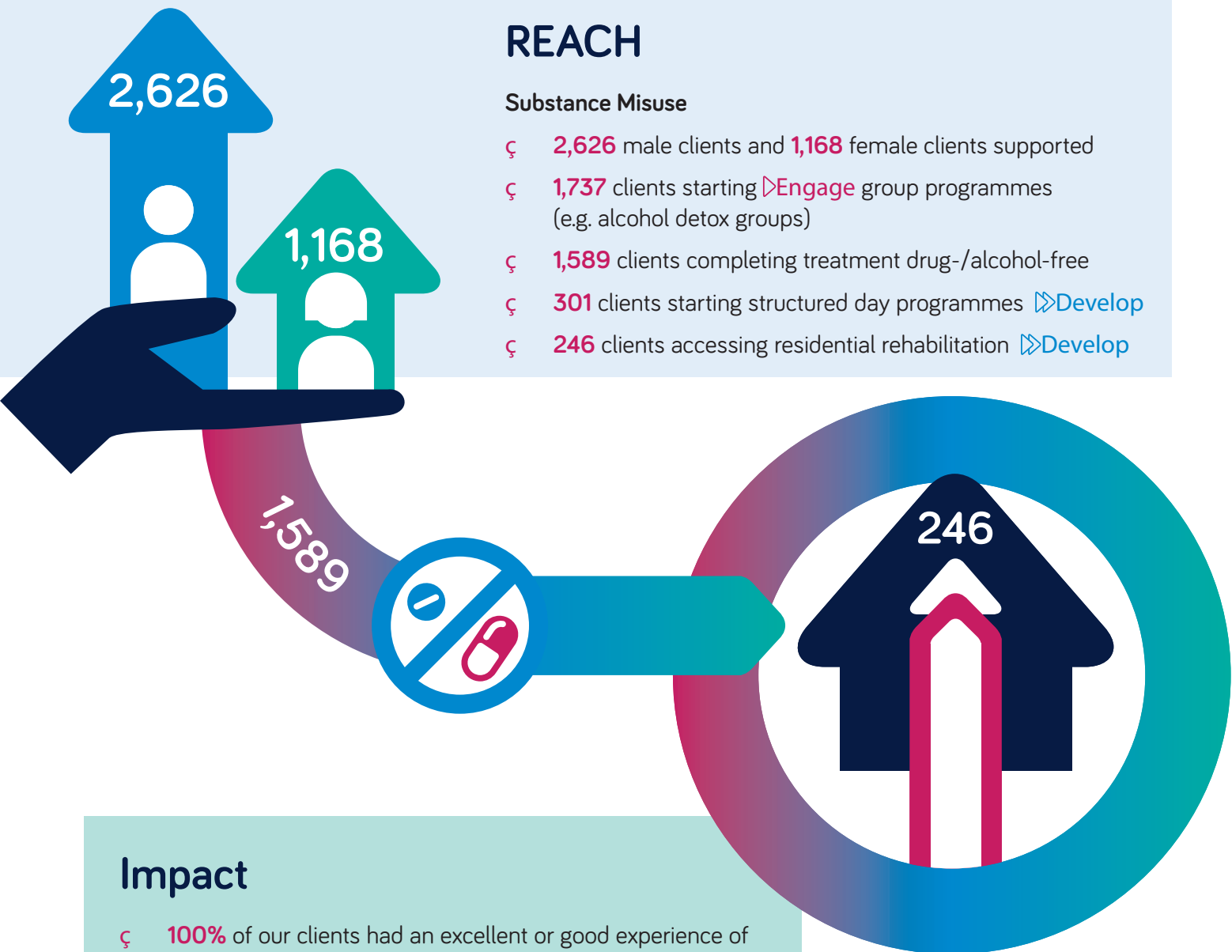
COMMUNITY SUBSTANCE MISUSE

During 2022-23, Forward delivered integrated substance misuse services in East Kent (six sites in Ashford, Canterbury, Dover, Folkestone, Margate, and Sittingbourne), and in Southend-on-Sea, alongside structured group 'day programmes' as part of wider treatment systems in Hull, Essex, and Liverpool.

REACH

Substance Misuse

- ç 2,626 male clients and 1,168 female clients supported
- ç 1,737 clients starting Engage group programmes (e.g. alcohol detox groups)
- ç 1,589 clients completing treatment drug-/alcohol-free
- ç 301 clients starting structured day programmes Develop
- ç 246 clients accessing residential rehabilitation Develop



Impact

- ç 100% of our clients had an excellent or good experience of our service

East Kent core treatment pathways in 2022-23:

- ç Alcohol pathway: 1,084 clients with 35.8% completing (v 40% target)
- ç Opiate pathway: 1,245 clients with 7.6% completing (v 8% target)

“I tried to go sober so many times and always failed...being part of this group gives me strength to be free.”

(Online programme participant)



Social Value

During 2023-24 and working with the Social Value Portal, we have started to calculate the economic value generated by our community substance misuse contracts in terms of local employment, staff wellbeing, and carbon reduction. For the period Oct 22 – March 23 we have generated social value of

£576,810 (East Kent)

£219,768 (Southend)

“An amazing life-changing chance which I would never have been able to get if the programme wasn't online.”

(Online programme participant)

Innovation and New Developments

New service: From April 2023 we have been delivering the integrated community substance misuse service in Medway, in partnership with Open Road.

Recovery Online: From 2024, we will be launching our UK-wide online day programme, which has been successfully piloted in East Kent with 69 clients.

Measuring long-term recovery: We are launching a four-year longitudinal study to track the recovery outcomes achieved by people who have started our structured programmes in the community, prison and through our residential rehabilitation centres, the first study of its kind in the UK.

RIVER

Medway Treatment & Recovery Service



RECOVERY

During 2022-23, Forward's Recovery Directorate has overseen residential rehabilitation, recovery support, recovery housing, the 'Reach Out' online chat service (where volunteer peers offer callers advice and guidance) and the Forward Connect recovery network (see page 18).

REACH

Residential Rehabilitation

- ç 192 clients accessing structured programmes at Clouds House (Wiltshire) and The Bridges (Hull)

Recovery Housing

- ç 2 recovery houses in Hull and Kent, supporting 5 women and 5 men

Recovery Support

- ç 315 clients in prison accessing 'Visible Recovery' workshops, promoting recovery pathways through 'living proof'.
- ç 302 structured programme graduates accessing one-to-one support, meet and greet (for prison leavers), social skills, employability, and wellbeing workshops.



315

192



Reach Out

- 3,501 calls received, reaching under-represented groups and people new to treatment:
- ç 62% of callers were women
- ç 13% of callers were the friends and family of those needing support

Impact

- ç 81% completion rate at Clouds House

"You have inspired me to turn my life around and make myself proud." – Client, Clouds House

- ç 59% completion rate at The Bridges - Hull

"This is more than a lifesaving facility ... it is an amazing place, and I can't thank everyone enough for everything." - Client, The Bridges – Hull

- ç 13 Recovery Support clients supported into full-time employment



Innovation and New Developments

Lived Experience Recovery Organisation (LERO): With support from Forward Connect members and co-ordinated by former client Mikila Geer (pictured), Forward has been commissioned by Kent County Council to develop a county-wide LERO, training and supporting people with lived experience to deliver advocacy, research, and recovery support.

The Bridges - Hull: Our long-established residential rehabilitation centre has moved to new premises and is also opening its doors to women for the first time. The new facility has 18 beds with an extensive communal area for activities conducive to recovery.



Case Study: Lyndsay

"I'd tried staying sober before, but just needed more tools to help make a permanent change. I was trying to get better on my own, but my behaviour and thinking hadn't changed. That's why I kept relapsing.

I went to Clouds House, and things started to change. After I left, I enrolled with Forward Connect and got involved as a volunteer. I had to get a new way of thinking and learning to help me stay sober. You are still quite vulnerable and lonely when you come out. I think it's important to have ongoing support and feel safe to share your feelings and fears. Staying in touch with Forward Connect helps me keep on track. It's nice to be around people and talk about other things, rather than just talking about alcohol or drugs.

In the past, I went straight back to work to earn money. But the truth is, I still had an addict mind and I ended up relapsing. This time, I took time

out and I started studying a counselling course at college. I also wanted to concentrate on improving my computer skills.

As well as volunteering and my course, I do aftercare sessions at Clouds House, and I'm connected with all the staff there. I feel different this time because I go to sessions and it's nice to meet people who you can relate to and will encourage you. I go to the gym now with someone I met in rehab. It's good doing things like that, instead of going to the pub.

I now have my dream job working as a Site Manager in a company constructing artificial sports pitches. I was worried about getting into work because I wasn't confident in my computer skills, but the courses I did have helped me improve these skills. I've settled in well and I'm really enjoying the job. I'm excited about the future."

“Thank you for chatting with me today though, I've got multiple resources that I can now reach out to and also a plan to walk and talk with myself, so I am glad I reached out today.”

(Reach Out caller)

FORWARD CONNECT

Forward Connect is our national network of peer-led communities for people who are making progress in their recovery and who want to meet and stay in touch with others for mutual aid and ongoing support.

Forward Connect is a 'broad church', open to anyone regardless of the recovery pathway that they have chosen and for people for whom addiction has not been a challenge but have made progress through other Forward service pathways, such as employment, probation, or housing.

“Forward Connect provides me with the ultimate link to aid my recovery. I join and unite with a community that cares and who can relate!”

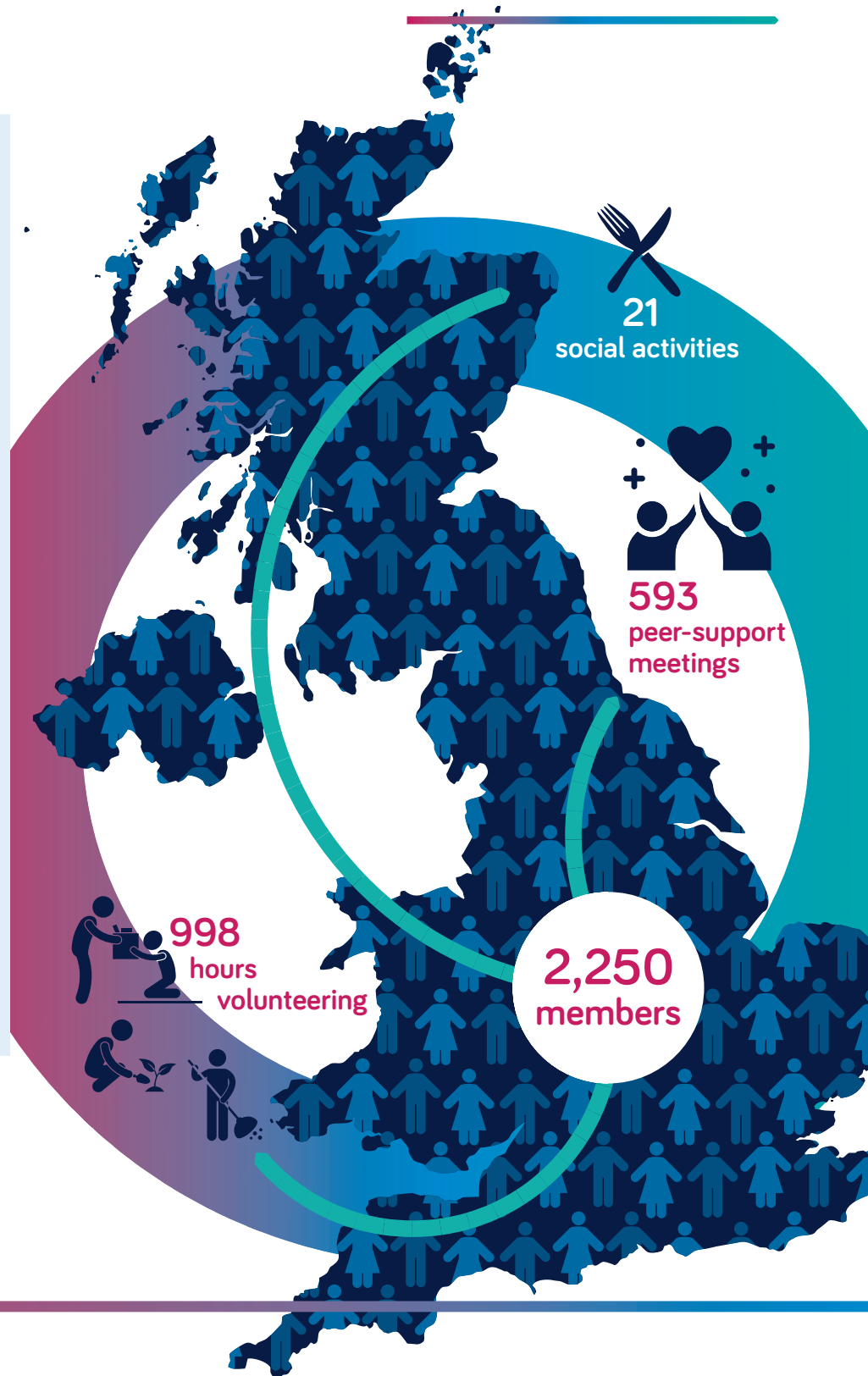
(C.G, Forward Connect member)

REACH

Forward Connect has over **2,250** members UK-wide. During 2022-23 they took part in **593** peer-support meetings:

- ç **382** face-to-face
- ç **211** online
- ç **998** hours of volunteering activity
- ç **21** social activities organised such as curry nights, recovery walks, escape rooms and bowling trips
- ç **4** reunion events and Unity Days, celebrating recovery.

Through our online peer messaging service we have also facilitated over 15,850 messages of help, encouragement and support, as well as inspirational digital content such as spoken word poetry.





Impact

A survey at our National Reunion in January 2023 highlighted three key reasons why people value Forward Connect:

- ç **Connection:** staying in touch and meeting people with similar life experiences
- ç **Giving Back:** taking up opportunities to volunteer and help others
- ç **Recovery Support:** ongoing advice and care to maintain recovery and achieve long-term goals.

“All credit to Forward Connect, you've all been absolutely incredible, the events you've put on and the meetings you've given us have changed my life. Thank you.”

(C, Forward Connect member)

Case Study: Leon

“I used to work for councils - I was a youth worker and ran after-school clubs. Then my best friend passed away. He was a drug dealer, and they found traces of drugs in his system. He died in my block of flats.

I was in disbelief. I gave up my work and started using – I didn't know it would take control of me. I ended up carrying out crime and I was in and out of prison for a long time. My son's mother, my family - no one believed that I was doing what I was doing because of the job I used to do.

It took a long time to ask for help, but after around 18 years I decided I wanted to make a change. Whilst in prison I got in touch with Forward, who started to help me.

I knew if I was homeless after prison, I would end up back on drugs. So I asked Forward if they could help me find somewhere to live because I didn't have a home to go to. They found me a spot at The Nehemiah Project, and I've been here since April 2021.

I was also supported by Forward Connect, and I now volunteer for them, supporting Forward graduate reunions, facilitating Forward Connect meetings and sharing my story. They've also helped

me to prepare for a job interview at Forward.

The team have been really supportive, it's like a family. Forward has done a lot for me. I'm so happy to be a part of it because I have a lot to give and share. Forward has helped me change and in turn I can help show others that change is possible”

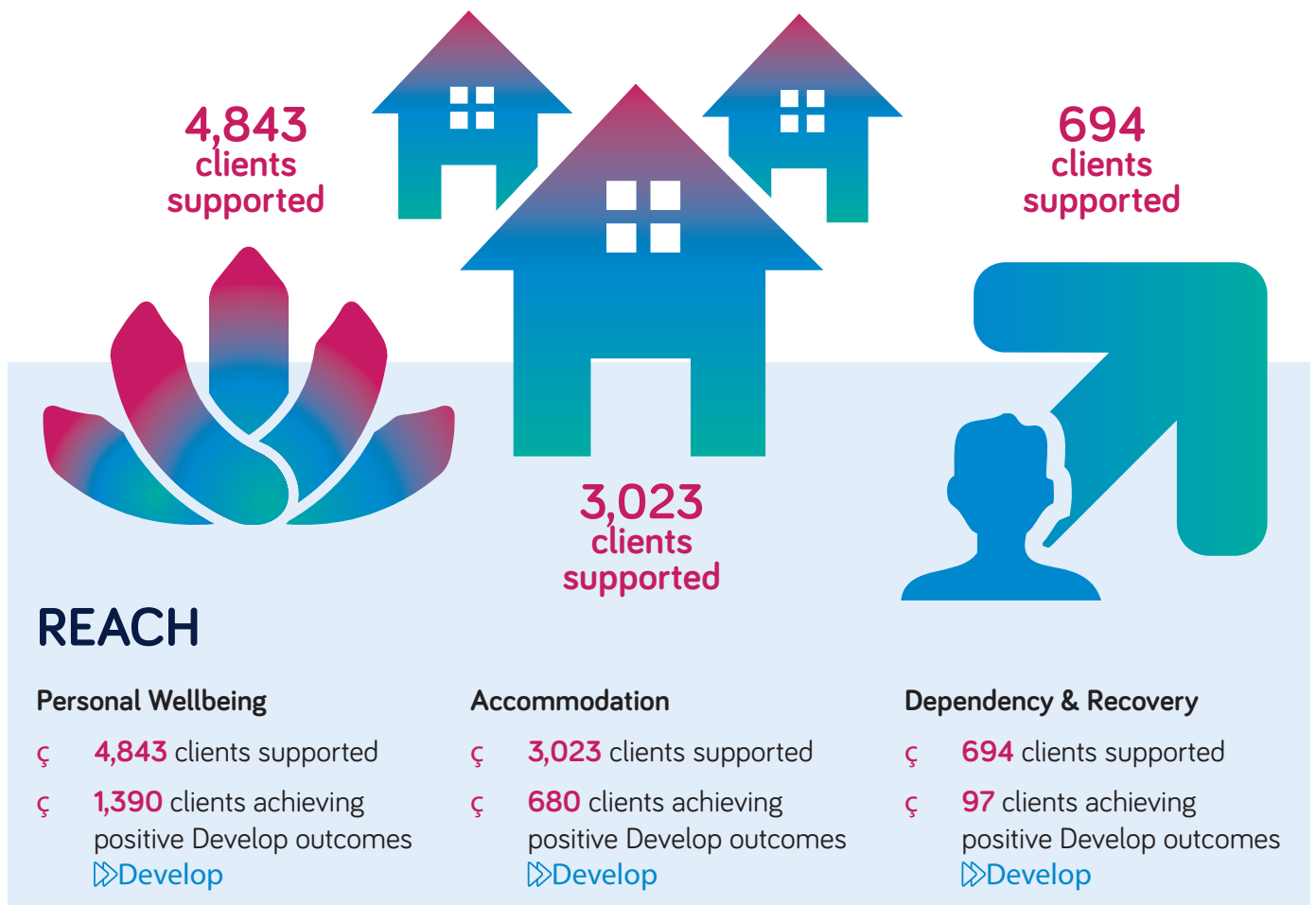


COMMISSIONED REHABILITATIVE SERVICES

In 2022-23 Forward continued to deliver services to people on probation to support their personal wellbeing (enabling positive lifestyles and associated social inclusion, emotional wellbeing and strengthened relationships with family and significant others) and to support their accommodation needs. We also launched our dependency and recovery services in July 2022, engaging people on probation with substance misuse needs and connecting them with treatment and support in the community.

“You are absolutely amazing at what you do ... please keep at it, the world needs more of what you bring!”

(Service User)



REACH

Personal Wellbeing

- ç 4,843 clients supported
- ç 1,390 clients achieving positive Develop outcomes
- »»Develop

Accommodation

- ç 3,023 clients supported
- ç 680 clients achieving positive Develop outcomes
- »»Develop

Dependency & Recovery

- ç 694 clients supported
- ç 97 clients achieving positive Develop outcomes
- »»Develop

Impact

Forward's evaluation of the Personal Wellbeing service, analysing pre- and post-intervention data, showed statistically significant improvements in scores for:

- ç Resilience (+9%)
- ç Mental wellbeing (+14%)
- ç Quality of life (+16%)



Innovation and New Developments

Enhanced peer networks: We are increasingly connecting people on probation who are achieving positive outcomes with the Forward Connect recovery network as a source of peer support, alongside opportunities to volunteer and develop skills.

Celebrating success: We hold events to celebrate the progress made by clients, inviting friends, family, and partner organisations to share and build belief in the service.

Creativity and inspiration: we are increasingly using creative projects and activities to inspire and engage clients such as music projects, acupuncture, and gardening at community allotments.

“I have been able to think about the progress I have made and how it was a big step for me joining in the group as this is not something that I am comfortable with. I've surprised myself.”

(Service User)

Case Study: JC

“Before I came to prison, I was using drugs daily and was street homeless. I managed to get clean inside, but when I found out my release date, I was worried about how I'd stay drug-free on the outside, especially as I didn't have anywhere to live. I was referred to the Dependency and Recovery CRS team a few months before my release. I wasn't expecting much, and didn't really trust that they'd be able to help me.

But when I found out that if I stayed drug-free in the community for three months I could become a volunteer peer mentor for Forward and help people in similar situations to me, my outlook changed. I could see that there was hope and opportunity. But I was worried I still didn't have anywhere to live.

My Forward case worker and Probation Officer worked together to find me temporary accommodation, so I had somewhere to stay when I was released.

When I got out, I maintained my recovery, attending fellowship meetings, building up a support network, and even joining the Cocaine Anonymous football

team! But accommodation was still a concern. That's when my caseworker suggested the Nehemiah Project, an abstinence-based supported housing project where daily drug and alcohol testing and group workshops would help keep my recovery on track. With some help from my caseworker, I applied and was accepted, moving in in August 2023.

Today I am focused on maintaining my recovery and becoming a volunteer peer using my own experience to help and inspire others to find their own recovery journeys.”.

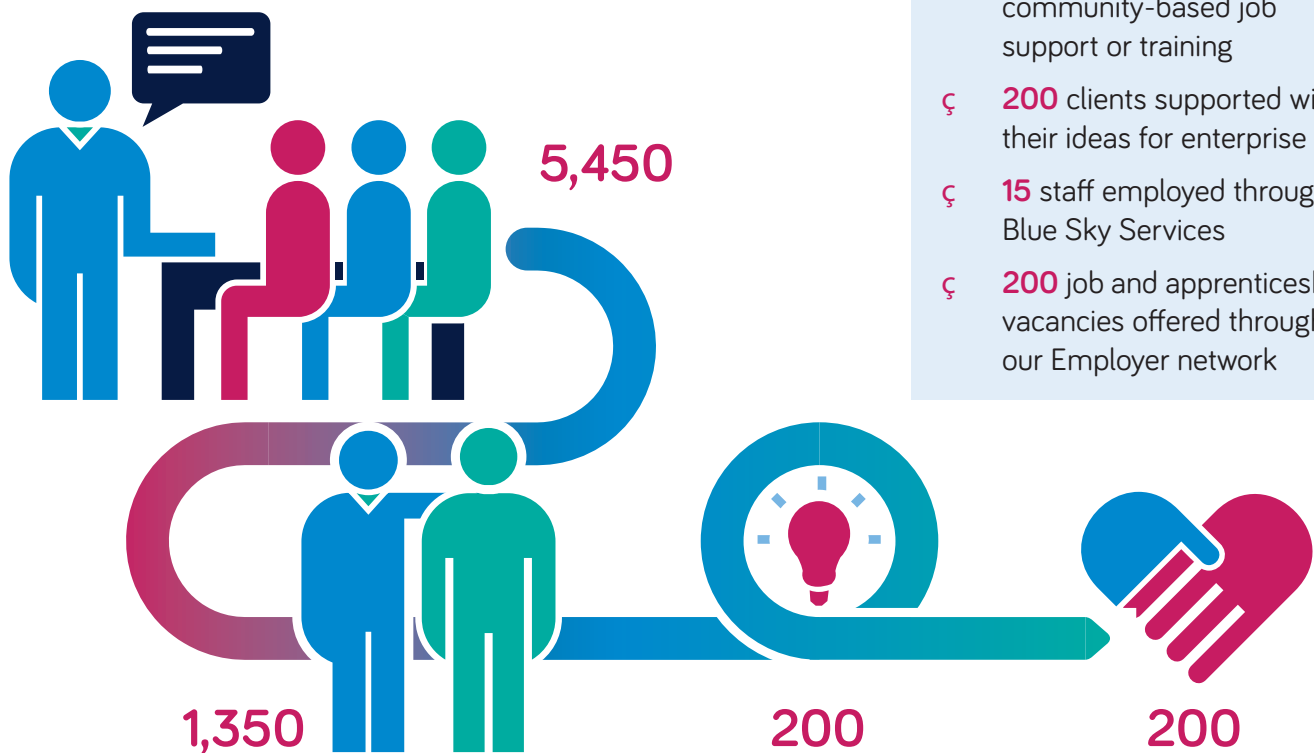


EMPLOYMENT SERVICES

During 2022-23, Forward delivered careers information, advice, and guidance (IAG) to clients in 17 prisons, and employability and vocational training support for people with experience of the criminal justice system and other disadvantaged groups through five contracts. We also provided enterprise and self-employment support and employment opportunities through Blue Sky Services.

REACH

- ç **5,450** clients in prison receiving Information Advice and Guidance (IAG)
- ç **1,350** clients receiving community-based job support or training
- ç **200** clients supported with their ideas for enterprise
- ç **15** staff employed through Blue Sky Services
- ç **200** job and apprenticeship vacancies offered through our Employer network



Impact

- ç **95%** of prisoners are satisfied/very satisfied with our IAG services
- ç **750** prison clients moving into jobs, training, education, or apprenticeships upon release
- ç **594** community clients moving into jobs, training, or apprenticeships
- ç **41%** of enterprise clients trading, applying for growth funding or employing staff after three months

We were also inspected by Ofsted for our Adult Education and Apprenticeship services in a New Provider Monitoring Visit and received a Reasonable Progress judgement.





Innovation and New Developments

Funded by Porticus UK, the **Prison Apprenticeship Project** (PAP) is a unique project from Forward that works with prisoners who are within three months of release and who are suitable for apprenticeships in hospitality when they leave. Participants are offered:

- ☞ Masterclasses with our Trainers and Employers on a range of hospitality topics.
- ☞ Support to access prison jobs or Release on Temporary Licence roles in hospitality.
- ☞ Help to prepare and submit apprenticeship/job applications.
- ☞ Meetings with apprenticeship providers and employers to find out more about hospitality apprenticeships and setting up initial interviews.
- ☞ Support in the community to attend interviews and start apprenticeships, as well as wider pastoral and holistic support.

The project also helps prepare people practically for an apprenticeship, so that they are ready for a placement by the time they are due for release. We then work with apprenticeship partner Umbrella Training and others to link them in with suitable apprenticeships upon release.

“I attended the Forward Trust Jobs Fair, and my advisors took me under their wing and introduced me to all the employers. I managed to get a work trial and whilst I was anxious, my advisor helped me to overcome this, and I managed to enjoy the work trial. My advisor was very supportive and encouraging and the work trial helped me to find a job in the retail sector that I am now thoroughly enjoying.”

(Forward Employment Services client)



By the end of March 2023:

- ☞ **41** prisoners trained.
- ☞ **30** completed the PAP.
- ☞ **75%** felt that their behaviours had improved, or they had learned new work-ready behaviours (mindset, attitude and approach)

HOUSING

During 2022-23 we further developed our 'Vision Housing' service, combining access to quality accommodation in the private rented sector (PRS), with mentoring support to sustain tenancies. The service is for clients referred by our Surrey prison substance misuse teams and those referred to us by local authorities in London and the South East.

REACH

- ç 322 referrals made
- ç 226 assessments completed
- ç 417 viewings arranged
- ç 84 new tenancies secured





Impact

- ç **90%** of tenancies have been sustained for over 6 months
- ç **72%** of tenancies sustained over 12 months

Innovation and New Developments

A key priority for 2023-24 is to further build on our mentoring support offer. This includes:

- ç Increasing the number of mentors volunteering for the service through a recruitment campaign to enable us to support more clients.
- ç Expanding the training package on offer to mentors so they can enhance their knowledge and support our clients in an increasing number of ways.
- ç Introducing the OCN Level 2 qualification in Peer Mentoring so our mentors can gain a valuable qualification whilst they volunteer with us.
- ç Promoting and encouraging our current service users to become volunteers and mentors – we currently have one former client who is now a mentor providing support and assisting others to sustain their tenancy with great results.



“You guys helped me so much, I couldn't have done this on my own. It was a really good experience, any time I needed something I would call and you would provide me with the correct advice. All the staff were great, supportive and knowledgeable. I would recommend the service to others.”

(Vision Housing client)

FAMILY & YOUNG PEOPLE

During 2022-23 our Family and Young People team trained staff from Forward and other organisations to deliver a range of programmes including:

- ç **Moving Parents and Children Together (M-PACT)** – a ‘whole family’ programme to build the resilience and coping skills of parents and children affected by substance misuse.
- ç **Relationships Matter** – supporting people to understand their loving relationships and how these interact with their offending behaviour or substance misuse.
- ç **Change Up** – a group intervention for 18–30-year-olds to reduce the harms associated with substance use and to improve wellbeing (developed with funding from CHK Foundation).

“Completing the sessions massively changed my life, especially with relationships, giving up my substance use entirely and providing me with support to secure employment. I'd definitely tell friends about the programme.”

(Change Up participant)



REACH

- ç 415 practitioners trained UK-wide
- ç 140 clients attending Relationships Matter
- ç 106 families supported through M-PACT:
 - 130 adults
 - 59 young people
 - 106 children
- ç 42 young people participating in the Change Up programme

42 young people in Change Up programme





Impact

Evaluation of Change Up showed:

- ☞ **100%** showed an increase in self-efficacy
- ☞ **83%** of participants increased their resilience and self-esteem
- ☞ **66%** showed an increase in their wellbeing scores

“ Relationships do matter because we all have them in this world. I enjoyed getting to understand myself and others and our feelings and work together.”

(Relationships Matter participant)

Innovation and New Developments

M-PACT Gambling

Starting in summer 2023, we are working in partnership with the Beacon Counselling Trust on a three-year project, addressing gambling harms within families. Funded by Gamble Aware, we will be adapting our evidence-based M-PACT programme to support children, young people and adults affected by a family member's harmful gambling. Delivery will be focused on the Liverpool region of the UK.

“ M-PACT really helped me, because my mum, my gran and I had loads of bonding time. Maybe I would say ‘go to M-PACT’. You get along and have more time together.”

(M-PACT participant)



Neurodiversity

In January 2023, with funding from the Mackie Foundation, we implemented a project to review M-PACT to better support the neurodiverse needs of the families attending the programme and the staff delivering it, increasing intervention effectiveness, reducing stigma, and actively enabling inclusion. Learning from the project will also inform wider service delivery.



OUR PARTNERS IN 2022/23

We recognise the value of working with partners in all our services, who bring expertise and local knowledge to enhance our provision, and are proud to have worked in 2022-23 with the following organisations:

Partner	Services they provide	Where we work with them
 Adfam	Digital families support	Southend on Sea
 Breakeven	Gambling support	Southend on Sea
 catch 22	Dependency and Recovery	London
 NHS Central and North West London NHS Foundation Trust	Healthcare	Surrey prisons
 community led initiatives	Personal Wellbeing for people on probation	South East
 hcrj	Healthcare	HMP Chelmsford
 DIGITAL KENT	Access to Digital Resources	Kent
 DVIP	Personal Wellbeing for people on probation	South East
 ersa aelp iep <small>Employment Related Services Association</small>	Access to networks and resources for skills and employability providers	England and Wales
 GANGSLINE	Personal Wellbeing for people on probation	South East
 GROUNDWORK EAST	Personal Wellbeing for people on probation	South East

 Hibiscus	Support for women foreign nationals	Heathrow IRC
	Referrals of participants for employment support	London, Kent, Thanet
Magistra	Personal Wellbeing for people on probation	South East
	Personal wellbeing services	Lincolnshire
	Young persons and recovery services	Southend on Sea Medway
 Practice Plus Group	Healthcare	London and Midlands, Heathrow
Reed in Partnership	Restart Scheme, employability	Thanet
REFA	Personal Wellbeing for people on probation	South East
	Personal Wellbeing for people on probation	South East
	Personal Wellbeing for people on probation	South East
	Support for women who sell sex	Medway
	Debt management	Thanet
New Futures Network	Employer support	Various prisons
ShropComm NHS Trust	Healthcare	West Midlands

OUR COMMISSIONERS IN 2022/23



Department
for Work &
Pensions



Education & Skills
Funding Agency



HM Prison &
Probation Service

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THANK YOU TO OUR FUNDERS IN 2022/23

We are always extremely grateful to the many individuals, companies, and trusts and foundations who generously donate towards the essential work that we do, including those who fundraise for us, and those who wish to remain anonymous. Thank you also to those people who have made provision for The Forward Trust in their will and to those who have left us a legacy gift during 2022/2023.

John Armitage Charitable Trust

The Aurum Charitable Trust

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Yorkshire Charity Clay Days



ABOUT **Forward**

Forward empowers people to break the often interlinked cycles of addiction or crime to move forward with their lives. For more than 30 years we have been working with people to build positive and productive futures. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make changes to create better lives with jobs, family, friends and a sense of community.

If you are interested in learning more about our work or collaborating with us, please email development@forwardtrust.org.uk or call **0203 981 5533** and ask to speak to a member of the Business Development Team.

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