



Rising to the challenge: **IMPACT REPORT 2022**



help turn lives around

Foreword



Change, uncertainty and inequality are growing at an increasingly fast pace. The war in Ukraine, the impacts of Brexit, political uncertainty and climate change are further fuelling inflation off the back of the pandemic. These complex issues are already having devastating social consequences for those at the margins of society. At DHI we are seeing this through a huge increase in referrals for alcohol support and advice around housing in particular.

In response to such a challenging external environment and looming 'efficiencies', it is important that we speak out for the most marginalised, sharing our skills, intelligence and data with those in power, to ensure resources flow not just to those with the loudest voice. It is also critical that we at DHI continue to respond, innovate and transform our services through these difficult times. We cannot simply do more for less.



Moving upstream to prevent people getting to a place where intensive support is required is an essential part of our response. Developments such as The Wrap, our young people's digital service, are a testament to our solution focussed approach. At the other end, our investment in peers, through the development of the West of England Peer Academy, helps ensure recovery is sustainable while inspiring others that it is possible.



We will continue to strive to support the most disadvantaged because we believe passionately that everyone has the potential to thrive and make a valuable contribution to their community, and because as a society, we simply cannot afford the waste or cost of failure.

Thank you to all our wonderful staff, volunteers and peers who work with unmatched resilience, skill and compassion, and make this possible.

Rosie Phillips CEO





Cliff's Story

Cliff is a tenant of Home Turf Lettings, DHI's social lettings agency. Home Turf Lettings provides private rented accommodation to tenants on low incomes and in need of affordable housing.

Cliff left home as a young man and literally sailed the high seas. He eventually settled in Hawaii and had a family but following illness, returned to the UK.

Cliff was facing the genuine threat of homelessness after he was forced to leave his private rented home due to major issues with its plumbing and sewer systems, just after he had returned from a spell in hospital.

"Getting into this place has been a godsend. I'm just incredibly grateful to be here."

Our Home Turf Lettings service housed **393** people in desperate need last year

"If you don't have a roof over your head your ability to mentally navigate life is gone. Without this place, I would be in the graveyard across the street. This place has given me my life back."



"The discussions I have at the DHI pain management group have been a total game changer."

Jo's Story

Jo was referred into DHI's Pain Management and Wellbeing Project by her GP after struggling with her use of Pregabalin – a medicine used to treat issues including nerve pain, epilepsy and anxiety. Jo was in constant pain from Rheumatoid Arthritis in her feet and fibromyalgia, combined with back pain from a slipped disc. She had also been diagnosed with depression.

Jo was able to look at her pain in a different way and started practising mindfulness exercises, which she says have helped massively with her overall wellbeing. She also joined DHI's Pain Peer Group, a weekly online meeting for people experiencing similar issues with chronic pain. The group has given Jo the confidence to talk openly about her pain journey and the opportunity to find out about new and alternative routes for pain management. Jo is now completely off Pregabalin having gradually reduced her dose with the help of her GP. She's now looking to the future – starting with a family holiday for the first time in three years.

"I'm really grateful for the support I've had through DHI's pain management group. It's helped me and I can help others in the group, as I've been there and can understand what they are going through. That's a good feeling."

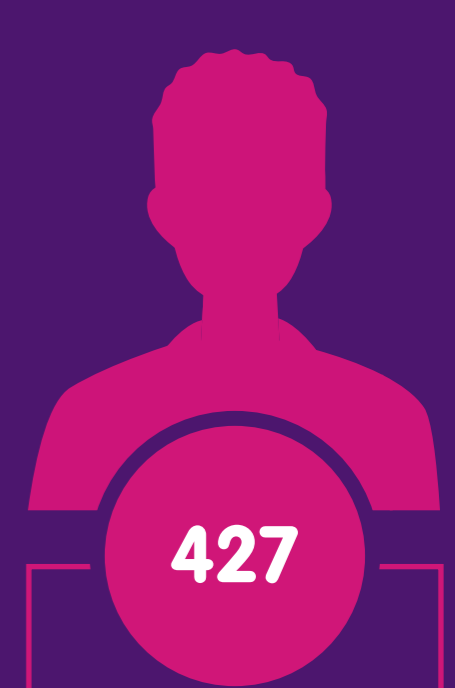
How we helped turn lives around in 2021/22



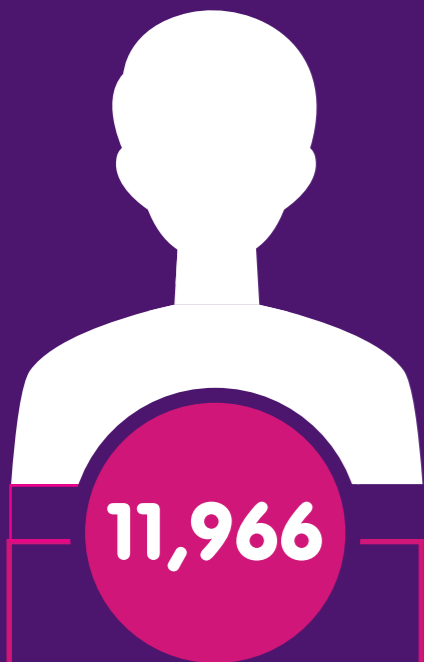
lifesaving Naloxone kits were handed out



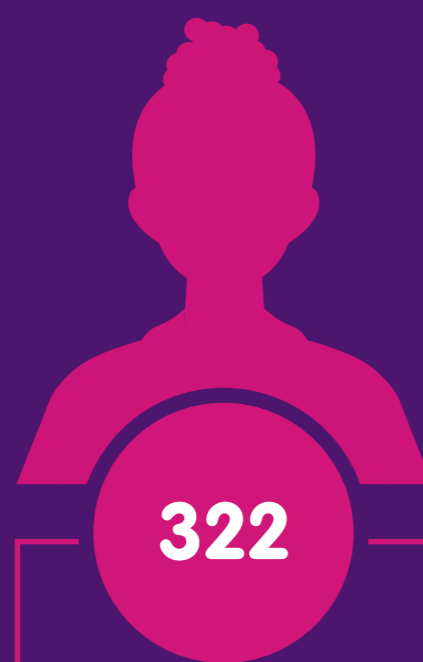
young people stopped, reduced or made improvements around their substance use



people were prevented from becoming homeless



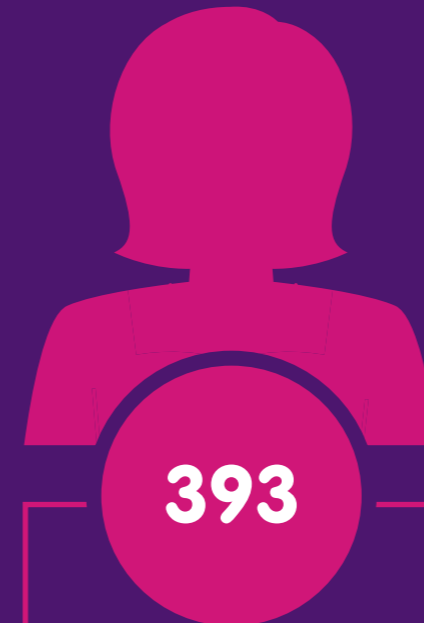
people were helped by DHI in 2021/22



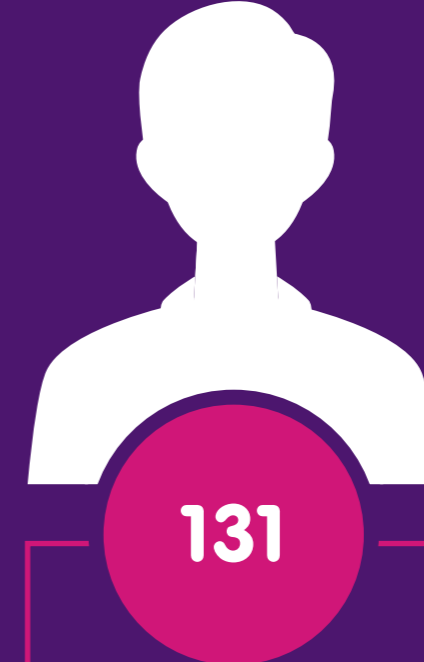
people left our adult treatment services alcohol free



people left our adult treatment services drug free



people were housed via Home Turf Lettings



peers supported DHI's work



people accessed The Wrap, our self-help tool for young people

Highlights of the year

Reach stopped
427
people from
becoming homeless
in 2021/22



"I can honestly say, hand on heart, that I wouldn't be here without Halima. She is the reason I am here today."

Halima and Martin's Story

Reach is DHI's housing advice and support service. Reach offers practical and emotional support to help people live independently. Halima is a support worker with Reach and has worked with Martin to help him transform his life.

Martin explains: "I had let everything get on top of me. I was sinking. It all stemmed from a major family bereavement. I started drinking heavily, didn't take care of my bills, my rent or myself – my mental health was really bad and it got to the stage that I didn't leave the house for a year. The red letters were stacking up and eventually I was served with an eviction notice.

I was broken. Halima helped me to take control of my situation. She helped me build bridges with my landlord, and get my debts sorted. She helped get my benefits again, and apply for Personal Independence Payment (PIP) and a Discretionary Housing Payment so I could clear my arrears.

My bills are paid via Direct Debit and I use the computer to manage them and to budget properly. I would never have been able to do all that by myself. Life is much better now. I am happier. My mental health has improved dramatically. I have my dog and I am able to get out with him. I get out on my electric bike too! I'm so grateful for the help I've had from DHI. They were there for me at the toughest point in my life."



Mayor of the West of England, Dan Norris, is pictured with Rosie Phillips and DHI's new Fibroscanner – a specialist tool that quickly measures the health of someone's liver – at the launch of DHI's new centre at St James's Parade in Bath.



DHI established The West of England Peer Academy – a new initiative offering fully accredited training to help people to become peer mentors – someone who uses their own experience to help others going through similar situations. The Peer Academy was launched by Mayor of the West of England, Dan Norris.



Mayor of Bristol, Marvin Rees, visited our Bristol peer service to hear from peers about the ways they help people and communities across the city. DHI's Bristol peers worked with over 350 people struggling with drug or alcohol problems through covid lockdowns (and beyond) via a dedicated support programme.

DHI's Home Turf Lettings provides private rented accommodation to tenants on low incomes and was named Letting Agent of the Year at the Bath Property Awards.



New tools designed to help teachers and professionals talk to young people about sensitive issues including drugs, mental health and being targeted by criminals, were launched by The Wrap at the John of Gaunt School in Trowbridge.



Peers at DHI

1/3

of our
peers go on to
paid employment

A peer is someone who uses their own experience to help others going through similar situations.

Our peers are people in recovery from problematic drug or alcohol use, and they can help people in many ways – from supporting someone going through detox to providing a buddying service. DHI has provided peer-led support services since 2012.

This year DHI launched its new West of England Peer Academy. The Peer Academy helps people to become peer mentors – someone who uses their own experience to help others going through similar situations. Participants work towards a Level 2 Award in Peer Mentoring and choose other activities to help them into work, such as a digital skills course or work placement.

Our peers are people in recovery from problematic drug or alcohol use and they inspire others to show that recovery is possible whilst building their own skills, confidence and knowledge by supporting DHI's work. DHI has provided peer-led support services since 2012.

The West of England Peer Academy is funded by the West of England Combined Authority Community Support Fund.



Our new
**DHI Fashion Swap
Fundraiser**

gives you the chance to clear out your closet and refresh your wardrobe, without harming the environment or spending lots of money. Find out more about how it works and to sign up visit

www.dhi-online.org.uk/fashion-swap-fundraiser

How you can help

If you feel inspired to volunteer or fundraise for us, please email

volunteers@dhi-online.org.uk

or call us on **01225 478730**

We welcome donations from individuals, trusts and businesses. Alternatively, you can leave DHI a legacy in your will. You can donate online at

www.localgiving.org/dhi

by sending a cheque made out to DHI to 14 St James's Parade, Bath BA1 1UL
or by electronic bank transfer.

To get in touch about your donation, please email **fundraising@dhi-online.org.uk**

Thank you for your support.



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