



# Impact Report

2018-2019

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

turning around  
lives for 20 years



## Jon's Story

When I first came to DHI, I was on a court order, dependent on alcohol, had left my family home and I was having no contact with my children. Despite all that, I had no desire or intention to change my drinking and was so resistant that I even deliberately got myself removed from groups. I was still mandated to attend, so came to sessions with my keyworker and over time some of what she said began to sink in.

At my lowest point, I finally booked into a rehab and when I came out I walked straight into an AA meeting. That was 18 months ago and, far from being reluctant to come to DHI, I'm now coming by choice and helping to run a group for people preparing for detox. For me, DHI has been a parachute on my back; if I feel myself freefalling, I can pull that cord and know I've got a somewhere to go.



## Jenny's Story

About ten years ago, my children had both flown the nest and I was enjoying a relaxing retirement. But that all changed when my daughter's alcohol dependence engulfed her, and she moved back home. Of course, I supported her as much as I could, I cared for her and provided for all her needs. In effect though, I was enabling her. This in turn made my home a battleground where I felt constantly anxious, and I couldn't sleep for worrying what would happen to her.

After her first appointment with DHI, she brought back a leaflet about DHI's Families and Carers Service. I still remember the first group I attended. It was such a relief to know I wasn't alone and there were other families who knew exactly what we were going through. I got counselling, support from others in similar situations and practical advice for how to set boundaries. This not only allowed me to survive this time, but I believe that those boundaries helped my daughter to finally get into recovery.



# Foreword

When DHI started 20 years ago, it had a vision to help turn around the lives of some of the most marginalised in society, in particular those with problems related to drugs and alcohol and homelessness. While we have grown from helping seven residents of a supported housing project to over 8,000 people every year, that vision remains.

Sadly, in a society that is quick to judge but slow to learn, many of the challenges that we faced 20 years ago remain. We have a huge housing crisis that manifests very visibly in rough sleeping, but the impact of which goes much deeper. Drug related deaths are at record levels, and the young, the vulnerable and the poor are those most likely to be caught up at the rough end.

Because of this, rather than celebrate the considerable successes of the charity, we have focused this anniversary year on looking forward to how society can help to end social

exclusion, and vastly reduce the need for a charity like ours. We have called this *The Vision Project*.

In addition to our vibrant young people's debate, *Just Say It*, we've had the privilege of publishing articles from some of the country's leading thinkers on issues relating to social exclusion.

My own view is that everyone needs their basic needs met if we are to end exclusion: a safe place to live and enough money to pay bills and buy food. I've long advocated a 'housing first' approach, where everyone is entitled to a home without preconditions, so I'm glad that this idea is now gaining traction and we are part of delivering a housing first project in Bath & North East Somerset for the most entrenched rough sleepers.

But people don't just need bread, as the song goes, they need roses too. We also want to see people thrive and contribute to their communities. I am continually inspired by the resilience, skill and dedication of staff, volunteers and peers alike in planning support around an individual, helping them to look to the future and flourish.



**Rosie Phillips, DHI Chief Executive**



# How we help turn lives around



**7271 hours**

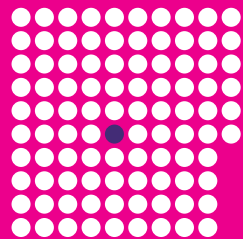
donated by 98  
volunteers last year



**235 people**

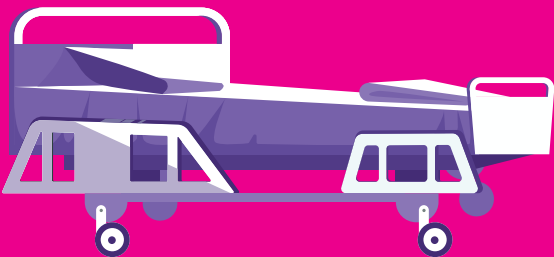
housed in DHI's supported housing or  
by our social lettings agency, Home  
Turf Lettings

**1 in 96 adults**  
of working age in the West  
of England accessed our  
drug and alcohol treatment  
services last year



**121 young  
people**

left our services drink  
and drug free



**85 rough sleepers**

helped into accommodation after  
being discharged from hospital

Over 40,000 lives turned around in the last 20 years

**Take a look at the timeline  
of our 20 year history inside**



## JUST SAY IT!

Today's young people face some unprecedented challenges: the pressures of school and social media, access to drugs on the internet, knife crime and county lines, and growing mental health problems to name but a few. So, in March, we held an event as part of our Vision Project - *Just Say It* - to ask young people how they thought we could prevent today's young becoming tomorrow's socially excluded, focusing on four main questions:

- **What can we do to prevent homelessness?**
- **What can we do to help people feel safe without carrying a knife?**
- **How do we reduce the pressure to appear perfect on social media?**
- **Exclusions from school for the use of drugs make children more vulnerable. Could schools do anything differently?**

for many, as well as highly addictive, with one person saying that they checked their phone every 15 minutes.

Meanwhile, the fear of facing serious consequences was silencing many young people from voicing concerns at school where there were problems with drugs.

Despite the huge challenges being discussed, those attending understood that issues like homelessness, substance misuse, mental ill health and offending are often interconnected. One young person described them as being like 'a soup', referring to how indivisible they are from each other.

A full report is available at:  
[www.dhi-online.org.uk/jsi](http://www.dhi-online.org.uk/jsi)

A lively and interesting debate took place, and the opportunity to be given the space to do the talking, while the adults listened, was warmly welcomed.

The under-supply of housing, and subsequent rising prices for those leaving home, kicked off the debate on how to prevent homelessness. The pressures of social media on mental health were seen as a problem





# Highlights from our first 20 years...

**1999**

Having begun as sole employee for DHI, a fledgling Bath Self Help Housing Association project consisting of just one supported dry house on Stall Street in Bath, Rosie Phillips sets up DHI as an independent charitable company to bridge the gap between drug treatment and housing.



**2000**

DHI receives a Department of Health Social Care Award for 'Promoting Independence' and the Allotment Project wins a Co-operative Group Partnership Award.



**2001**



DHI begins to offer a group programme to those with substance misuse problems, and we start our first floating support service in Bath & North East Somerset.

**2002**



We open a new Training Suite in Bath, offering IT and basic skills courses.

**2003**



We launch our Wiltshire Prison Resettlement service which helps people leaving prison to get a good start and prevent re-offending.

**2004**

We open two new supported dry houses, Barton Buildings in Bath and Acorn House in Wiltshire.

Our peer magazine, Off The Wall, is launched and Midge Ure becomes the publication's patron.



**2005**



DHI becomes the provider of drug and alcohol treatment services in South Gloucestershire.

We also start our families and carers service, providing support for often overlooked loved ones.

**2012**

Project 28, a drug and alcohol service for young people aged 11-18 joins the DHI family. Home Turf Lettings, a not-for-profit residential lettings agency, is formed and launches its Empty Homes Scheme to refurbish empty properties.



**2011**

We open a new treatment centre in central Bath and a satellite hub in Midsomer Norton. A new supported dry house, with a dedicated detox facility, opens in Bath. The Reach Partnership begins, delivering comprehensive housing support to all socially excluded adults in Bath & North East Somerset.

The time has come to rename the charity. Over time, DHI's remit has expanded to work with a wider range of vulnerable and excluded groups. The Drugs and Homeless Initiative becomes Developing Health & Independence.



We celebrate our 10th anniversary. DHI wins the Red Cross Excellence award for innovative work in harm reduction. A new 'social prescribing' service is set up in partnership with The Orchard Medical Centre in South Gloucestershire.

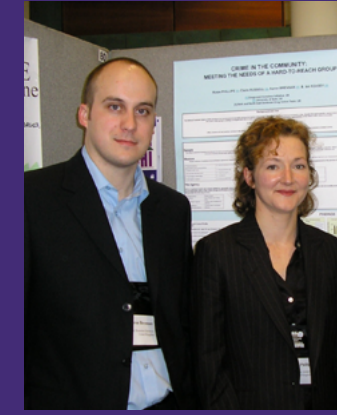


**2009**

The first annual 'Reach Out Families and Carers Conference' is held in Bristol. The 'Ugly Mugs' Scheme to support sex workers is established Swindon. DHI wins the Silver Award from Bath in Bloom for its allotment.



**2008**



DHI wins the RSA Coffee House Challenge Award for 'Mailcoach', a scheme providing a secure PO Box facility for the homeless. DHI's research is presented at the International Harm Reduction Association Conference and the National Conference on Injecting Drug Use.

**2007**

The Community 4 Consortium is formed in partnership with Westlea Housing Association, Splitz and Alabaré in Wiltshire to provide a floating housing support service across the county. We start delivering a drug and alcohol treatment service in Swindon.



**2006**

**2013**

In Bristol, DHI sets up an exciting programme for peers and for families and carers of people who use drugs or alcohol.



We work with the Natural Theatre Company and service users to put on a 'poverty history walk' around Bath called Out of the Shadows.



**2014**



We launch Motiv8, a young people's drug and alcohol treatment service in Wiltshire, operating across an area of nearly 1500 square miles. DHI's founder, Rosie Phillips, wins a Social Justice Award.

**2015**

DHI partners with Victim Support to run a perpetrators programme as part of a Bristol Domestic Violence and Abuse Service.



**2016**



Home Turf Lettings begins providing accommodation for the Syrian Refugees Resettlement Scheme in Bristol.



**2017**

Thanks to huge public support, we buy Burlington House, ensuring people can continue to detox and maintain their recovery in their community with the support they need from trained staff and their peers.



**2018**

Our Community Recovery service opens in Bristol and we join up with Landaid and a private developer on the exciting East Street Mews project, delivering 11 truly affordable flats for homeless young people. We launch our Homeless in Hospital service, and we tour schools with a play about youth homelessness.



**2019**

We celebrate our 20th birthday with The Vision Project, in which we look to the future and how we can help end social exclusion over our next 20 years...





# Highlights from this year



Imagine being discharged from hospital with nowhere to go and no food, clothes or money. Our Homeless in Hospital team have been preventing this becoming a reality for people at Bath's Royal United Hospital.

Home Turf Lettings have renovated and adapted a house in Bath so it can become a home for a family with a disabled child.



Out of the Shadows brings together 20 humbling, brave and raw poems by our clients, peers, volunteers and staff.



We will be opening a brand new treatment centre in Bath and a new supported dry house in South Gloucestershire, thanks to Public Health England and our own fundraising efforts.

We are delivering an exciting Housing First project to help the most entrenched rough sleepers into long-term, secure housing, in partnership with Julian House and Curo.



## Chair's review of the year

I am proud that DHI ends this year in strong financial health, with an excellent workforce driven by a clear purpose. We are completely focused on ensuring the best

outcomes for those who need our help, and that means tackling underlying causes – often a poor housing situation – and not just the problems that they

present to us with. Much of our success is down to having a team of highly skilled staff, volunteers and peers working with unmatched resilience and compassion.



Sarah Davies  
DHI Chair

### Simon's Story

At my lowest point, I felt like the saddest man in the world. My son had been taken from me, I was living an isolated life in a tent in the woods. I was drinking. I was using heroin. I was thinking seriously about taking my own life.

I spent two months in that desperate situation before trying to seek help. I stopped drinking and using heroin and tried to find accommodation but was turned away from everywhere. Luckily, I got in touch with DHI, who found me a place in a supported dry house, giving me a stable roof over my head and the help I needed to stay abstinent.

After a few months, I felt confident enough to move into a self-contained flat managed by Home Turf Lettings, where I still live now. I've regained my independence and I'm now working again in construction, but if I ever do need help, I know it's there.



### David's Story

After my divorce, despite working full-time, I lost my tenancy due to debts piling up, which forced me to live in a caravan. To start with, it wasn't great but I was still able to see my children there and it was at least a roof over my head. However, when the winter came, it got damp and it was no longer okay to have my children in there, meaning I could only see them in public spaces.

All of this got to me. My mental health was really suffering and I was drinking more; so my GP referred me to DHI's MyScript service. They talked to me about the issues I had, and got me a place in the Wellbeing House where I was able to have a break for a week. They worked with DHI's Reach service to get me on the housing list and then to get a grant to pay for carpet, beds and a cooker. Thanks to the help I got from DHI's services, I'm now able to focus on doing nice things with my children and moving my life forwards.





# How to help

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

We also welcome donations from individuals, trusts, and businesses. Or leave DHI a legacy in your will.

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



Thanks to Laura for organising a fundraising yoga session!



The Bidgood family raised money with a football match.

# Thank you

We would like to thank everyone who supported our work over the past year by donating, fundraising or volunteering. We are grateful for their generosity and commitment, which allows us to pilot new projects and provide more help to more people.

We are also grateful to all our partners, trustees, volunteers, peers and staff, without whom we couldn't make the impact that we do.

# Get in touch



help turn  
lives around

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