

forward



SOCIAL IMPACT REPORT

November 2022

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WELCOME TO THE REPORT

Mike Trace, CEO, The Forward Trust

Looking back on 21/22, it was a mixed year with more service delivery possible than in the previous two years, but with the impact of Covid-19 still acutely felt and affecting our services, especially in prisons.

But, despite these ongoing challenges, we still managed to reach 16,121 people and to provide meaningful, structured support to a significant proportion of those clients, through online and face-to-face support where available. We also 'remotely' supported a further 3,729 people through our Reach Out chat line, a service developed during lockdown and continuing to provide a lifeline for many in need of support.

This report sets out the depth and breadth of this reach and support that we have achieved as an organisation.

Part 1 (Organisational Overview) starts with our mission, vision and values, which we have refreshed and updated to reflect the work of Forward's ever-growing family of services, stemming from the merger and new contracts. This is followed by a summary of the volume of client activity delivered across our 'theory of change', a system of care and support setting out a clear pathway towards recovery and independence. We also describe the progress made by clients through our Opportunity Escalator for developing skills and employability, and also the development achieved by staff. Finally, we set out our achievements on Equality, Diversity and Inclusion, as well as the next steps with our strategy.

In Part 2, we take a closer look at each of our service areas, which expanded following our most recent merger with Action on Addiction and a series of contract wins. These service areas include substance misuse and mental health services in prison and community, our new Recovery division, employment services, community rehabilitation services, housing and family and young people. We look at the reach and impact of each service, key achievements, case studies and examples of innovation.

Finally, in Part 3 we look at a range of other initiatives we have been involved in this year, including our campaigning work with Taking Action on Addiction and innovations such as Reach Out, Worth and our Recovery Fund.



Part 1: Organisational overview

VISION, MISSION, BELIEFS & VALUES

Our history

Forward Trust came into existence as RAPT in 1991, pioneering 12-step recovery programmes in UK prisons. This was a radical idea – the founders believed that everyone should have the opportunity to access recovery whatever their past or current circumstances. At the time, the authorities were unwilling to acknowledge that drug use was happening in prison, or that recovery was possible.

Our founders challenged this perception and opened up their first programme in a portacabin at HMP Downview in Surrey: reaching people at their lowest ebb, offering them hope and building their motivation, helping them confront and tackle their addiction step by step, and connecting people to a lifelong network of peer support.

Since then, the organisation has expanded and diversified by designing and delivering new services, and through a series of mergers and partnerships (RAPT being joined over the years by Blue Sky, Vision Housing and Action on Addiction to form The Forward Trust). As a result, we now reach many more

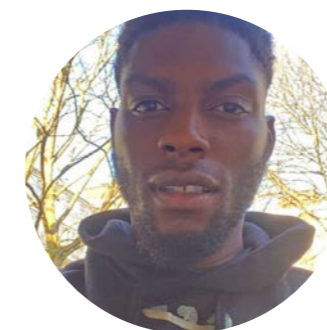
people - in prison, in the community and in residential settings - helping them to move on from their past and build positive lifestyles and relationships. We now have over 70 separate service delivery projects, with more than 20,000 clients per year supported by 700 staff and 150 volunteers.

As we expand and diversify the ways we help people, we are determined to remain focused on our founding concept – inspiring and supporting people's potential to change. From the beginning, we have believed in the potential of people with a history of addiction or offending to overcome negative experiences to 'break the cycle' and build a positive future as individuals, family members, and as part of a community.

As we emerge from the pressures of the pandemic, Forward Trust is reviving and restating our vision and purpose. We need to keep our beliefs and mission in focus as we expand our work, respond to the growing need in society, and pursue our ambition to help more people to turn their lives around.

Our vision

Our vision is that anyone – whatever their history or circumstances – gets the opportunity and support to live a positive life that fulfils their potential, and to inspire others to follow the same path.



Our mission

We exist to help anyone impacted by addiction, crime, homelessness, or long-term unemployment to turn their lives around. Our services work to inspire the belief in a better life, and support people to achieve that goal. We campaign to build awareness so that more people feel able to ask for help in a society that believes in the power of second chances and long-term recovery.

Our beliefs

Our work is based on a common set of beliefs:

- ▶ That addiction and offending behaviour are often rooted in adverse childhood experiences - neglect, abuse, and trauma - or mental health problems in adulthood.
- ▶ That poverty, and lack of positive opportunity or networks, are also significant factors in the development of drug or alcohol addiction, or criminal lifestyles.
- ▶ That anyone, irrespective of their past or current circumstances, is capable of confronting their problems and challenges in life and, with the right support, making lasting and positive changes.
- ▶ That change and recovery depends on people taking responsibility for their own actions, poor choices and negative behaviours. Everyone has the option to make positive decisions about the future, and to take advantage of new opportunities.
- ▶ That instilling self-confidence and self-belief in people who have become accustomed to alienation and disappointment is core to enabling change.
- ▶ That change and recovery are grounded in human connection and community, with family, friends and loved ones involved wherever possible, and opportunities provided for people to build self-respect through making positive contributions to the communities in which they live.
- ▶ That people who have succeeded in turning their lives around are important role models and sources of support and inspiration for others, as peers, educators and as members of staff.
- ▶ That the benefits to communities and society of enabling change and recovery are long-term and wide-reaching.
- ▶ That wider understanding of the causes of addiction and offending will reduce the prejudice and shame that stops people asking for and getting help.

Reaching the most disadvantaged...

Prison Substance Misuse clients in 2021-22:

- ▶ **38%** reported having a mental health treatment need
- ▶ Approaching a third (**29%**) reported having a disability
- ▶ **57%** have not had a job in the last 3 years
- ▶ **21%** report never having been employed
- ▶ Over a third (**34%**) report drinking at dependent levels (AUDIT score of 20+)

Community Substance Misuse clients 2021-22:

- ▶ More than a third (**39.8%**) reported having a disability
- ▶ Almost 1 in 5 (**18%**) reported having a housing problem; that includes 7.4% with No Fixed Abode
- ▶ Over half (**62.4%**) reported having a mental health treatment need
- ▶ 33.5% reported to be unemployed

Our values

We deliver all our services with compassion and without condemnation. We are a safe place to start a changed life and we will be there for people for however long it takes, because change and recovery happen one day at a time. To do this we:

- ▶ do not judge or condemn people, recognising that many who come to us have been accustomed to stigmatisation and marginalisation.
- ▶ empower people to make their own positive choices
- ▶ stay with people throughout their journey, connecting for a lifetime, though we also respect people's wishes when they want to move on
- ▶ treat everybody equally with dignity, compassion, and empathy
- ▶ believe that everyone should be welcome and free to act and be just as they perceive themselves to be.
- ▶ recognise the importance of family relationships, positive or negative, in people's lives. We believe how a family is defined is up to the individuals involved, and that we all hold our own unique version of what family looks like.
- ▶ believe that the principles of honesty, self-care and self-improvement are universally relevant – to us as volunteers, staff, and Trustees, as well as our clients.

Our values in action, as others see us...

“ There is **never a flat refusal with Forward**...they work on getting to know our clients, their support needs, their aspirations.”
No First Night Out Project Manager on our Housing Service

“ **Forward took the commissioning goal of working with the hardest to reach clients to heart**, with most clients being those that were not being serviced by any other programme due to the difficulty of working with them and the complexity of their needs.”
Evaluators for Brent council of the Bright Futures project (employment)



OUR SYSTEM OF CARE

We manage over 70 separate service delivery projects around the country. These may focus on substance misuse, offending, mental health, employment, or housing, but have a single purpose – to offer care, support, and inspiration to people to help them make positive changes in their lives.

Whatever the presenting challenge, our approach is to see the person behind the problem, working with them to discuss positive goals and build self-confidence and self-belief, enabling them to develop and prosper as independent individuals.

Our system of care and support is informed by internationally recognised 'recovery-orientated' models, proven to generate long-term positive outcomes for people trapped in cycles of addiction, crime and associated mental ill health. Our system is organised along four phases of change:

Stage of change



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 the confidence to take the first steps, and offer personal and practical support and interventions to get them started on their journey.

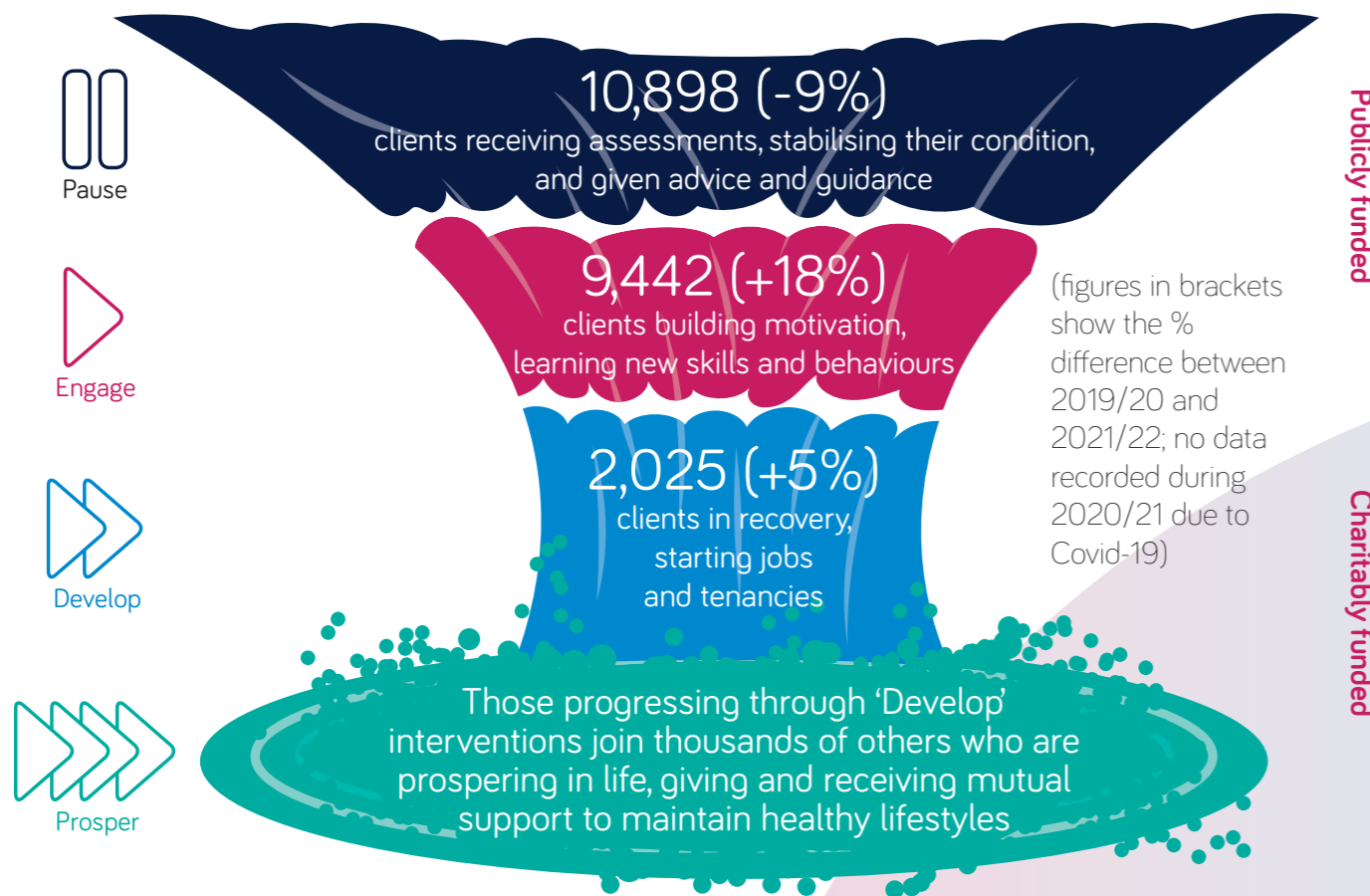
Focussing on people's journey of personal development and recovery, offering access to structured and intensive programmes, developing new skills and knowledge, and making new and more positive connections.

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. Forward clients are invited to join our 'Forward Connect' community, a visible network of positive role models who give mutual support, guidance, and inspiration.

In 2018/19 we started to collect data on the number of our service users 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' – see page 28).

The diagram below shows the performance of our funnel for 2021/22 with numbers in brackets showing the percentage increase from 2019/20 (we didn't publish figures for 2020/21 due to the extreme curtailment on service delivery because of Covid-19).

The Forward Funnel: Clients at stages of our Theory of Change in 2021/22



How does our performance compare with previous years?

In terms of overall reach, we supported **16,121** individual clients in total in 21/22, a few hundred fewer than in previous years (around 16,500), including just under 11,000 new clients. Though we lost major contracts in Kent prisons as a result of service reconfiguration during 21/22, reducing reach, this was largely offset by the delivery of new contracts; the impact of Covid-19 also reduced the number of people coming to us for support, particularly in prisons.

There was an **18 per cent increase in the number of Engage interventions** delivered, which means proportionally more clients are progressing beyond basic assessments, advice and guidance to receive meaningful, structured support, such as workshops, short programmes and targeted one-to-one planning sessions with practitioners. Fast access to this level of support is a particular feature of our Employment services in prison and personal wellbeing support for people on probation (more on page 34).

There was a **5% increase in the number of Develop interventions** delivered, which is particularly encouraging as these are the most intensive programmes that we offer with the greatest impact. One of the reasons for this increase is the introduction of a range of new day programmes to support recovery from addiction (page 20), alongside an extension of our residential rehabilitation provision (see page 24), following our merger with Action on Addiction.

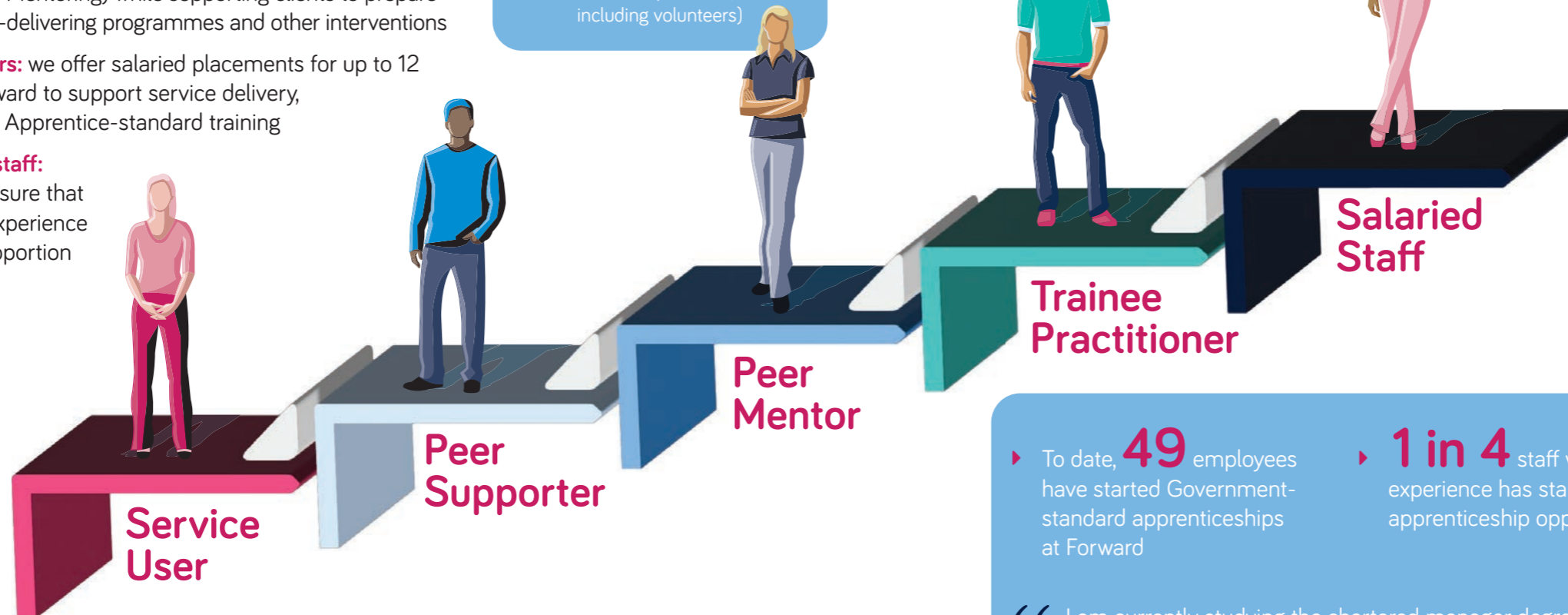
To summarise, though we've supported a similar number of people overall, the intensity of the work we've been able to do with these people has increased, despite the challenges of lockdown.

INVESTING IN THE SKILLS OF CLIENTS & STAFF

Client 'Opportunity Escalator'

For clients making good progress in their recovery and rehabilitation, our Opportunity Escalator sets out progressive opportunities to 'give back' and to develop valuable skills in the process that can lead to jobs and career development.

- ▶ **Supporters:** being a peer supporter is the first step on the escalator; peer supporters help out by promoting our services and by co-facilitating workshops, drop-ins, activities and graduations. Some of our peer support roles focus on promoting and role modelling recovery while others – our Health & Wellbeing Champions (HAWCs) – focus on health and wellbeing
- ▶ **Mentors:** are further progressed in their recovery and play a more formal role as volunteers. They are provided with accredited training (Level 2 NCFE Peer Mentoring) while supporting clients to prepare for recovery and co-delivering programmes and other interventions
- ▶ **Trainee practitioners:** we offer salaried placements for up to 12 months within Forward to support service delivery, including access to Apprentice-standard training
- ▶ **Full-time salaried staff:** we work hard to ensure that people with lived experience make up a high proportion of our workforce



Performance for 2021/22:

- 48** peer supporters recruited
- 61** peer mentors recruited
- 17** trainees recruited
- 30%** of our workforce* with lived experience

(*as of April 2022, including volunteers)

Staff development

As an organisation, Forward understands and maximises the opportunities offered by our contribution to the Apprenticeship Levy. We are also featured on the Register of Apprenticeship Training Providers (RoATP) and deliver skills and training to our own and other organisations' staff.

We match available courses with staff who are motivated to learn and develop new skills across the organisation, offering a range of courses from Level 2 courses to Level 7 management qualifications.

"Becoming a peer mentor has made my family proud of me, but most of all I am proud of myself. I am turning my life around and helping others to live a life without mind-altering substances."

(Forward client)

- ▶ To date, **49** employees have started Government-standard apprenticeships at Forward
- ▶ **1 in 4** staff with lived experience has started an apprenticeship opportunity
- ▶ In 2021/22, **21%** of all staff were accessing an apprenticeship or some other development opportunity

“ I am currently studying the chartered manager degree apprenticeship and have found it to be an amazing opportunity, not only to develop my own skills, knowledge and career prospects but also to see how it can be applied to the work of the wider organisation. This degree has definitely increased my own confidence and strategic thinking. I would encourage any staff member to take advantage of the courses offered through the apprenticeship levy.”

Emma Coulson, Head of Business Development

“ I wanted to become a trainee with Forward Trust to have the opportunity to show others that there is a way out from addiction - to be that living proof for them. I wanted to help those, who helped me, to help others. The traineeship gave me the chance to do this!”

(Forward client)

EQUALITY, DIVERSITY & INCLUSION (EDI)

Forward is opposed to all forms of prejudice and discrimination that exist in society and knows that some of our clients will be facing many of these barriers in addition to their imprisonment, addiction, unemployment or other forms of disadvantage. We believe that everyone should be treated fairly and with compassion regardless of sex, race, disability, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity, religion and belief, or age.

As an organisation, we have always been driven by the need for social justice, always looking to empower people from all backgrounds to achieve their potential, addressing inequality and discrimination in the process. However, even with these strong beliefs and

foundations, we do not want to rest on our laurels and need to challenge ourselves further, especially as our organisation has grown and diversified, welcoming new staff and reaching new service users.

Over the last few years, Forward has developed an action plan to strengthen our work around equality, diversity and inclusion (EDI), both as a service provider and as an employer. We aspire to be an organisation which celebrates diversity, delivers equality and allows everyone to access our services and ensures fairness to all of our employees. We are taking a pro-equality stance, to promote the best and fairest outcomes for trustees, staff, volunteers and service users. There can be no quality without equality.



Some of our recent achievements include:

- ▶ Conducting EDI leadership workshops with all board members
- ▶ Nominating two trustees to be our EDI leads, taking responsibility for future EDI work
- ▶ Rolled out EDI leadership training for all of our Executive Directors and Senior Management Team
- ▶ Hired a Head of EDI, Mie Oestergaard (pictured opposite), to provide EDI strategic leadership and create impact across the organisation
- ▶ Refreshed our training curricula for new and existing staff to receive good quality training around EDI principles
- ▶ Helped our staff and clients to celebrate Pride, Black History Month, International Women's Day, World Mental Health Day and Mental Health Awareness Week
- ▶ Hosted monthly online EDI and wellbeing sessions focussed on different protected characteristics open to all staff
- ▶ Translated key materials into the main languages spoken by our clients who don't speak English as a first language.



“I am delighted to be supporting Forward on its EDI journey. We need to question what more we can do to help all service users, especially people who are most likely to be discriminated against based on historical and structural limitations. This is a crucial time for organisations to determine their role in society and to consider their social sustainable impact.”

(Mie Oestergaard, Head of EDI)

Moving forward, our next steps are:

- ▶ To develop a comprehensive framework to measure the impact of our EDI work
- ▶ To complete the engagement of 15 EDI champions, drawn from across our workforce, who will work with the Head of EDI to implement action
- ▶ To create new mandatory EDI induction training for all new staff joining Forward and refresher training thereafter
- ▶ To set up five staff support groups, covering priority-protected characteristics, led by our EDI Champions
- ▶ To review and improve the accessibility and cultural competence of all our service provision

Local initiatives

While we have developed our EDI strategy from an organisation-wide perspective and ensured senior oversight and ownership to deliver a consistent and thorough approach, we have also facilitated and encouraged local 'bottom-up' initiatives to promote EDI. For example, developed by Recovery Worker Darren Lacey, a former service user in our East Kent service, the LGBTQ+ group supports both staff and service users from the LGBTQ+ community. Read Darren's story below.



Darren's story: Pride, recovery and community

I am a proud gay man. I can say that today but it wasn't always that way. I used to feel so much shame, guilt and angst... the list of negative emotions is endless. I knew from primary school that I was different somehow but I couldn't put my finger on it. I was born in 1978 and witnessed the AIDS crisis of the 1980s as a child. It scared the hell out of me – who can forget those horrific adverts telling us that being gay was a death sentence? I bore the brunt of Section 28 – which banned schools and councils from “the promotion of homosexuality” – meaning if I was to go to a teacher and tell them I thought I was gay, they were not allowed to talk to me in any way about it. Doing so could mean them losing their job. My experience of this institutionalised homophobia is something I would later realise had a hugely negative impact on so many elements in my life: from my mental health to my sense of identity and belonging and ultimately contributing to my experience of addiction and then eventually recovery.

On the 18th of February 2022, I celebrated three years sober. In those three years, I have learnt so much about myself, my sexuality and how to be proud of who I am. I was lucky enough to get support for my addiction through The Forward Trust where I completed a community detox. I discovered more about myself in those 13 weeks than in the past 40 years.

About 18 months into my recovery, I was asked to speak at an online meeting. I don't attend Fellowship meetings (though I know people for whom meetings are key to their recovery) so I wasn't used to speaking to a large group and I found that I was really nervous. I called on something within myself and went to the meeting and bared my soul, spoke my truth and told all. It was an amazing experience. I found it cathartic. I spoke about things I struggled with as a kid and things I was still trying to work on. I spoke about what I later learned to describe as my “internalised homophobia”. I spoke about the self-loathing I felt, the guilt, shame, the battle between my masculine and feminine sides... all these things I thought were

unique to me. I was blown away at the response to my openness. Within an hour, I had received messages of love and support which was incredible, but also incredibly overwhelming. These people seemed to like me and understand my experience and I couldn't understand why - I wasn't even sure I liked myself!

One of these messages was from the meeting host who said so much of what I talked about had resonated with him. He told me that he too had felt he was alone in having those thoughts. We chatted on Twitter for a bit and came up with an idea to host an LGBTQ+ recovery meeting. So, we set one up. It is one of my proudest achievements. In the first meeting, we had people from all corners of the globe – the UK, Canada, the USA, New Zealand, and Ireland. It was incredibly inspiring. We shared common experiences and struggles around how a lack of acceptance in society and ourselves was a leading cause of our addictions. I started researching the relationship between addictions and the LGBTQ+ community and was shocked, yet not surprised, about what I learned. We know that drug and alcohol use among LGBTQ+ groups is much higher than among their heterosexual counterparts, irrespective of gender or age. Substance abuse is a significant problem among members of the LGBTQ+ community, and statistics show that LGBTQ+ adults are more than twice as likely as their heterosexual counterparts to have substance misuse issues. As a community, LGBTQ+ people are at a higher risk of experiencing mental health problems than the general population and, to top

- ▶ LGBTQ+ adults are more than twice as likely as their heterosexual counterparts to have substance misuse issues
- ▶ LGBTQ+ people are at a higher risk of experiencing mental health problems than the general population
- ▶ 1 in 7 LGBTQ+ people do not access healthcare due to fear of judgement, lack of understanding and stigma

it off, the LGBTQ+ community has some of the highest addiction rates in the UK but the lowest rates of presentation to healthcare or support providers. Shockingly, 1 in 7 LGBTQ+ people does not access healthcare due to fear of judgement, lack of understanding and the stigma that still surrounds our community. Personally, during a very low point in my life, I was in the hospital and the nurse found out I was gay. She told me to “go to the chapel and pray”. This is the kind of scenario that stops LGBTQ+ people from accessing help and I wanted to do something about it. I wanted to do something to help people like me.

In February 2020, I started working for Forward. Soon after, I decided to start a regular LGBTQ+ group and also suggested that The Forward Trust attend Canterbury Pride as an organisation for the first time. Canterbury Pride is the largest in the South East, outside London and Brighton, and we managed to get the newly formed LGBTQ+ recovery group up and running in time for Pride Month that June. We came together to create a wonderful crew of staff and volunteers who all walked the parade together. We sang, danced and whistled - loud and proud! We also had the chance to run a stall to raise awareness of the work that Forward is doing. We met so many lovely and inquisitive people – of all ages, sexualities, genders and pronouns.

In developing this group, I was determined not to make it a ‘structured’ meeting. I wanted it to be informal and relaxed to give everyone the chance to speak about whatever was on their mind. We have a real mix of attendees. The group is a safe space – warm and welcoming to new members and regular attendees alike. We all know what it feels like to attend something for the first time. This group is open to anyone working with or for Forward and we have people who are at various stages of their journey: some who are still trying to manage their substance misuse and others who have been sober for longer. There are recurring themes that crop up: guilt, shame and a lack of belonging – the challenges of trying to explain things to family and friends, talking about pronouns with parents or trying to date whilst in recovery. We talk about the



challenges of being part of the LGBTQ+ community, chemsex, the pre-conceptions that exist around our identities and the “gay scene” having such a reputation for drink and drugs. Staying safe and sober in those environments is an especially prevalent issue in our community. The positive impact of these discussions is huge – the openness of our group has allowed members of our community to speak openly and freely about day-to-day concerns and challenges as well as to celebrate our successes. Knowing you are not alone is empowering. Knowing that other people understand you is reassuring and coming together as a community celebrates the positive changes we have made in our own lives.

One of the most inspiring parts of this support network is how we work as a team when someone is struggling. The group rallies around and offers support, advice or a listening ear and it is always a two-way street. Above all, the group is about acceptance and support – not only accepting others as they are but learning to accept ourselves. I can now say it without hesitation - I am a proud gay man. I can join my community in celebrating our successes and coping with life's challenges every week. As a group, we highlight our LGBTQ+ support network and show people that Forward Trust is truly and fully inclusive, that addiction doesn't discriminate and that recovery is possible.

“Knowing you are not alone is empowering. Knowing that other people understand you is reassuring and coming together as a community celebrates the positive changes we have made in our own lives.”

SUBSTANCE MISUSE, HEALTH & WELLBEING



PRISON

During 2021/22 we maintained our position as one of the leading providers of substance misuse services in prison, delivering both psychosocial and clinical support, working with healthcare partners as part of the NHSE integrated health and wellbeing models. We also delivered Improved Access to Psychological Therapy (IAPT) in 5 prisons, delivering much-needed primary mental health interventions, and launched our Reconnect service in 6 prisons in Norfolk and Suffolk, linking prison leavers with healthcare services in the community.



Reach & Impact

- ▶ Delivery in **25** prisons
- ▶ Substance misuse support for **6,685** clients (6,255 men and 430 women)
- ▶ IAPT support for **663** clients
- ▶ **457** clients starting 'Develop' interventions and programmes

Key achievements

While the outside world opened up during the course of 21/22, prisons by and large remained in lockdown with only a limited amount of face-to-face support possible and little opportunity for meaningful interventions and particularly group work, where real engagement, personal development and transformational change happens. Despite these limitations, we achieved consistently high client satisfaction ratings from surveys of our prison services during lockdown (see quotes below).



Feedback received from our prison clients for support received

“Anytime I need to chat to someone I know they are there to help. It is a service where you feel unjudged and able to open up and ask for help.”

HMP East Sutton Park (women's prisons) substance misuse client

“Forward helped me when I needed it the most ... the only service that cares.”

HMP Maidstone (foreign nationals prison) substance misuse client

“Forward is really helpful and I would tell anyone to come to you because you do a really good job, thank you for your help.”

HMP Chelmsford substance misuse client

“They saved my life when I hit rock bottom, they were the only ones who really cared and picked me back up and made me believe in myself and others again! They have a great team who really care about people and want them to get recovery and better themselves.”

HMP Brixton substance misuse client

“My experience has been amazing. At times I found it very hard and being back in my past experiences was painful at times. However, Delia [Forward staff member] supported me and helped me grow as a person and deal with these difficult issues. Would like to thank her for everything.”

HMP Highpoint IAPT client

“It is good to work with a therapist who is not afraid of the trauma they are being told.”

HMP Warren Hill IAPT client

Inspection findings

Forward's services were highly commended by Her Majesty's Inspectorate of Prisons (HMIP) and Independent Monitoring Board (IMB) inspectors during visits in 2021/22 as extracts below illustrate:

HMP Coldingley

“a good standard of care and treatment... The staff had established excellent working relationships with the prison...peer workers received good training and support.” HMIP

“substance misuse staff were active in providing a wide variety of initiatives [during the pandemic].” IMB

HMP The Mount

“The Forward Trust teams were well managed and motivated, suitably trained and supervised. They responded effectively to the needs of clients in therapy.” HMIP

“Forward Trust health and wellbeing champions [peer workers] encouraged prisoners to adopt healthier ways of living. Prisoners told us the champions were useful sources of help.” HMIP

HMP Brixton

“a well-motivated asset for the prison, offering a range of interventions.” HMIP

HMP Chelmsford

“Forward Trust provided IAPT services, delivering counselling and psychological therapies. It was also commissioned to support a specific cohort of prisoners with suicide-risk factors, including prisoners aged 30 and under, those in prison for the first time, and those charged with offences against family members. The aim was to provide support to reduce the risk of suicide; this was a promising initiative.” HMIP

HMP Send

“The substance misuse service provided a good standard of care. The family worker in the substance misuse team continued to provide support to women and their families throughout the pandemic, which was good practice... [Forward's] skilled and caring team had continued to provide individual support to women on their caseload.” HMIP, May '21

INNOVATION:

In the face of limited face-to-face engagement, Forward has explored every possible opportunity to reach and motivate people. One of the ways we've done this was through the HMPPS's Digital Hub, now available in 12 prisons.

We collaborated with the HMPPS Digital Team to make available More Than My Past videos and podcasts, sharing personal stories of recovery and rehabilitation, bringing hope and motivation to people stuck in their cells. The material has been accessed over 7,000 times and received heart-warming feedback that people have posted on the hub platform, using their in-cell laptops:



“Inspiring. Just shows how things can be achieved.”

“Watching this was inspirational and has opened my eyes as to what I'd like to do and achieve with my future and my past as I have so much more to offer and help other people with the experiences and things I have been through.”



NEW SERVICES

We are pleased to announce a number of new psychosocial substance misuse services that we are delivering in 2022/23 which will generate impact for next year's report. These include:

- ▶ Heathrow Immigration Removal Centre (IRC)
- ▶ HMP Onley
- ▶ HMP Rye Hill
- ▶ HMYOI Aylesbury

This will see us reaching an additional 550 service users in prison including young offenders.



COMMUNITY

During 2021/22, Forward delivered the integrated substance misuse service in East Kent (covering 6 sites in Ashford, Canterbury, Dover, Folkestone, Margate and Sittingbourne), alongside structured group 'day programmes' as part of wider treatment systems in Hull, Essex and Liverpool.

Reach & Impact

- ▶ Delivery hubs in **9** towns and cities across England
- ▶ Support for **3,939** clients
- ▶ **232** clients starting 'Develop' structured day programmes (see below)
- ▶ **64%** average completion rates for these programmes

Achievements

Following our merger with Action on Addiction in 2021, Forward now delivers an expanded 'suite' of structured day programmes, based on abstinence and the principles of '12-step':

- ▶ The Dover Day Programme (part of our East Kent service)
- ▶ Online Programme, reaching under-represented groups across East Kent including women and those facing mental health barriers such as agoraphobia, access to child care and insecure accommodation (see feedback opposite)
- ▶ The ReNew day programme in Hull, delivered as part of the ReNew service in partnership with Change Grow Live
- ▶ The Self Help Addiction Recovery Programmes (SHARP) in Essex and Liverpool that Action on Addiction have delivered for many years

Online programme feedback:

"Due to my severe agoraphobia of almost 30 years I would not have been able to join the day treatment programme if it had not been offered online... a vital resource that is completely inclusive."

"I came from a place where my living arrangements were not secure, having been moved out of my area into emergency accommodation. Thank you so very much Forward Trust 'Online' programme for this amazing life-changing chance."

"I do not drive and access to Dover would have required hours I might not have been able to spare. All praise Forward Trust."

Unique in the field, these programmes offer a strong recovery opportunity for people who have been dependent on drugs and alcohol, a cost-effective alternative to residential rehabilitation for people who want to stay in the community and be near to their families during treatment. Our programmes are also the well-spring of recovery communities that we are creating across the country (see Forward Connect on page 28). Most recently we have adapted our programmes to address gambling harm, acknowledging that many people with substance dependence also experience gambling problems.

Alongside delivery of the SHARP programme in Liverpool, we were pleased to re-open The Brink café in the city, an award-winning, revolutionary 'recovery café' in the vibrant city centre that first opened in 2011. The Brink is a safe space where people affected by drug and alcohol addiction can find help, support and access to treatment (pictured opposite are the team at The Brink.)

In **East Kent**, we further enhanced the delivery of our integrated substance misuse service, the second largest of its kind in the country, combining innovative approaches that reduce harm, with truly recovery-orientated pathways for people wanting help with their drug and alcohol dependence and misuse. At the heart of this support system are our alcohol and opiate pathways:



“After 20 years of working in this field for a number of treatment providers, we all feel we are currently offering the best treatment we have done for a long time.”

(East Kent management team)

- ▶ Alcohol pathway: 1,134 clients with **41.2%** completing (against a target of 40%)
- ▶ Opiate pathway: 1,316 clients with **9.4%** completing against a target of 8%.



Many people making progress through these pathways join those completing our day programmes to become part of our 'Forward Connect' recovery community in East Kent (see page 29) giving back to their local community and supporting service delivery.

Also now embedded in our East Kent service during 2021/22 are a range of additional services that have been developed in response to local needs, bringing additional funding to add value to our core service. These include:

- ▶ M-PACT, a programme to support the children and family members of those affected by addiction (see page 40 for more details)
- ▶ Re-create, Forward's arts-based project which provides an alternative outlet for people to express their experiences and achievements in recovery (see feedback opposite and examples of artwork below)
- ▶ Change Up, a dedicated group programme to support young adults (18-25) bringing them together to explore the social and emotional impact of their substance misuse
- ▶ Work with The Shannon Trust to support service users who struggle with literacy

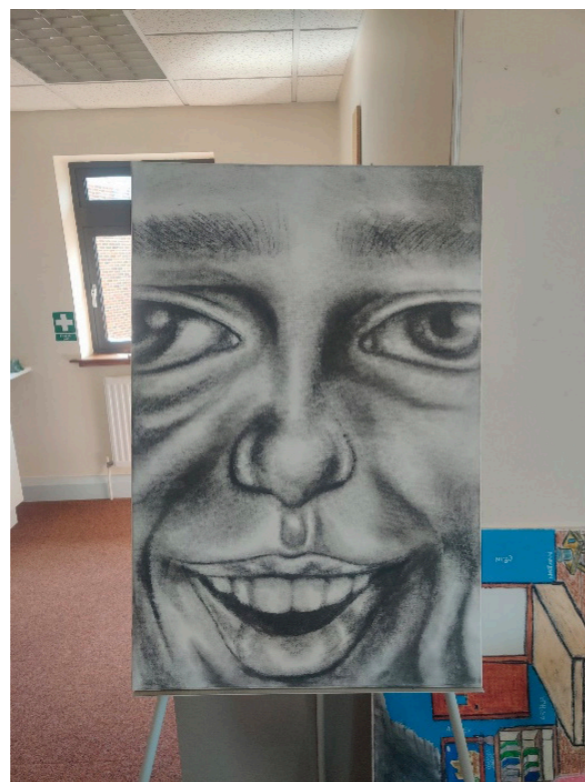
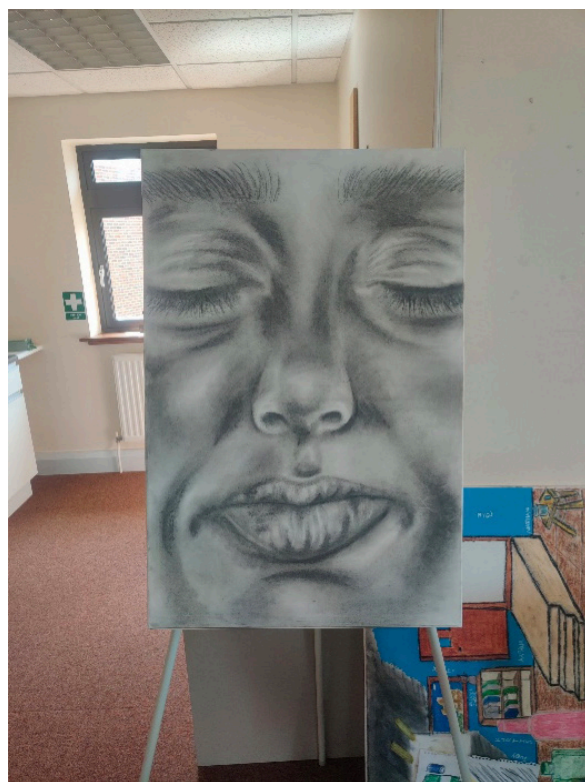
Re-create feedback:

"It's been the best thing I have done for myself"

(Male Re-create participant)

"I have found Re-create such a positive group to attend and combined with the other work I do with Forward, it is definitely a significant part of my recovery."

(Female Re-create participant)



Added Value: health and social inclusion outcomes in East Kent

Forward brings added value to East Kent through our delivery of the substance misuse service:

- ▶ We raise awareness of substance misuse and related health issues by taking part in campaigns such as Pride in Canterbury and Thanet, World Hepatitis Day, Overdose Awareness Day, and International Women's Day.
 - ▶ We deliver social inclusion, bringing in extra funding to engage hard-to-reach groups through initiatives such as charitably funded Forward Connect events and the Violence Reduction Mentoring scheme (engaging people released from prison with a violent offending history into treatment), supported by the Violence Reduction Unit
 - ▶ We address wider determinants of health by linking substance misuse clients into Forward's Employment Service (e.g. Adult Education in Thanet) and Housing Service (e.g. Recovery Housing in Ashford), as well as referring into local agencies such as Social Enterprise Kent, The Prince's Trust and Porchlight.
- ▶ We have developed partnerships with organisations such as Phoenix: Rise, Recover, Live to encourage more active lifestyles and wider social support for those we have engaged.
 - ▶ Health-related referrals: in 2021-22 we referred 152 clients to a One You Lifestyle Advisor, alongside 115 health check referrals to GPs, 47 Referrals to Live Well Kent, and 72 referrals for Blood Borne Virus Treatment.
 - ▶ We reach some of the region's most disadvantaged and marginalised populations, such as rough sleepers. We apply our ethos of going to people 'where they are at', building trust through lived and living experience peers, showing belief and never giving up. Examples of initiatives we have supported include helping a rough-sleeper in Canterbury to create a photography portfolio. By reaching these groups, regarded by many as the most 'complex and risky', we open up a gateway to health and social care and other mainstream support such as employment and housing.

NEW SERVICE

Since April 2022, we have also been delivering a new integrated community substance misuse service in **Southend-on-Sea**, England's newest city. We are working in partnership with Open Road, who specialise in supporting young people, reaching 2,000 people and offering new recovery pathways. A particular feature of the service is support for people who have gambling issues, alongside drug or alcohol problems. This part of the service will be delivered in partnership with Breakeven.

RECOVERY



In 2021/22 we established a new Recovery Directorate within Forward, led by former Forward service user Julie Muir, to bring together the growing range of services that we offer to help people develop and sustain their recovery journeys, above and beyond what contracted and publicly-funded substance misuse services allow us to deliver.

Residential Recovery

We offer residential rehabilitation for people in two unique centres, each offering abstinence-based programmes based on the principles of '12-step':

- ▶ **Clouds House** in Wiltshire (pictured to the right) which has supported over 12,000 men and women since 1983 to achieve recovery from all forms of addiction and from all walks of life, 'from the baron to the binman', receiving local authority referrals alongside charitably-funded bursary places and privately funded placements
- ▶ **The Bridges** in Hull, which has historically specialised in supporting male prison leavers and has helped over 500 men since 2004. The Bridges receives local authority referrals alongside charitably-funded bursary places.



Recovery Support

We provide 'aftercare' for people who have completed our 'Develop' structured recovery programmes in prison and community, including:

- ▶ Workshops and e-learning on relapse prevention, 'step work' (activities and assignments on the 12-step model of recovery), self-care and money management
- ▶ Signposting to fellowship organisations and local drug and alcohol teams
- ▶ Referrals to Forward's housing and resettlement services, and other organisations providing employment services, probation, financial support and residential rehabilitation
- ▶ Mentoring from our trained Peer Mentors, and also help for people to themselves obtain mentoring qualifications
- ▶ A 'Meet and Greet' service, meeting clients at the prison gate or community project and taking them to their appointments

Reach & Impact

- ▶ Over **200** people provided with aftercare through our Recovery Support Team

“I'm now in a better place in life physically and spiritually.”

(Recovery Support client)

Reach & Impact

- ▶ **197** people accessing residential treatment
- ▶ Completion rates of **86%** in Clouds House
- ▶ Completion rates of **60%** in The Bridges,

Case Study

“Without the support inside prison from The Forward Trust to address and recognise my addiction this journey may have been completely different. But I believe God had a plan when I was sentenced and that plan was for me to come into contact with Forward. Since leaving prison and with the support from my Recovery Support keyworker from Forward who referred me to supported housing, I'm now in a better place in life physically and spiritually.

Upon leaving and entering supported housing I continued to engage with Recovery Support and became a peer mentor. Then the lockdown of 2020 came and I felt isolated by the restrictions. My keyworker from Recovery Support referred me to Forward Connect, which at the time was an online platform set up to support those in recovery who were now being isolated and unable to attend fellowship meetings.

This was massive for me as it allowed me to contact the outside world from my front room of places and maintain a focus on my recovery and mental health.”

(Recovery Support client)

Recovery Housing

We provide Recovery Housing for people who are making good progress in their recovery and need more freedom than is offered in supported housing, but want to continue to live in close contact with supportive peers. Most people stay for around a year.

Between three and five people at a similar stage of recovery live together in the same house, supporting one other with cooking, cleaning and gardening as well as motivating each other to maintain healthy lifestyles.

All residents are assigned a peer mentor to provide personalised support. They also need to attend a day programme for substance misuse, whilst engaging with our team of resettlement workers who regularly 'check in' with those living in the house, helping with benefits and paying bills, providing advice about education, training, and volunteering as well as counselling, mental health and emotional support. We also link people with fellowship groups (such as Alcoholics Anonymous) and our own Forward Connect recovery community.



Reach & Impact

- ▶ **2** recovery houses in Hull and Kent, supporting **5** women and **5** men, with a further **3** new houses opened over the next year



Case Study: Emma

Emma lives in our recovery house for women in Kent. Prior to coming to the house, she was imprisoned for burglary to fund her substance misuse. Her use had swiftly escalated from alcohol to cocaine, crack and heroin. She and her partner were deep into their addiction when arrested.

When she was sentenced, Emma had lost custody of her four children. Her son was adopted from birth and her three daughters went to live with their father under a special guardianship. Emma had been into a residential detox and then rehab, but wasn't able to stay clean to see her children before coming into prison. She was initially held at HMP Bronzefield in May 2020 and then moved to HMP Downview where she engaged with Forward. In prison, she used 'spice' in the early weeks, but went on to a methadone script once she engaged with our services.

Emma took full advantage of the opportunities we offered to address her substance misuse and worked hard to reduce and come off her script in September 2020. Emma became eligible for her Home Detention Curfew in March 2021. Her case was referred to the housing team at Forward and she was assessed for her suitability to come to the recovery house in Kent. At the end of April 2020, Emma was collected from the gate on release and moved into the house. After her initial induction, she started on the Dover Day Programme, delivered across digital media due to Covid-19 restrictions. Emma worked hard on the programme and quickly became a valued participant. She was open, honest about her own journey, and compassionate to others.

The house is a peer-led environment where the women's support of each other is key to their individual success and achievements in maintaining their recovery. In the main, they live independently. There are weekly visits from the recovery coordinator, with the expectation that they will engage with the day programme and work towards other goals, in terms of their general health and wellbeing and getting ready for independent living, working on employability and education.

We have built strong links with partner agencies that Emma has taken full advantage of. She has completed courses with the Kent & Medway Recovery Wellbeing College and taken up the offer from the local leisure centre to start swimming. Locally, Shaw Trust delivers employability opportunities and Emma has completed a Level 2 Business Administration course. She is also in the process of getting clearance to do volunteer work within Forward, having already given her time to support the local food bank over Christmas.

Emma has shown that recovery housing offers a peaceful yet proactive environment that allows a person to become secure in their recovery, whilst building the foundations that help someone be able to go on and lead a successful, independent life. She has done this as well as being able to start rebuilding family relationships with her father and children.

In December 2021, Emma shared her story at our annual Christmas Reunion. When she first came out of prison, she was nervous about going to the local shop. By speaking in front of such a large audience, she showed a bravery and commitment to being the best version of herself. She is a supportive member of the house to the other women and the wider group on the day programme. Despite her own hardships, she remains a kind and focused person who will continue to succeed.

We have also created a network around the house that offers opportunities to integrate with the local community. For example, The Beacon is Ashford Borough Council's hub that offers signposting and housing support. As well as the wellbeing college, local charity Primal Roots offers physical exercise sessions to support recovery and the women in the house can access these for free. As well as their employability service, the Shaw Trust along with Porchlight provide community-based mental health support and housing, which now offers an onward pathway for women whose mental health prevents them from progressing to completely independent living.

We also have made connections with local community choirs and the Repton community hub, which offers food bank parcels and volunteering opportunities in their food garden.

FORWARD CONNECT



Forward Connect is our 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 support on an ongoing basis.

Forward Connect is a 'broad church', open to anyone regardless of the recovery pathway that they have chosen (be it SMART, 12-step or another pathway). It is also open to people for whom addiction has not been a challenge but have made progress through other Forward service pathways, such as employment or housing.

As members of a Forward Connect community, participants:



Access peer-based support and motivational materials – face to face and online (through Kaizala messaging app and Fuse social learning platform)



Develop skills and employability – gaining valuable experience and qualifications such as Peer Mentoring and Recovery Coaching



'Give back' – volunteering with local organisations or with our Reach Out online chat service (see page 47)



Co-design services – driving new provision, contributing to quality management meetings and helping drive strategy



Speak up - sharing their experiences and recovery stories to motivate others to step forward for support and also to promote the message that recovery is possible, challenging stigma

Reach & Impact

- ▶ **1,370** members of Forward Connect nationwide (as of March 2022).
- ▶ Under the umbrella of Forward Connect, there are established and emerging recovery communities in
 - East Kent (see case study below),
 - London,
 - Essex,
 - Southend,
 - Wiltshire,
 - Liverpool
 - Hull.
- ▶ **28,816** messages of peer support generated via Kaizala.



“ In Forward Connect I feel like I have found my tribe, and it has completely changed my whole life”

(Mary, Forward Connect member)

Recovery = Social Value

“People in recovery from substance misuse are ‘better than well’, meaning they become active citizens, and give back to their community at a higher rate than the general population, helping the vulnerable and making the community a safer place for all”

Guidance for local delivery partners *From harm to hope: A 10-year drugs plan to cut crime and save lives*

Forward welcomes recognition by the Government of the ‘added value’ that recovery generates. Through our partnership with the Social Value Portal we will be measuring the social and economic value generated by Forward Connect communities and sharing these calculations with local partners.

Case Study: Forward Connect in East Kent

The Forward Connect community in East Kent currently has 261 members and is embedded within the delivery of the East Kent Community Substance Misuse service which Forward took over in 2017 and which supports over 3,000 people every year.

Since then, the recovery community in East Kent has gradually grown and was incorporated as a Forward Connect community at the start of 2020.

In the last 2 years, members have been involved in over 400 hours of meaningful activity including:

- ▶ Over 300 Mutual Aid meetings
- ▶ A range of social activities: fun runs & recovery walks, creative writing groups, cake making (see below)
- ▶ 155 members have used Kaizala to send over 75,000 messages of peer support

- ▶ 8 peer supporters and mentors have been trained, with professional qualifications being worked towards.
- ▶ 2 have become full-time employees of Forward in East Kent
- ▶ Over 500 hours of volunteering activity,

A number of Forward Connect members have shared their recovery stories in public:

“Being a part of Forward Connect was a complete life changer for me, unlike any other group I've experienced it celebrates all ways to sustain recovery, no ‘musts’, ‘should or ‘do it this way’ to succeed, which enabled me to bolster my recovery... I gained the self-belief to fulfil my present and future plans that I had not even dared to dream before”

Mikila, Forward Connect East Kent member, former Trainee Practitioner and now full-time Recovery Support Worker (pictured below sharing her story on More Than My Past).



(The Recovery Directorate also oversees our online chat service Reach Out – see page 47 for more information on its achievements in 2021/22)

EMPLOYMENT SERVICES



The Employment Services Directorate continued to expand in 2021/22 delivering information, advice and guidance work in 18 prisons, 7 more than the previous year. The Directorate also continued to deliver its community provision working with ex-offenders and other disadvantaged groups through adult education and enterprise work. Blue Sky Services continued to employ people with lived experience and expanded into new areas of Ground Maintenance work.

Reach & Impact

- ▶ **4,290** clients receiving employment-related Information Advice and Guidance (IAG) in **18** prisons
 - **95%** of prisoners are satisfied/very satisfied with our IAG services
 - **430** moving into jobs, training, education, or apprenticeships through employers and other partners
- ▶ **991** clients receiving community-based job support or training in 5 contracts
 - **263** moving into jobs, training, or apprenticeships
- ▶ **112** clients supported with their ideas for enterprise on a one-to-one basis and through masterclasses and our Enterprise Club, **40%** trading, applying for growth funding or employing staff after 3 months
- ▶ **14** staff employed through Blue Sky Services, including four young people from the Government's Kickstart scheme (16-24 year-olds)
- ▶ **250** job and apprenticeship vacancies offered through our employer network
- ▶ **16%** of our clients received mentoring, enrichment or role model support.



Key achievements

Restart: In July 2021, Forward began delivery of the DWP Restart Scheme in Thanet. Restart forms part of the Government's 'Plan for Jobs', which is helping millions of people across the country – many of whom have had their employment status impacted by the Covid-19 pandemic. Forward's Restart Scheme provides intensive employability support to help unemployed people in Thanet find sustainable employment. Forward is delivering the service in conjunction with Reed in Partnership – the prime provider of the Restart Scheme in the Home Counties.

Adult Education Budget: In August 2021, Forward began delivering the Mayor of London's 'Good Work for All' Green Skills Recovery programme for the unemployed. Good Work for All is part of the devolved Adult Education Budget (AEB) and as a prime provider, Forward are training unemployed adults in London in areas such as Climate Change and Environmental Awareness, Digital Skills and Employability Skills. The programme also offers spotlight sessions with employers in the Green and Sustainability sectors, along with guaranteed job interviews.

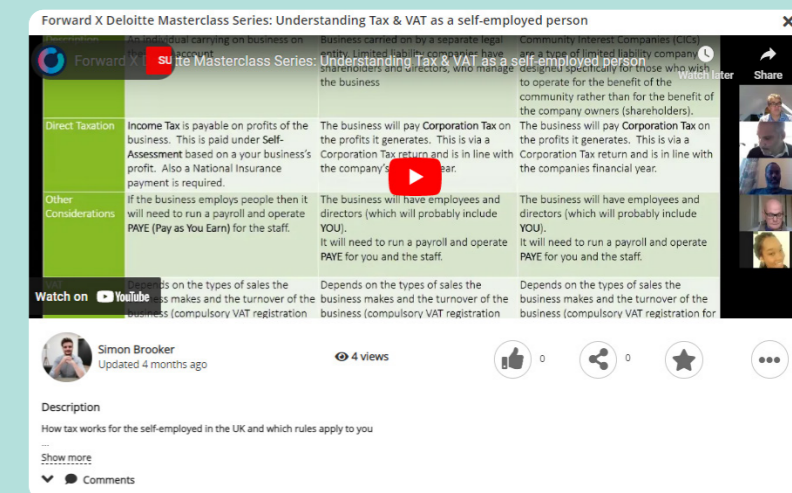
Enterprise: Our Enterprise services have continued to develop their coaching model, providing one-to-one specialist support along with more structured workshops for clients. Our coaching is also complemented by virtual masterclasses on specific topics, such as digital marketing, understanding tax and VAT.

To improve **access to networks**, we have recruited volunteer mentors from a range of backgrounds including those with lived experience and those who were entrepreneurs and keen to give something back. We have also benefited from mentoring support from Deloitte employees as part of the 'Five Billion Futures' project. Our Enterprise Club, which became popular during the pandemic, has developed into a network of

past, current and prospective clients, along with visiting speakers. The Enterprise Club helps to improve social capital by encouraging networking between clients and entrepreneurs. The Club events are thematic, for example, 'Women in Enterprise', 'BAME Entrepreneurs' and 'The challenges of starting a business for ex-offenders'.

To improve **access to finance** and after receiving feedback from former clients, we established a micro-grants scheme providing small grants. The funding is for clients who are in the early stages of setting up their business and who would not qualify for funding through other mainstream funding opportunities. For example, prison leavers who struggle to access support due to their histories, leaving relatively few sources of support to help get their business ideas off the ground.

To develop **communications amongst entrepreneurs**, our enterprise work, in tune with other parts of Forward, has also expanded its digital presence and in 2021 launched its resources, discussion forums and events on Fuse Universal, an online platform that Forward uses to connect former clients with support and one another.



Case Studies:

Emily, DWP Restart Scheme

Emily had been out of work for 12 months and was struggling to find employment due to a lack of experience for the roles she wanted, as well as Covid-19 and the lockdown situation, with very few opportunities available.

“I feel my lack of experience held me back quite a lot; I had just lost my home and was actually homeless. I was in a dire position and did not know where to turn, lost all confidence and just did not know what to do. Since being on the Restart programme, Maria my Forward Trust Employability Advisor supported me to register for housing support with the local council on my very first appointment. She explained what I needed to do and supported me through this. Maria also mentioned a job that was available which I was interested in. The Forward Trust set me up with an interview with the Barratt Group, and I was successful in the interview and I started the job. The Forward Trust supported me to purchase work clothes e.g. some steel toe cap boots and gloves.” Emily Restart Participant

Chris Brunt, Director - Hern Homes and Gardens Ltd

Chris had a career in facilities management but fell into debt and through desperation committed a criminal offence and received a 12-month custodial sentence that was suspended for two years. Chris realised he had reached ‘rock bottom’ in his life and needed to change to have a happier future. After this Chris sought advice from support charities and decided he wanted to set up his own gardening business. He was referred to Forward’s Enterprise Team and Stephen Anderson, Enterprise Coach.

“Stephen really helped me with drafting my business plan and he gave me lots of support and guidance around my business strategies, business development and regulations around the registration of my company. I also attended several masterclasses put on by the Forward Enterprise Team which were really useful to help me make some decisions, particularly, the tax and social media events. By this time, the company was formed but

remained dormant. Stephen mentioned that he could help me with an application for a Forward Enterprise Service micro-grant of up to £1,000. This opportunity was ideal for me as I needed to raise funds to purchase some IT equipment and a phone in order to help me run my business. I submitted my application for the micro-grant and received the monies a month later. I found this process to be relatively easy and straightforward.”

With the help of Forward Enterprise Support, Chris started to trade in his new gardening and house maintenance business and is looking to achieve £30,000 in revenue in his first year. He is also hoping to employ up to three members of staff in the future, including those from ex-offending and other disadvantaged backgrounds.

“I am in a better place now. I love running my own business and my family are all doing well. I really appreciate the support provided to me by Forward during some of the most difficult times of my life”

Mohammad (Mo) Al Husseni, Blue Sky Services, Grounds Maintenance Operative (DWP Kickstarter)

Mo was 20 years old when he joined the Blue Sky Services Team as a ‘Kickstarter’ (part of the Kickstart scheme). Mo was brought up by his mother in difficult financial circumstances with limited contact with his father. Mo left college but was unable to get a job for two years and this had a negative impact on his confidence, self-esteem and mental health. However, this all changed when he was offered a role at Blue Sky Services as Forward’s first Kickstarter.

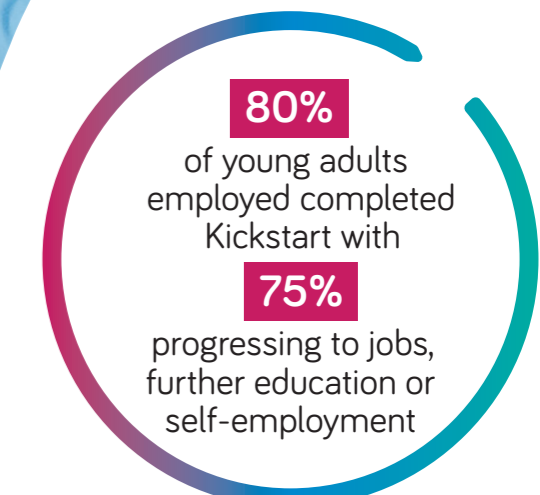
“I was quite nervous on my first day of work but my managers were really accommodating and understanding. I was allocated a Mentor, Wesley, who took me under his wing and trained me on using the tools and machinery. He also took time to explain how best to tackle issues at work and he constantly shadowed me in the early stages to make sure I was working correctly and safely. Wes was helpful in helping me understand the working policies of Forward and he helped with how to undertake some basic maintenance of the tools and machinery we use.”

New Services

In 2022 Forward became a Kickstart Gateway to support young people aged 16-24 who were not in employment, education and training and claiming DWP benefits.

Forward supported 27 unemployed young adults, five of who worked directly in its Employment Services Directorate. Forward also worked with five other employer partners including Redemption Roasters, SHP Charity and BNW Foods, who employed the rest of the young adults. Forward provided employability support to these individuals.

Eighty per cent of those supported completed Kickstart with 75% progressing into other job roles (including permanent jobs with the Kickstart employers), further education (including apprenticeships) or self-employment.



SUPPORT FOR PEOPLE ON PROBATION



During 2021/22 we commenced delivery of new Community Rehabilitation Services (CRS) to support people on probation (prison leavers and people on community sentences):

Personal Wellbeing: supporting people's relationships with family and significant others, emotional wellbeing (including mental health), social inclusion, positive lifestyles and associates in:

- ▶ **7** areas as lead provider of the services (Bedfordshire, Cambridgeshire, Essex, Lincolnshire, Norfolk, Sussex, Surrey);
- ▶ **2** further areas (Kent and Cheshire) as subcontractor to Seetec, providing family support.

Accommodation: providing information, advice and guidance on accommodation options and enabling people on probation to access this support in 3 probation areas in Wales (Dyfed-Powys, South Wales and Gwent), working in partnership with Wales-based organisation Kaleidoscope.

Achievements & Challenges

- ▶ Efficient mobilisation of 12 new Ministry of Justice commissioned rehabilitative service contracts concurrently in 17 weeks, to commissioner approval (see above).
- ▶ Partnership delivery - we are proud to include eight other third organisations in our supply chain for the delivery of these, all of them small- or medium-sized organisations.
- ▶ At Annual Strategic Contract Reviews undertaken with Commissioners at the end of contract year one, Forward's mobilisation and subsequent delivery of the new services were identified as being both successful and meeting the expectations of commissioners. Significant credit was given to Forward's engagement, commitment and data-driven approach, and our proactive system for working with commissioners to provide accurate and timely management of information, even in the absence of proprietary systems.
- ▶ We have also developed an outcomes framework to provide additional information on the impact of services on our clients and the progress they are making in terms of resilience, mental wellbeing, psychological health and quality of life.

“Forward mobilised the Personal Wellbeing contract in East of England extremely efficiently – they managed staff well, kept clear lines of communication with commissioners, and met all key milestones.”

(Steve Johnson-Proctor,
Regional Probation Director, East of England)

Reach & impact

- ▶ **2,659** people supported
- ▶ **1,507** clients engaged in structured personal wellbeing interventions
- ▶ **286** clients provided with accommodation

Case study: changing lives, saving lives

We received the below email from one of our clients of the Personal Wellbeing service in Bedfordshire:

“I live in Bedford and have been given mental health support through probation with Shantel Gardener [Forward employee].

This past two plus years I fell into a pit of depression, stress and anxiety which ultimately took over my life and changed me as a person for the worst. I did not understand what was happening to me and felt lost. It has been a very traumatic time but thankfully, I can say I am coming out of the end of what has been a long dark tunnel.

I wanted to send this email to say thank you for all the support and guidance I have been given. Had I not received the help I have, I would not have come as far as what I have today. Shantel guided me and helped me learn about my mental health illness so I could manage it better day-to-day. I don't know if I would be alive today if I did not get this support.

Shantel showed me so much support and gave me her time by calling to check in and see how I was

doing. Most of all, she listened to what I had to say and how I was feeling. It made me feel like I was not on my own, that someone actually cared about me and wanted to help me through recovery. I still have a long way to go and will continue to work on myself but without the workshops and the support Shantel has given me I do not know where I'd be today.

I am returning to work tomorrow after nearly two years off on paid sick leave due to mental health-related illnesses. I feel ready, happy and positive for a healthy return to work thanks to Shantel and all the teams at Forward Trust.

I am not great at expressing myself over emails but felt I had to send a special thank you. What you do for people like myself is amazing and you help change lives, even save lives. I wish I could write or show you how grateful I am for everything but words cannot portray a true picture.

Thank you for saving my life and teaching me how to manage anxiety and depression.

New Services

From September 2022 we have delivered the 'Dependency and Recovery' (D&R) service for people on probation in:

- ▶ London: Reaching 7,000 people - in partnership with Catch 22 who will support young adults (18-25).
- ▶ Humberside: Reaching 1,000 people.

The D&R service has been designed to 'bridge the gap' between probation and community treatment provision, building motivation and referring

clients. This service will focus explicitly on inspiring probation clients with drug problems to break the cycle of addiction and offending.

This will involve close working with probation teams, developing their understanding of substance misuse and raising their awareness of the support available, and with community providers of treatment, understanding their barriers and challenges, brokering referrals and addressing gaps in their criminal justice pathway.

HOUSING



During 2021/22 we continued to deliver 'Vision Housing', our innovative housing support 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 and partner charities in London and the South East.

Reach & Impact

- ▶ 270 clients referred for housing support
- ▶ 190 clients supported with pre- and post-tenancy support
- ▶ 91 clients housed in a tenancy
- ▶ 89% of those sustaining their tenancies for at least 6 months

Achievements

- ▶ Development of an enhanced support model for ex-offenders, including people convicted of sexual offences.
- ▶ Expansion of our service to include a mentor coordinator to support and enhance our mentoring support to clients.
- ▶ As recorded by our Health and Wellbeing Tracker, a 15% improvement in the overall health and wellbeing of individuals involved with our services. This included significant improvements to their mental health (17%), motivation to work (33%), reduction in smoking (33%), and safe housing (44%).
- ▶ Supporting our clients to source employment and training and to access services in the community including mental health and drug and alcohol services.
- ▶ On average we support clients with benefit enquires at least 3 times throughout their 12 months with us, equating to over 810 interventions around finance, benefit and debt.
- ▶ We have provided move-in packs, mobile phones and food bank vouchers to those most in need and supported clients to set up utilities and council tax support.

“ Without your help when I came out of prison I would have been completely lost.

You lot have been unbelievable. If people come out of prison like I did, with nowhere to live, they have got no chance. No one else seems to care.

With it being Covid-19 as well, it was twice as bad. If Forward hadn't been there, I know my mental health would have been affected.

They worked with my probation worker to explain what was happening, they took away the stress of landlords asking too many questions.

I'm not trying to be funny, I don't know what would have happened to me. It's also like someone cares - if my designated Forward worker isn't around, someone else calls to make sure I am OK. You don't feel forgotten.”

(Vision Housing client)

“ Forward have been instrumental in supporting our homeless clients into accessing appropriate housing and tenancy support, including people who face multiple barriers in trying to access accommodation. There is never a flat refusal with The Forward Trust. Instead, they work on getting to know our clients, their support needs, their aspirations and what they could offer to help. They continually impress us with their joint working between different initiatives, organisations and schemes that help enrich the lives of those they work with.”

(Pathway Coordinator, City of London Corporation)

Case Study: Jared

Jared* was referred to Vision Housing in April 2021 by Hackney Council. He is an ex-offender, who was involved in domestic violence and the supply of Class A drugs. When he was referred, he was just released from prison and placed into temporary accommodation. He was keen to move out, to be away from bad influences and his old "friends". He was willing to make a fresh start and to have stable housing not far away from his Mum, as he wanted to prioritise his family.

We were able to quickly source properties for Jared. But due to his young age and not having been in a private rented property ever before, some landlords were hesitant about taking him. However, after discussions with one specific landlord, where we explained Jared's motivation to succeed and the support he had from his family, they agreed to take him. A "sign up" meeting (when a client signs a tenancy agreement with a landlord) was arranged for the next day.

Jared was accompanied to the sign up by his mum. The landlord went through the tenancy with him and provided other documents such as gas safety. The tenancy and inventory agreement was signed and the keys were given to Jared.

A couple of months later the landlord expressed their gratitude to Forward, saying "thank you for bringing

this client, can you please bring more clients like this". Jared was engaging well with the landlord and taking care of the kitchen, common areas and garden.

A few months later, during a review with our staff, Jared disclosed that a new tenant in the property was not helping with cleaning and also having noisy parties. Jared had tried to talk to him but he was ignoring him. This presented a risk to his tenancy. We immediately contacted the landlord, advising him of the situation and the impact it had on Jared. The landlord spoke with all the tenants, including the one causing the problem, issued warnings and held a house meeting, where the tenant apologised. A cleaning rota was established, with damage that had been caused repaired. The landlord also agreed to put in place regular cleaners to support.

As we had explained to the landlord that the client was vulnerable, he (the landlord) raised the issues with other tenants in a way that protected Jared from being identified and targeted. We managed to mediate the situation and the landlord had respect for both us and the client. Without our timely intervention, the situation could have escalated and the tenancy put at risk.

Jared has just joined our peer mentoring scheme for ex-offenders under 30 years.

*not real name

FAMILY & YOUNG PEOPLE



Forward considers it essential to work with clients in the context of their familial and other significant relationships. Involving family members in an individual's addiction treatment, for example, increases the chances of entry into treatment and also sustained recovery. Addiction and offending can have a significant impact on relationships and also has direct consequences for family members, significant others, communities and beyond.

Historically, our family support services have largely been based in prison, supporting clients with substance misuse problems. As part of this service, we routinely assess the status of clients' relationships, and their aspirations for those relationships, from the first point of contact. Where funding for posts allows, we then refer clients to dedicated family workers to help them connect or reconnect with their loved ones, e.g. facilitating telephone conferences and family meetings. In addition to one-to-one work with clients, we also deliver the following group programmes:

- ▶ **Family Ties**; supporting adult clients in recovery to rebuild and improve their relationships with family members and loved ones. To date, over 900 of Forward's prison-based substance misuse clients across the country have completed the group programme.
- ▶ **Recovering Families**; supporting the families of people with substance misuse problems to understand and manage the dynamics of addiction and its impact on their relationships with loved ones. Approaching 300 participants to date.
- ▶ **Moving Parents and Children Together (M-PACT)**; a psychosocial, child-centred programme bringing together 'whole families' affected by addiction. Over 700 families to date have participated in M-PACT. Independent evaluation has shown that participation in the programme improves family coping, understanding of addiction, global family functioning and family cohesion.

Reach & Impact in 2021/22:

- ▶ 570 clients receiving one-to-one support
- ▶ 180 clients commencing structured family programmes

“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.”

(Elsa, M-PACT participant)

“A big thank you for helping me to see it's not just about me when I was in addiction, but my family and friends too. You helped me believe in myself again and my ability to rebuild relationships with my family.”

(Family Ties participant)

“I felt listened to and understood. I honestly don't think I would have made the progress I've made without the constant support and kindness I have received ... I have made friends with others who face the same difficulties and I no longer feel swamped and alone.”

(Recovering Families client)

Achievements

In the face of the limitations imposed on prison delivery, we were unable to reach and support as many clients as we would have liked in 2021/22. However, in the community, we were able to adapt some areas to online delivery and created web-based resources for older children and young adults during the pandemic.

In August 2021, we contributed to the House of Lords Public Services Committee inquiry into child vulnerability, with two young people who attended M-PACT (Leah and Elsa, quoted above) sharing their experience of living with parental addiction directly to members of the committee.

In Kent, with funding from the Office of Health Inequalities and Disparities (OHID), we trained substance misuse practitioners and volunteers across the county to deliver the M-PACT programme, reaching new vulnerable families affected by addiction (see case study below).

We have also used the opportunity of our merger with Action on Addiction to develop a dedicated Family & Young People department with a strategic focus on developing this service for clients, their family members and children and young adults. The department will support all services including prisons, community-based services, residential services, probation and housing.

New Services And Developments

To achieve the strategic aims and objectives, the new Family & Young People department will be focusing on:

- ▶ The development and delivery of specialist training to support staff in all areas of the organisation. This will raise awareness of the importance of considering familial and other relationships when working with clients, and train staff to deliver targeted psychosocial groups for both clients and family members.
- ▶ The development and delivery of new group interventions which address a range of needs related to relationships, parenting and young people, to support clients and staff and improve outcomes in all areas of the organisation.
- ▶ Increasing our reach to family members, children and young people through more structured interventions and online resources and programmes.
- ▶ Expanding the delivery of M-PACT through training staff and partners to reach more families and children in areas of need. We will also be working on continuous improvement projects to ensure M-PACT remains in line with best practice and can meet the diverse needs of the people we support.



M-PACT in Kent

As the UK's only accredited M-PACT provider and trainer, Forward instigated a unique initiative in Kent to train substance misuse practitioners from across the county to deliver the programme, bringing together staff representatives from Forward, Change Grow Live and We Are With You.

During 2021/22, 4 M-PACT programmes were delivered in Kent, supporting 21 families struggling with the impact of addiction. A range of local agencies were engaged to refer families to the programme, including local addiction and mental health services, social services and GPs.

M-PACT is delivered in a group setting to support interpersonal learning among families and to develop support networks. It helps to improve global family functioning, family communication and coping, as well as to increase understanding of addiction. Participants take part in a range of activities (including art, as shown below) to express their experiences, thoughts and feelings.

In Kent, this level of engagement and expression has also enabled facilitators to identify additional support needs among participants, resulting in referrals to other local specialist services and one-to-one support for children, young people and their family members. This is an additional benefit of the programme, improving wider health and wellbeing outcomes.

Families were overwhelmingly positive about their attendance at the programme, with feedback highlighting the immediate benefits seen by children, young people and their parents or other caregivers:

M-PACT reach in Kent (2021/22)

- ▶ 4 programmes delivered
- ▶ 21 families supported

“(M-PACT) helped me understand my daughters addiction by meeting people in recovery”

“I want to do it again with Mummy and Daddy”

“(M-PACT) is a safe place for us to discuss how we feel without arguing”

“We can talk about things that we couldn't before”

“(I now) think about how I say things and the impact this could have”

“The programme has helped my ability to believe in myself and go for things that I enjoy”

“Be more open and honest with my Dad about his addiction and how it affects me and my family”

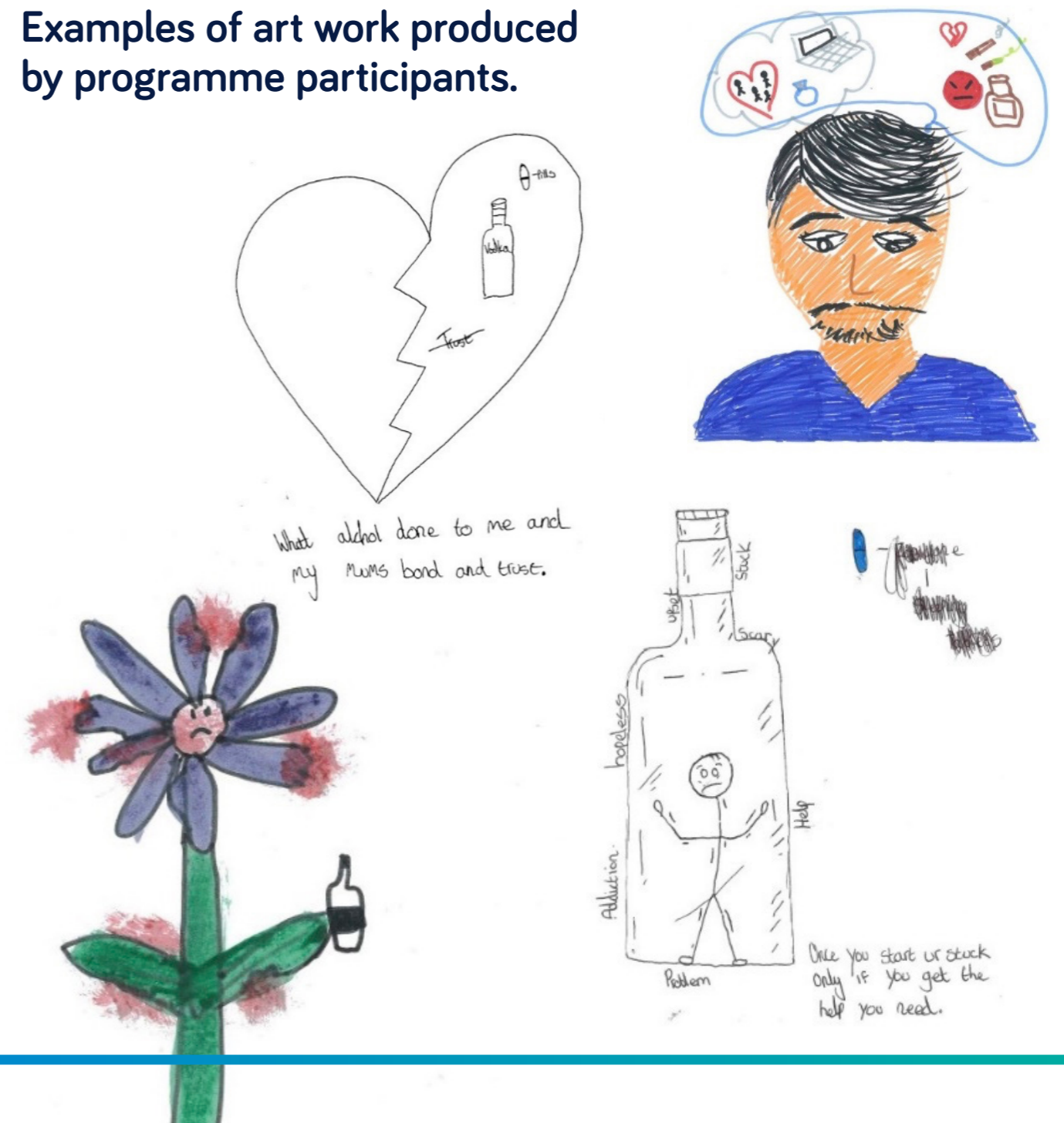
The experience of delivering M-PACT is also rewarding for staff, enabling professional development. Each M-PACT programme gives staff an opportunity to continue their professional learning, always adjusting delivery to meet the needs of the group and actively using family feedback to improve and adapt the programme.

“It has been an amazing experience delivering M-PACT for the first time in Kent and I feel privileged to be given a challenge like this. The great thing for me when delivering M-PACT is visually seeing the change in families over the 9 weeks. They may not see the change but facilitators do and this is why I am passionate about M-PACT, it works.

When delivering M-PACT we have to remember that these amazing, resilient young people that we are working with have had to be guarded about their life to protect the people that they love - it will be hard for them to trust people, but that trust starts at M-PACT. M-PACT gives everyone a safe place to discuss addiction and learn from it, without the need to hide from it. M-PACT is a safe place.”

(Nicole Dyer, M-PACT/Family Lead Co-ordinator, East Kent)

Examples of art work produced by programme participants.



SERVICE OVERVIEW FOR 2023

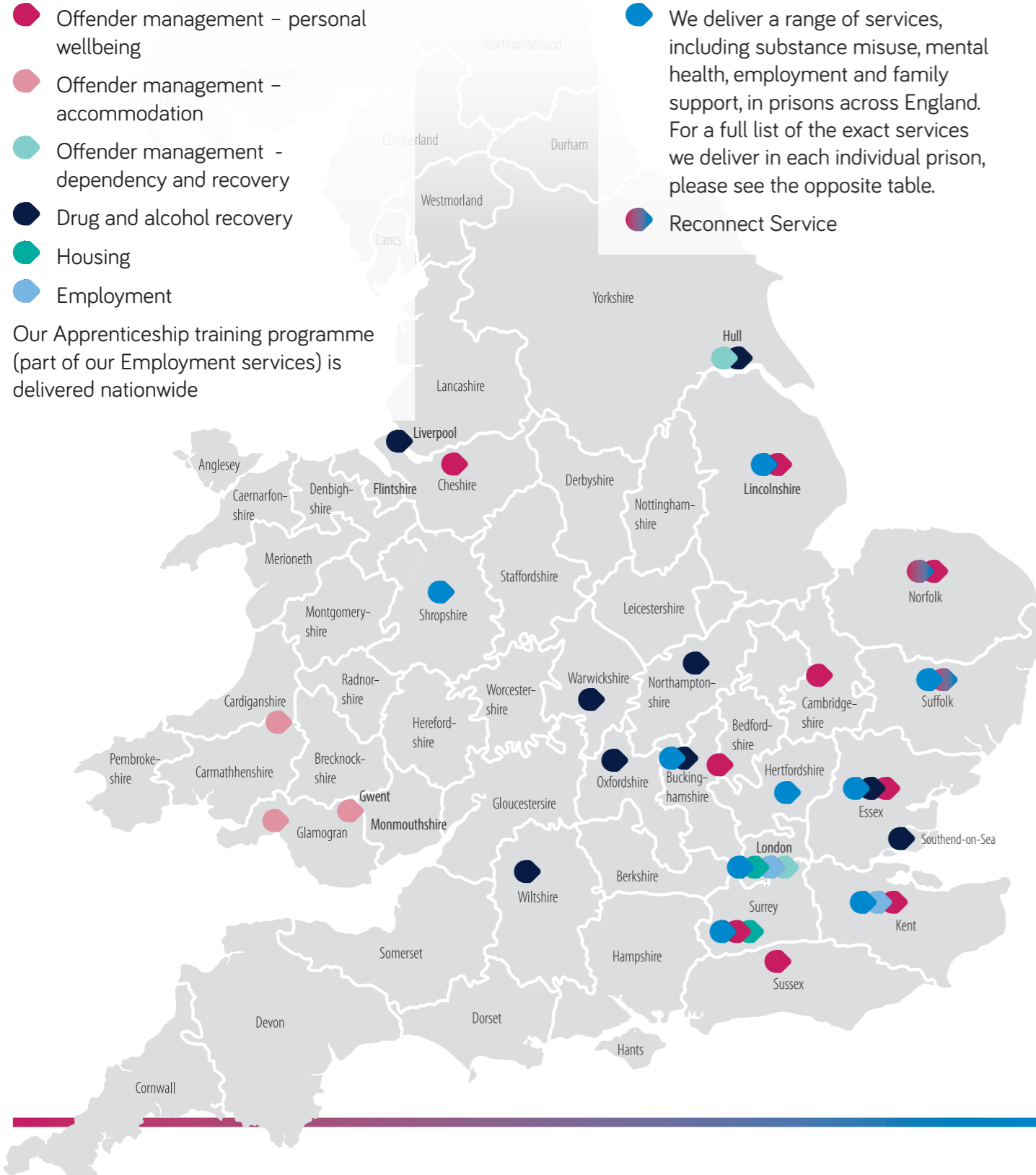
We will also continue to expand our established services areas (drug and alcohol recovery in prison and community, primary mental health and Employment Services) across the country. Below is a map showing our service footprint as of November 21.

SERVICE KEY

Community services

- Offender management – personal wellbeing
- Offender management – accommodation
- Offender management – dependency and recovery
- Drug and alcohol recovery
- Housing
- Employment

Our Apprenticeship training programme (part of our Employment services) is delivered nationwide



Our expansion in prison service delivery sees us being able to deliver a range of services within the same establishment, with the potential for clients to be referred across service areas that all too often remain siloed and un-coordinated. The table below highlights what services are delivered in which prison and where there is the potential for integrated pathways.

Forward's prison-based services

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

Part 3: Other Services & Initiatives

RAISING AWARENESS, TACKLING STIGMA



Taking Action on Addiction

Now in its second year, Taking Action on Addiction is a large-scale, multi-partner, public-facing campaign which aims to reframe existing perceptions of addiction and build awareness of the causes and nature of addiction, to improve understanding, reduce prejudice and enable more people to ask for and receive help.

This year, the focus has been on continuing to build momentum and scale of understanding that addiction, widespread in society, is not a choice or moral weakness; as well as to encourage those in recovery to share their stories of hope, and to inspire those still suffering to reach out for help.

Addiction Awareness Week is the cornerstone of the campaign, allowing a period of intense focus and activity and the space to explore topics that otherwise may be overlooked. It took place from 30th October to 6th November 2022. We were delighted to yet

again have the support of our patron HRH The Princess of Wales, who this year recorded a special video message directed at people impacted and living with addiction. We were also thrilled to have a further video message of support from, Tony Adams, who recorded the special message for our social media campaign and Everton and Liverpool Football Clubs who reached out to their community with campaign calls to action.

Campaign content from our channels alone reached over 370,000 people on social media during Addiction Awareness Week. Traditional press coverage was even more impressive, seen by an estimated 802 million people (up from last year's figure of 67 million people) during the week of the campaign. This is already having a direct impact on our services, with a doubling of enquiries to our Reach Out chat service.

More Than My Past

Launched in September 2019, More Than My Past is our ambitious campaign that aims to raise awareness of the potential for ex-offenders and people in recovery to turn their lives around. The aim is to change attitudes across the board – from policymakers to businesses and the general public.

It does this largely by showcasing the inspirational stories of people who have successfully confronted their problems around addiction and/or criminality and moved on to prosper in their personal and professional lives.

We now have over 70 stories that have been seen and heard around the world, including in new and challenging environments, such as prisons.

In November 2022 we launched the second series of the More Than My Past podcast. This series moved the focus from individual stories to a more thematic approach. Co-presented by film star Jason Flemyng and Forward Trust Director Julie Muir, Series 2 opens with an interview with former Prisons Minister Rory Stewart. Since leaving Government, Rory has stood to be Mayor of London, and has been co-hosting the chart-topping podcast 'The Rest is Politics', alongside Alastair Campbell. Throughout all of this, he has been a passionate advocate for prison reform and creating a system that properly rehabilitates offenders.

In the interview, Rory sheds light on the motivations that led him to question the wisdom of using prison as a dumping ground for tens of thousands of people who have not committed serious offences.



Other interviewees in series two include actor Michael Balogun, campaigner and charity fundraiser Speedo Mick and entrepreneur, philanthropist and music producer Corey Johnson.

To listen to the podcast, click here: <https://morethanmypast.org.uk/podcast/>

For more information on the campaign, see www.morethanmypast.org.uk

“Sending people to prison on a short sentence doesn't have any deterrent effect at all and instead it “increases their chance of reoffending rather than had they not been sent there at all”

(Rory Stewart)

More Than My Past In Person...



On 18th November 2022, More Than My Past ambassadors, including podcast guests, came together with Forward Trust staff for coffee, cake, and comradery at Redemption Roasters in Covent Garden, London. The event, which was held to celebrate the launch of the second series of the More Than My Past podcast, was a much-needed opportunity to celebrate the fantastic achievements of the campaign and podcast to date, as well as give people the chance to reconnect in person after several years hiatus due to the pandemic.

Forward's CEO Mike Trace and Executive Director for

Recovery Julie Muir addressed the room, thanking everyone for their contribution to the campaign and in particular to all those involved in the latest series of the podcast.

Attendees also learnt more about how they could get involved in Forward's exciting new initiative, Visible Recovery Workshops, and our Forward Connect community. The Visible Recovery Workshops aim to inspire current Forward clients to find recovery. Forward Connect is our network of peer-led communities for people who are making progress in their recovery (see p28 for more detail).



Reach Out

One of the many examples of digital innovation that Forward developed during lockdown was the Reach Out online chat service, establishing a new service to support both our current service users and those not currently getting help but struggling at a lonely and anxious time. With Covid-19 restrictions lifted, Reach Out continues to provide a much-needed friendly voice of advice and support.

Launched in May 2020, Reach Out is a simple 'pop up' chat function that people can access on our website.

Reach Out is supported by a team of volunteers including people in recovery who want to give back and help others. Volunteers are trained as 'call handlers' by a central team overseen by Recovery Services.

Callers ask for support on a number of issues including mental health (over 60% of calls), family, employment and housing concerns as well as substance misuse.

“Really enjoy volunteering on the Reach Out chat service, a great and enjoyable experience.”

(Reach Out Volunteer)



Reach and Impact

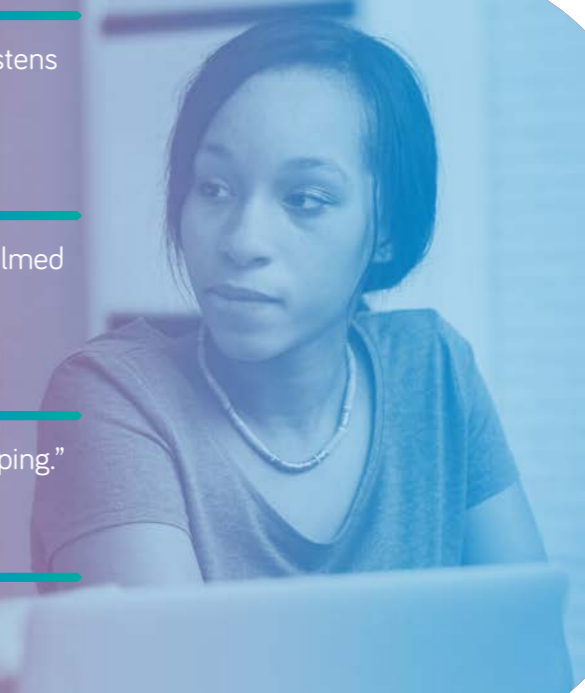
- ▶ During 2021/22 Reach Out supported **3,729** people. The service has supported a total of **8,190** people since its launch in May 2020.
- ▶ New people reached: **48%** of callers had not previously been in touch with Forward or other support providers.
- ▶ Support for families and friends: **9%** of callers were the friends and family of those needing support.

“It makes me feel better when someone listens but can't see me: relaxed.”

“I had nowhere else to turn and this has calmed me down a lot.”

“Thank you for your time, it's helped just typing.”

“Thank you for being so kind anyway that alone helped.”



Worth

The Worth Women's Project is a gender-specific violence reduction project for women in Thanet (one of the hubs where we deliver services as part of the East Kent community substance misuse contract). The project aims to protect women by reducing their vulnerability to threats of violence, targeting those in contact with the criminal justice system who may have experienced domestic violence, substance misuse issues, trauma, involvement in violent crime, or any combination of these factors.



The project was initially delivered through face-to-face workshop sessions, exploring healthy relationships, attitudes towards crime, safe-coping, decision-making, recognising danger and managing potential pitfalls, with support offered online during the Covid-19 lockdowns. Worth participants learned more about their own behaviour and developed new skills to challenge unhealthy responses, building resilience and preventing risk from harm.

Reach & Impact

- ▶ **61** women were supported by Worth during 2021/22,
- ▶ **238** women supported since the project began
- ▶ Our evaluation of pre- and post-programme psychometric measures show significant improvements for completers of the programme in terms of resilience, self-worth, anxiety and depression

"I live on my own, having been domestically abused in the past as well as suffering from mental health issues and alcohol addiction. I have found the Worth project to be invaluable... it's been an absolute lifeline. Thank you."

"I really look forward to meeting with the other women for great conversation and feeling heard. It has raised my self-confidence"

"I would highly recommend the Worth project. Forward have created a community of women that are amazing, dedicated and understanding. I appreciate all the time and help they have given and will continue to give me (enabling me to become a volunteer and Peer Mentor). I can't thank the team enough!"

"Addiction can be a very dark place and very isolating. The Worth ladies' group is a chance to connect with others in a similar position, and the ladies who run it offer the chance for open and honest conversations, giving addicts important skills and coping strategies and the tools to help themselves."

"The support offered by Forward Trust, especially the Worth Project, gives us the opportunity to challenge and change our behaviour, showing us that there is life after addiction. Addiction is an illness, and these groups are a lifeline."

"Forward has created a community of women that are amazing, dedicated and understanding"

"The support offered by Forward Trust, especially the Worth Project, gives us the opportunity to challenge and change our behaviour"

The Recovery Fund

In 2021 we launched our bold, new initiative, The Recovery Fund. The fund was set up to support a broader range of services and to reach more people to offer the opportunity of recovery. The fund works to complement our Government contracted work to ensure that recovery pathways and programmes are a central part of all our services.

Thanks to the continued funding of our founder supporters, The Julia and Hans Rausing Trust, The National Lottery Community Foundation and The John Armitage Charitable Trust, we have been able

to build up the Recovery Fund, and have extended it to help families and children impacted by addiction through the help of The Garfield Weston Foundation.

A good example are our Recovery Support services and Forward Connect recovery community – we know these are essential to long-term recovery and transformational change, but they are not currently funded by public sector contracts. Support from the Recovery Fund has allowed us to grow extensive peer support, mentoring and specialist support, and a thriving social network.



“Over a number of years, we have seen the excellent work that has been done by the Forward Trust in helping people move beyond addiction, and provide a foundation from which they are able to rebuild their lives. This work is now more important than ever after the pandemic, and we hope that the Forward Trust's Recovery Fund will provide people with addiction problems and their families the help and support they need to move forward with their lives in a positive direction.”

Julia and Hans Rausing



Attendees of the 2022 Clouds House reunion



SERVICE	PURPOSE
Recovery programmes 	Delivering 12-step, abstinence-based programmes in community and prison settings, including programmes specifically designed to support women and online programmes that overcome geographic or mobility restrictions to bring people together for recovery. 12-step programmes are also an integral part of our residential recovery services.
Residential recovery 	Offering bursaries (for those who cannot access private or public funds) in our flagship residential rehabilitation centres – Clouds House in Wiltshire and The Bridges in Hull. We also offer Recovery Houses for 3-4 people in recovery to live together and support each other.
Recovery support 	Delivering ongoing professional support (or 'aftercare') for graduates of all our recovery programmes; this includes support for prison leavers at their most vulnerable by offering a 'meet and greet' service on the day of their release, practical support for resettlement (e.g. housing) and one-to-one 'check in' support (face-to-face and by phone) to sustain recovery and prevent relapse.
Recovery communities 	Bringing together people who are in strong recovery to sustain each other's progress, support others still struggling with addiction, and give back to their communities through volunteering. Our Forward Connect recovery community has a national online reach, and also supports the activities of local recovery communities in Hull, East Kent, London, Liverpool and Essex where we have high numbers of recovery programme graduates; this also includes collaboration with partner agencies and organisations.
Recovery Traineeships 	Offering 12-month employment and training opportunities within the organisation for people in recovery to develop their skills and confidence for the world of work. We have so far supported over 120 people through traineeships with 80% progressing to full-time employment. Within the wider organisation, over 40% of our staff and volunteers have ' lived experience ' of recovery.
Recovering Families 	Supporting families, significant others, children and young people affected by addiction and rebuilding family relationships in recovery. Projects include the highly acclaimed Moving Parents and Children Together programme (M-PACT), a child-focused intervention which allows family members to communicate, interact, connect and grow; specialist Family Workers (who help clients in recovery build and improve their relationships with loved ones); and Recovering Families groups in the community. We are also developing interventions to address substance misuse among young people, building resilience and addressing mental health problems.

Partnerships

Thank you to all of our partners for their support in helping us to empower people to break the cycles of addiction or crime to move forward with their lives.



ABOUT forward

Forward empowers people to break the often interlinked cycles of addiction or crime to move forward with their lives. For more than 25 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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