



Turning Lives Around

Impact Report 2022/23



Highlights of 2023

Support for vulnerable offenders

DHI begins delivering Mental Health Treatment Requirements in Bristol, South Gloucestershire and B&NES. These special community orders engage vulnerable offenders with mental health needs to get the support they need to turn their lives around. This is a first for DHI.



Home Turf Lettings

Ensuring everyone has a safe place to live is essential, so we were delighted to have exceeded our target for increasing affordable leased accommodation units in the private rented sector by 108. Particularly strong growth was achieved in Bristol because of our partnership with Bristol City Council and Resonance.



Peer Academy

16 service users complete a Level 2 Peer mentoring qualification through DHI's Peer Academy. Using lived experience to help other service users, many peers are supported through this into employment. 19 former DHI Peers moved into paid employment this year. Ron (pictured), now mentors for DHI in Bath.



The Wrap: Keeping young people safe

DHI launches PHSE/RHSE-compliant online teaching resources on its young person's digital platform. Lessons cover alcohol, drugs, mental health, and sexual relationships, supporting schools to keep young people safe.



Not a Pain!

A new pain management initiative in South Gloucestershire sees DHI helping people manage chronic pain and improve their well-being, through education, advice, and signposting.



Families Also Matter

DHI hosts its 14th annual Reach Out Conference for families and carers of those with a drug or alcohol problem. The lineup includes a panel discussion on naloxone with Chief Inspector Ronnie Lungu (pictured).



Welcome to our 2023 Impact Report

In days as dark these it's important to remember the enormous capacity of people to overcome adversity, give generously and achieve good or great things. We see this every day at DHI, through staff and service users alike. This report is a celebration of both. Pressures of inflation, and the disproportionate impact this has on the most vulnerable, means we are seeing growing demand at a time of diminishing funds. Against this backdrop, I

am proud that DHI excels in finding ways to help individuals to take back control of their lives and positively re-engage with society without sacrificing effectiveness or the personalised nature of that offering. This report highlights some of the ways we have made a difference and the lives we have touched over the past year.

Rosie Phillips
Chief Executive



Who we are

DHI are a social inclusion charity.

We aim to help those excluded from society, or experiencing multiple disadvantage as a result of poverty, deprivation, abuse or neglect to turn their lives around and thrive.

Our values

Stimulation

Self Direction

Zest for Life

Flexibility

DHI Peers

Jane's Story

A retired nurse, Jane initially entered treatment with DHI in 2020 due to a dependency on alcohol. Despite achieving a period of abstinence prior to the pandemic, Jane experienced mental ill health and loneliness during COVID and relapsed. Realising she needed more support, she entered treatment again in 2022, moving into DHI's supported dry house at Burlington Street, where she completed an alcohol detox.

Here Jane benefited from the support and the sense of community fostered by the house. Jane has remained abstinent since.

After leaving Burlington Street, Jane trained to be a Peer with DHI, sharing her experience to help others. She is currently in the process of restoring the garden at The Beehive, DHI's Bath treatment hub, where she runs a weekly gardening group and meets new clients.

"DHI have given me the tools to deal with the stuff that pops up in my head, that tries to sabotage my sobriety."

"I was directed to DHI by the council, and I have been on the up ever since."

Home Turf Lettings

James' Story

Following a relationship breakdown, James became homeless during the COVID pandemic. Unemployed, facing cold nights on the streets and the dangers of rough sleeping, he sought refuge in temporary accommodation before being referred to Home Turf Lettings (HTL), DHI's nonprofit lettings agency. With the support of HTL, James has maintained his tenancy, and found employment as a gardener and landscaper.

James' story highlights the invaluable difference housing makes to people's lives, and the pivotal role it plays in elevating people out of poverty to find long term security.

The Big Issue report 19% of people who become homeless do so following the breakdown of a relationship. It continues to be a leading cause of homelessness in the UK.

Criminal Justice

Dorian's Story

Dorian battled with problematic substance use for many years before being given a Drug Rehabilitation Requirement (DRR), a community order sentence for those whose offending funds a drug problem. Surrounded by people who did not have his best interests at heart, he had used methamphetamine and cannabis regularly, and struggled with finances and poor mental health.

He entered treatment with DHI in June 2022 and with the help of his caseworker, threw away drug paraphernalia, ended contact with drug using friends, and focused his energy on his own recovery. By November, having returned a fully negative drug test, he completed a detox before training as a peer.

Since his discharge from the service Dorian has remained abstinent, made new friends and vastly improved his quality of life. He continues to help others in his community through his work as a peer in the criminal justice team.

"I wanted to be abstinent. DHI helped me get on that road."

Mental Health Treatment Requirement

Alfie's Story

Alfie was arrested in 2021 for violent conduct and criminal damage. Following his arrest he experienced panic attacks and attempted suicide.

Fortunately for Alfie, the sentencing judge was able to see Alfie's criminal behaviour was linked to trauma, and his potential for rehabilitation. He referred Alfie for a Mental Health Treatment Requirement (MHTR), a community order that offers support to address underlying mental health problems alongside the offending. This began a transformative journey for Alfie with the support of DHI's Bristol-based Criminal Justice Team. In-person sessions were conducted near his home, initially focusing on managing panic and anxiety, and then on rebuilding his self-confidence.

He has now successfully completed his MHTR, reports reduced anxiety and improved self-esteem. Alfie is now focused on the next chapter, improving his education, and finding employment.

"My anxiety is easier to deal with and I know DHI are there for me when I need them. I feel like I'm able to do things again."

In 2022/23, DHI helped

3,400

people who chose to address a problem with drugs or alcohol embarked on a structured treatment programme

1,023

people successfully completed their treatment either drug free or having achieved all of their treatment goals

45%

of those people still in treatment in told us that they had shown improvements on their recovery journey

625

Naloxone kits and training were given to people. Naloxone reverses the effects of a drug overdose and saves lives

967

young people received education and harm reduction advice on drugs and alcohol from our young people services, in schools and other settings

43%

of young people who entered treatment with Project 28 and Motiv8 left service drug/alcohol free, or reported significantly reduced use

3,900

young people accessed The Wrap, DHI's young person's digital platform to access harm reduction information and advice to keep them safe

139

drug and alcohol treatment clients trained to become a Peer Supporter, using their lived experience to support others

2,009

people accessed WebFAM to help support them with the impact of a family member or loved one's drug or alcohol use and over 150 were supported in groups or 1-2-1

846

people received support to find or maintain accommodation from REACH, our housing support service

323

people avoided homelessness with the help of the REACH team

407

vulnerable people were housed by Home Turf Lettings this year, with 142 being children



help turn
lives around

Thank you

Warm thanks to our stakeholders, partners, and benefactors. We are also grateful to our Trustees who so generously give their time.

Finally, to our employees, volunteers, and Peers – without you, we couldn't make the impact we do.

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