



DOCKLANDS OUTREACH



Annual Report 2003/2004

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Chair's Report

Docklands Outreach has identified a gap in the approach taken by other agencies when supporting young people with complex issues and has created a solution-based approach offering a holistic, client-centred model in order to support the needs of young people. This solution-based model offers consistency and provides access, whilst building confidence and offering emotional and practical support. This model used by D.O has more recently been recognised within the wider central and local government context. Additionally, this approach removes any confusion felt by young people and enables them to take control of their own decisions.

An independent evaluation by the London Metropolitan University of our developed model of practice expanded on the work from the Isle of Dogs to four further wards in the east of the borough and is funded by the Neighbourhood Renewal Fund. This programme has made a significant impact in the areas delivering detached street-work and advocacy (one to one casework) targeting young people at risk of social exclusion, particularly those not in education, employment or training.

This work not only advises and provides information to young people, but also provides access to youth advocates at our Mile End and Millwall sites, where young people are able to access a full range of support services addressing their issues and problems while supporting them in realising their potential as individuals in society and contribute positively towards their community. This is highlighted by a comment from an officer from The Metropolitan Police:

'As well as providing valuable support and advice to young people, they are a forward thinking organisation, and clearly welcome partnership working. As a police officer with 17 years service, I find such partnerships refreshing and essential if we are to provide the necessary response to individual needs.' The street-workers have able to target specific problems on estates, tackling and diffusing conflict, drug dealing and anti-social behaviour'.

The effectiveness of the Children's Fund's preventative work; Community Families, Programme – entitled 'Early Preventative Intervention', at our Bromley site, has been proven by an independent evaluation by ECOTEC. This innovative programme has added the value of working with the siblings of young people already in difficulties by providing a preventative service as well as intensive support should it being needed. Working with the whole family is integral to the programme; this funding has enabled the development of a seamless service within Docklands that covers the needs of young people and children aged between 5 and 25; dealing with prevention as well as crisis, promoting innovation and preventing duplication of services.

The Community Families Programme has been self evaluated in October 2004. The aim of the self evaluation was for the Tower Hamlets Children's Fund to have the opportunity to build on the learning of the past three years, and re-commission services that are aligned with the outcomes of the Children Bill. The Community Families Programme has met with all its aims and objectives and has proven how it will progress forward over the next three years in achieving the outcomes identified in the Children Bill. The Children's Fund has re-commissioned the programme for a further three years and the funding will continue to provide the valuable work with existing and new families in this innovative new work area.

The demanding nature of the work remains constant, but we are committed to meet this need through continuously developing the organisation and the partnerships; notably with the Probation Service, Child and Adolescent Mental Health Service, the Education Authority, Tower Hamlets Drug Action Team and Tower Hamlets Teenage Strategy Forum.

On a more sobering note, Docklands Outreach had to close down its Matthew House office on the Burdett Estate, this being due to the Neighbourhood Renewal Fund coming to an end in March 2004. However, we were able to continue to provide the much needed valuable service until September 2004, due to receiving financial assistance from Poplar HARCA, further funding from the Drug Action Team, Tower Hamlets Positive Activities for Young People and Children and Adolescent Mental Health Services (CAMHS). As a result of not being able to secure additional further funding, Docklands Outreach had to shut down the Matthews House office and relocate staff and clients to its central office on the Isle of Dogs. We have also had to issue redundancy notices to three members of staff; the Outreach Team Coordinator in September 2004 and two Advocacy Caseworkers in December 2004, when the CAMHS work stream ended.

Docklands Outreach is currently looking into new funding streams to continue to deliver its innovative and additional new programmes.. It is also evaluating its core work, to learn from and progress forward into new and dynamic work streams while continuing to keep to its core values and principles of delivering a service provision to the young people that need it most while continuing to strengthen existing partnerships and building new ones.

My fellow trustees and I would like to thank all the staff and volunteers for their sheer hard work, commitment and dedication to the young people of Tower Hamlets.

Janet Digby-Baker

Chair of the Board of Trustees, Management Committee.

TRUSTEES REPORT FOR THE YEAR – 2003/ 2004

The Directors (who are also the Trustees) of the Charity submit their annual report together with the financial statements of the company for the year ending 31 March 2004.

Introduction

Docklands Outreach (DO) is a client-centred support agency that 'helps young people at risk in creating opportunities for themselves'. The organisation works in partnership with a number of other agencies in an attempt to identify, engage, support and divert young people away from environments and patterns of behaviour that can lead to risk of harm or social exclusion. Research has found that the holistic, solution-based model developed by DO enables young people to address and engage with the relevant issues in their lives; with an authority and confidence based on knowledge and experience. As one client detailing the help and support received from a trusted key worker put it:

'It's good to know that someone cares about you. One call makes a difference.'

Programmes and Initiatives

The range of programmes and initiatives offered by DO vary from engaging young people at street level, to the more complex and demanding work involved in supporting them in their encounters with diverse institutions and agencies.

Services

Detached Street Work (DSW)

Aims to engage with young people at street level and in particular, target those involved in crime, anti-social behaviour and drug/alcohol misuse. Additionally, work is also carried out during school hours to target young people involved in truancy.

Referrals and casework

Contact with DO typically comes from any of three sources: those made by the individual, a family member or friends; DSW; or referrals from other agencies. These contacts usually involve 1-2-1 advocacy, advice and support. The care package offered to young people is found to be holistic in type and content and emphasises knowledge of rights and responsibilities, enabling clients to take effective control over the decisions that affect their lives.

Pupil Referral Unit (PRU) and Schools work

Primary and secondary schools as well as the PRU are provided with preventative - oriented workshops looking at issues such as drug and alcohol misuse, crime and the law and conflict resolution (including anti-racism and bullying). Additional work in the PRU is often complex in nature and targets those young people identified with high-risk behaviour.

Diversionsary work

Diversionsary Programmes implemented by DO have specific objectives aimed at reducing risk of exclusion and providing early intervention. By using the many projects in partnership with other agencies, detached / outreach workers are able to build relationships based on trust with the ultimate aim of starting the change process for altering behaviour. Importantly the diversionsary projects are also used as a tool of intervention for those young people who have yet to fall into the 'at risk' or social exclusion category.

Diversionsary Projects over the year included:

- **Graffiti Project** – The programme mobilized local young people aged 11 – 15 years old to take part in a graffiti removal system encouraging them to take responsibility for consequences of their actions, at the same time they make a positive contribution to the community they live in.
- **Residentials** – The aim of the residentials was to create and maintain a 'safe space' allowing trust to develop between participants and enhancing young people's social and interactive skills which include confidence; self esteem and team work, as well as providing educational workshops.
- **Motorbike Projects** – This involved working alongside Newham Docklands Motorbike Project, with young people taking part in sessions highlighting the dangers of motorbikes as well as learning about personal safety. The Motorbike Project was very effective in working with young people who are at risk or engaged in anti-social behaviour in particular motorbike theft.

The project not only developed confidence and team building skills it also enabled young people to learn more in depth about motor mechanics, riding motorbikes responsibly and learning about motorbike and the law. The course is a City & Guilds Entry Level 1 and participants had the option of taking their interest further after the taster sessions.

- **Cricket Project** – This evolved after detached / outreach workers observed significant numbers of young people on different estates playing cricket in the summer months. Workers tapped into this enthusiasm and organised a cricket tournament at Victoria Park.

After the success of the tournament we found that more and more young people were interested in playing cricket all year round and would like the opportunity to join a local cricket club. As a result of this *The Island Community Cricket Club*, was founded by Docklands Settlement and Docklands Outreach. The club is now a member of the Middlesex Cricket Board and ECB, and provides coaching competitive cricket in nine local schools, winter and summer coaching schemes, coaches and umpire training courses, trips to watch competitive cricket. The club also has its own facilities in Millwall Park which includes high quality 'all weather' 'Club Turf' pitch, a practice net to be installed early this year. A pavilion with score board being built in 2006.

The club is primarily a colts development club that only started last year but has made good progress especially for the clubs sixteen year olds. Two of the older players who have been training with the sixteen year olds have been selected for the Middlesex Academy.

- **East London Roots and Reality Project** – This project involves young people from a variety of ethnic and religious background who are exploring the multi-dimensions of their heritage and that of other people living in Tower Hamlets. Through a series of interactive workshops and youth led research. The participants are currently finding out about the experiences and knowledge about local historical roots and current cultural diversity to create a short film.
- **L8R Project – Peer Mentoring Project** – ‘L8R’ is an interactive drama on the web, video and TV (BBC Learning Zone). The teenage audiences 12-16 participate in the drama by voting on critical outcomes and advise the characters on the internet. DO in partnership with L8R trained local young people, aged 15-20, as peer mentors to host live chats on the web, to lead discussions, and to share their own experiences about issues raised in the L8R drama.
- **Step Out** – This project developed in partnership with Step Forward and was one of the first Gay, Lesbian, and Bi-sexual and Trans-gendered young people’s drop-in and advice service. This service provided a ‘safe and confidential space’ for those young people who were questioning or exploring their sexuality. Additionally, the drop-in also provided them with access to support information, advice and social activities. Importantly it provided these young people with an safe environment where they could meet and interact with other young people facing the same issues such as homophobia and other discriminations.
- **International Youth Exchange** - Docklands Outreach, along with a core group of young people initiated, planned and facilitated a European exchange programme. Young people from England and Italy participated in a seven day exchange programme titled ‘Men and Women Equal in Europe?’ where they explored issues relating to gender differences, both past and present. In total nineteen young people and five workers took part. Features of the exchange programme included:
 - Daily workshops
 - Regular discussions and debates
 - Visits to local institutions
 - Indoor and outdoor activities
 - Residing with Italian families

The participants from both sides thoroughly enjoyed this project. It was successful beyond everyone’s expectations. DO were new to exchange projects, so do not have past experiences to compare with, however our Italian counterparts have participated in many and they have ranked this as ‘The best exchange ever!’

Overall, this project was a resounding success. We are looking into further projects of this kind and are expecting our Italian partner group in England on the return of this journey this summer.

Intensive Control and Change Programme & Intensive Supervision and Monitoring System

In partnership with the London Probation Service, Docklands Outreach is works from our office, Valentine House, in Bow, with offenders who are at risk of receiving a custodial sentence or prolific offenders as an alternative to prison offering a range of intensive interventions. The programmes aim to reduce offenders' conviction rates and sentences. This development addresses the need to provide rigorous community-based interventions that embody key effective practice principles and offer the public and sentencers' reassurance that community sentences are 'tough enough'.

Peer Research and Education

Docklands Outreach has successfully maintained a peer research and education team since March 2001. The programme commenced with DO being commissioned by Tower Hamlets Healthcare NHS Primary Care Trust, on behalf of the Teenage Pregnancy Strategy Group to develop a consultation project with young people. This was achieved by developing an action research project using 'Peer Researchers' recruited from the groups identified from the Governments' Social Exclusion Report (June 1999), as priority or hard to reach. Additionally, to complete a needs analysis for these groups and to pilot and develop accessible and appropriate sexual health and support services for all young people, teenage parents and their children.

The new team has successfully completed the London Open College Network (LOCN) accreditation, and has been commissioned by the Drug Action Team to provide educational and informative workshops into the PRUs and Youth Offending Team around drug awareness and drug misuse. To make contact and build relationships and refer vulnerable young people to appropriate agencies for more in-depth and long term work. The team has also conducted research and delivered workshops in schools and youth clubs. The workshops cover issues affecting young people such as listed below:

- Drugs and substance misuse – commissioned by and in partnership with Drug Action Team (DAT)
- Sexual Health partnership with local schools and youth and community organisations
- Gang conflict / conflict resolution – partnership with local schools and youth and community organisations
- Identity, culture and religion – partnership with local schools and youth and community organisations
- Confidence building – partnership with local schools and youth and community organisations

To give a sense of the way these issues are expressed: the sexual health partnership included peer led research, a media campaign promoting sexual health awareness through a series of radio broadcasts (in partnership with Asian Dub Foundation Education, ADFED) and posters created by young people, workshops and focus groups evaluating sexual health provisions for young people in Tower Hamlets.

At present the Peer Research and Education Team are regularly accessed by other organisations to carry out educational and informative workshops on a number of youth issues.

Peer Research Project - Young people's Substance Misuse Project

The peer research project was commissioned by DAT to build upon existing work undertaken through DO peer education programme and the report summarises the findings of the survey and focus group research carried out in the London Borough of Tower Hamlets. The research was carried out by peer researchers and outlines the perspectives of a range of young people, including young people considered to be vulnerable and at risk. The report will inform the commissioning of a new service, future strategic planning and the ongoing participation of young people in the young people's element of the drug strategy at a local level.

The research aim of the project was to consult a range of young people in different locations in the borough; this research included the perspectives of the following groups of young people:

- Young people on the Youth Offending Team Caseload
- Pupil Referral Unit pupils
- Young people at the risk of sexual exploitation
- Gay, lesbian, bisexual and transgender
- Looked after children
- Homeless young people
- Young people from a range of minority ethnic groups including the Bangladeshi and Somali communities

Throughout the research, emphasis was placed on gathering valuable recommendations from the young people in order to aid the development of the new service and future support mechanisms.

Community Families - Early Preventative Intervention

Docklands Outreach, along with the Tavistock Institute and Goldsmiths University, has developed the Community Families programme from a series of consultation meetings since January 2002. This is an early intervention programme, focusing on the siblings and parents of young people who are disaffected or at risk. Basing the initiative within the community has had far reaching benefits as it has been able to address and encompass broad issues by delivering a service that families can tolerate while providing the intervention needed to break the contagious effect of parents and older siblings to children.

The intervention involves two main projects. One focuses on the siblings and the other on the parents. Both of the projects use a variety of techniques, including discussion, information-giving, advice, support and therapeutic based activities to help participants deal with the presenting issues and to provide them with coping skills and mechanisms. In keeping with Dockland's approach, the ethos will be non-judgmental.

Overall, the project helps families to move on and build their relationships with themselves and with others. It works intensively with a relatively small number of families

(though they can include quite a large number of children), and is flexible in the way it works with individual families, parents/carers and children. For example, one family might be seen once a week, another once a fortnight and so on, depending on the amount of help and support needed. The project also places emphasis on the need to sort out basic issues such as financial support, housing problems and so on, recognising that families will be unlikely to concentrate on their relationships/behaviour while worrying about where the money to pay bills is coming from.

In 2003 independent evaluation was carried out by ECOTEC. From this it was found that the key strengths of the project were:

- the stress on early intervention and prevention;
- working with siblings who are often ignored while the immediate/crisis issues are dealt with;
- partnership working: especially illustrated by the strength of the referral processes, but also across a
- number of Children's Fund projects;
- management arrangements, particularly the priority given to maintaining a well-developed and supported staff team;
- a mixture of activities, from residential weekends, with time for fun and counselling, to practical support with welfare benefits, housing etc, acknowledging the key role of 'hygiene factors' in the impact of activities around self-esteem, confidence and so on.

The project currently has 26 families engaged in the programme, who have between them, a total of 140 children. The sibling's project sets out to work with a minimum of 20 children per year; the parent's project then works with the parents of those children.

Need is identified by referral agencies, including Social Inclusion Panel which includes representatives from various statutory agencies including social services, health, education, schools, CAMHS and even from families themselves. Demand is high and the project has had to set up a waiting system to deal with this (although urgent cases are given priority) as they have a set number of families they can deal with at any one time (level set to prevent overtime working and overloading staff). Currently there are 15 families are on the waiting list.

One of the focuses of the project is to work with and complement preventative services that families and children would not access because they are often too fragmented. Evidence suggests that Community Families has developed very effective partnership working with both statutory and non-statutory services. The Social Inclusion Panel itself provides an example of effective partnership working as it includes a number of different organisations (covering health, social services, education, housing), who work together to provide support, advice and help to the families in need of it. Most of the partnership working is alongside social services (both referrals, and during case work where parents request their involvement) and with educational social workers.

The project thus proactively promotes partnership working; not just because they need to work with other organisations. but to prevent duplication and encourage knowledge sharing. However this was not always straightforward. For example; there were initially problems with social services due to practical communication problems, however these

were resolved with time and effort. Furthermore, separation of the various services, by each organisation having its own remit, could make working together frustrating. Statutory agencies also have problems with maintaining staff levels. Since the programmes start in December 2002 we have so far worked with 67 families, 41 from ethnic communities. Typically the children from these families were experiencing behavioral difficulties and/or bullying in or out of school, exhibiting anti-social behaviour and/or criminal behaviour or mental health and/or self-esteem problems.

The Community Families Programme was evaluated again in December 2004, and the programme has been granted further funding from the Children's Fund for 2005 to 2008.

Child and Adolescent Mental Health Service (CAMHS)

In June 2004 Child and Adolescent Mental Health Service (CAMHS) commissioned Docklands Outreach to work with 26 families. Docklands Outreach worked with these families for a period of six months providing both practical and emotional support to children and families.

After completion of the assessment forms with families the most common issues that were found were:

- Housing Issues
- Benefits Issues
- Legal Issues
- Children not attending school
- Parents experiencing difficulties with managing their children's behaviour
- Depression amongst parents

Interventions which were used when working to assist these families consisted of:

- Regularly liaising with educational psychologists, social workers, child psychologists/psychiatrists, schools and other agencies.
- Speaking with parents about counselling and its benefits
- Speaking with the families about the problems they are encountering and creating a care plan in order to be able to assist them

The work was successfully completed in December 2004 resulting in:

- Family members becoming more independent, gaining confidence and increase in self-esteem
- Improved emotional development of the child
- Increase in educational attendance
- Improved parent/child relationships

Issues: Partners, Effectiveness, Value and Conclusions

Tackling Drug and Substance Misuse

The complex issues associated with drug and substance misuse, and the links to crime and mental health issues have been well documented. In tackling these issues, DO has developed targeted programmes to help young people work through problems that routinely accompany this type of behaviour.

As one worker commented:

'The work undertaken at the PRU needed both time and dedication to implement 1-2-1 sessions and build up trust with young people. DO have the time to do this and it was a very valuable piece of work.'

Another commented:

'The organisation is very effective in helping young people move away from the drugs culture and into a productive life'.

The work involves a dedicated team that provides young people with specialist support, such as harm reduction and counselling.

Overcoming Barriers

Unemployment amongst young people is widely recognised as a key factor in restricting life changes. Research indicates that DO helps young people access higher education and training whilst tackling the problem of school exclusion. Additionally, peer support programmes organised by DO helps young people gain self-esteem and work experience that can be utilised within other contexts.

Housing and Homelessness

Research found that homelessness and access to quality housing is a significant issue for young people. It is evident that work carried out by DO is extremely effective in this regard. As part of casework and advocacy, DO represent homeless clients in pursuing their legal entitlement to accommodation. DO maintain that it has a high success rate in finding young people housing.

As another worker observed:

'The expertise and their knowledge is the key to the support they can offer. Their knowledge on issues such as housing is excellent'.

Working with Partners

DO works in conjunction with a number of external agencies such as the Youth Offending Team, the Probation Service, Child and Adolescent Mental Health Service, Social Services and the Police. Other examples of partnership working are provided by stakeholders who state that DO exemplify a 'joined-up' approach to service delivery.

As one partner noted:

'I only use DO and refer young people to that organisation. I know that the young person will get the help they need. Others may say they offer the same support'

but I'm not prepared to refer elsewhere if I'm not confident they can offer the same service as DO'.

Another stated:

'DO tackle the needs that we are unable to meet and they do the same with us. For example, we will refer young people who are offenders and/or have just been released from prison as DO have expertise in dealing with these issues. They, on the other hand, have rang and asked me to come and talk to a young person who may not be comfortable coming here but were happy to be seen at DO'

'DO will ask for and also take advice in the mental health areas but DO are also happy to share information'

It is evident from research conducted with young people that DO is perceived as a trusted institution. In particular, DO personnel were seen as providing confidential, sympathetic and, crucially, non-judgmental advice.

One said:

'They would be good to talk to if you didn't want to talk to your mum or someone'

DO's approach could often have a direct impact on behaviour:

'They explain things better than other people, like at school the teachers just tell you to stop smoking but they [DO] tell you why you should stop'.

This positive evaluation of DO by young people is also evident among stakeholders and representatives from other local agencies:

'The workers were very positive in their approach towards young people'

'The young people who have been made aware of the project for self-referral have commented very highly on the services and found them very helpful'

DO recognise that an important component of its work is to break down some of the false or inaccurate perceptions common among young people regarding authority figures and institutions. DO achieve this by acting as an effective advocate or intermediary between young people and, for example, their families, schools or the police, whenever relevant problems or difficulties arise.

Effectiveness

Staff commitment and professionalism is perceived by groups of stakeholders as key factors in the effectiveness of DO.

'The project is excellent at multi-agency working', the workers know their area of work very well and are committed and dedicated and they believe in the work they are doing'.

Clients from focus groups noted how DO affect their individual lives as well as having significance for the wider community:

'I think it's made a difference to crime. A lot less people commit crime since they've been around'

'If they weren't here there would be more crime and drug users'

The effectiveness of the holistic, solution-based model utilised by DO is evident in a number of ways:

- The continued increase in the number of young people being referred to the organisation
- The amount of work performed by DO in conjunction with other agencies.
- The awareness of and ongoing success of the solution-based model which was a primary reason why some stakeholders referred clients to DO rather than other agencies
- The embedded success of the organisation in the experience and lives of young people

Value

The value of DO work is measured by the responses given by the different groups of service users. Overall, DO receive limited criticism and it is evident that its work is highly regarded by service-users.

Stakeholders and others from local agencies highlighted the strengths of DO as trust, respect, support, confidentiality, the professionalism and dedication of staff, working with other agencies and the system of holistic working all of which are perceived to contribute to the provision of effective solutions.

Significantly, interviews with stakeholders reveal that DO is highly valued for its innovative programme development which targets young people at risk of social exclusion, without the bureaucratic constraints that all too often affect many statutory services:

'They push on with the work they want to do. They are aware of what problems might be and identify gaps in services to meet those needs. They work proactively and reactively'

'They are able to offer a needs driven service without the baggage'

Focus group respondents - particularly those that had used DO services - emphasise the critical value of a holistic, client-centred approach on their own lives:

'Workers help with anything that young people can't cope with. They're very dedicated and they don't leave until they finish helping you'

'You can contact them and if they're not there they will always ring you back. They will call in the evening and check to see if you're okay'

Another key element in the success of DO is young people value it for providing a non-judgmental service. It is evident from the research that DO aim to resolve the issues presented by young people from the point of entry into the organisation and not in terms of judging past behaviour. It is also apparent that this value is an integral and important component of the organisation that influences staff recruitment, training and working procedures.

Conclusions

DO is both highly effective and highly valued by every category of service user. The high level of professionalism, respect for client confidentiality and range of service provision is often commented upon by respondents. DO have a significant reputation not only amongst those who have used its services, but also with respondents who had a limited knowledge of its remit and activities.

The programmes developed and implemented by DO are found to accurately target the problematic issues surrounding at risk behaviour and social exclusion within the local community. As well as meeting the needs and requirements of actual service users, DO is also able to deliver its services unhindered by bureaucratic constraints affecting many statutory providers.

The current method of service delivery (such as the key worker system, joint working with other agencies and use of external resources) employed by DO as an integral component of its holistic, solution-based model on which casework and 1-2-1 client support are based, are all found to be effective in accessing and assisting young people at risk of harm and social exclusion.

Community Families - Early Preventative Intervention

The Children's Fund has been established as a new part of the Government strategy to tackle child poverty and social exclusion. It aims to provide preventative services in addition to those already provided by the statutory sector to children and young people between the ages 5-13. One method of breaking the cycle of disadvantage is through early intervention programmes. In both the short and long term, Children and young people who have accessed such programmes have been shown to have better outcomes than their peers not experiencing intervention.

Detached Street-work and Outreach in Poplar, Blackwall and Millwall

The independent evaluation by the Metropolitan University during 2002 of the model of detached street-work and advocacy, that is funded through the Isle of Dogs Community Foundations', Single Regeneration Budget, secured additional funding from the Neighbourhood Renewal Fund to deliver the programme in two further areas. This work has proven its effectiveness from the start. We now employ 6 detached / outreach and three advocacy workers in Local Area Partnerships (LAP) 6, 7, 8 (6 wards).

From January to March 2004 approximately 2,000 contacts were made, 246 female, 1,444, 744 were from an Asian background and 205 from Black and other minority communities. Advice and information that was given on the street had the following (approximate) breakdown: 35% on drugs misuse, 20% on the law, 30% separate times on housing/ homelessness and 20% on sexual health.

From this work and referrals from other sources 58 individuals were assessed. Of these the programmes undertaken by the young people included programmes in drug/ alcohol harm reduction, training and education or went back to school, counselling or improved

mental well-being, improved housing, welfare and benefits and crime diversionary schemes.

The detached street workers responded to 30 drug related incidents; including estate based drug taking by young people, 10 youth conflict and 33 anti-social behavioural incidents over the three month period. Referrals to the Advocates primarily come from our detached street work (40%), but over the past year we have seen an increase from our direct work into the Secondary Schools and Pupil Referral Units (14%), from the Social Inclusion Panel (Out of Schools Panel) (11%), Social Services (4%) and from self-referrals which are predominantly from recommendations from friends or 'word of mouth' (22%).

In March 2004, the Neighbourhood Renewal Fund came to an end (Time expired funding from November 2002 to March 2004). DO was fortunate enough to receive further funding from Poplar Harca, Drug Action Team (DAT) and Children and Adolescent Mental Health Services (CAMHS), all of whom we have a long standing partnership with, to continue to deliver the valuable programme to LAP areas 6, 7, and 8. Unfortunately, due to not securing further funding we had to close down our Matthews House office in September 2004. We relocated most of the staff from that team to our head office in the Isle of Dogs. We had to issue three members of staff from that team with redundancy, the Outreach Team coordinator, in September 2004, and 2 Advocacy Caseworkers in December 2004, when the CAMHS work stream came to an end.

The remaining 2 detached/outreach workers from the Matthews House Team, continue provide a limited service within the above LAP areas and are encouraging young people to come into DO's head office. This proved quite difficult at first due to young people being quite devastated by not having a service near their door step that they accessed on a regular basis for various support. This support ranged from getting information about employment and training to housing issues, family mediation, sexual health and drug and substance misuse. Additionally, a lot of the young people were involved in crime and anti-social behaviour and the workers at Matthews House were the first port of call for mediation and support, while providing them with positive activities for them to participate in. The young people did not want to leave their immediate areas to access support. However, this problem was overcome initially by our workers escorting the young people to our main site and then by encouraging them to attend by themselves; once they knew where they were going and were confident enough to do so they could go by themselves.

The Matthews House Team, and the services that it offered from our site in Burdett Estate, are greatly missed by the young people, the local community and our partnership bodies. The gap left in service provision has been noticed and DAT have agreed to continue to fund two detached/outreach workers until June 2005, who will continue to engage with young people, in particular targeting young people with drugs and substance misuse issues and referring them to appropriate substance misuse services for treatment. Poplar HARCA have also commissioned DO to provide targeted detached street work particularly focusing on anti-social behaviour, including crime and substance misuse and signposting young people to employment and training opportunities and services that meet their needs.

DO continue to provide its current services in LAP Areas 6, 7, and 8 and is constantly identifying further funding to continue to deliver its services to the young people who are at risk of harm and social exclusion.

Monitoring Statistics 2003/4

Substance Misuse and Young People in Poplar and the Blackwall & Millwall Outreach Work programmes

- Outreach and Advocacy - Local Area Partnership 6, 7 & 8 - Six Wards
- Six Outreach Workers and Three Advocacy Case-Workers. April – March 2003/4
- Funded through Neighbourhood Renewal Fund and by the Isle of Dogs Community Foundation Single Regeneration Budget - Confident Communities

Detached Street-work and Outreach to Schools and Pupil Referral Units

Detached Street-work and Outreach											
Quarter	Gender		Ethnicity					Age			Total
	Male	Female	White	Asian	Black	MH	Other	11-15	16-17	18-15	
apr-jun	1494	482	694	1030	146	96	10	880	776	320	1976
jul-sep	1530	374	640	870	232	146	16	914	650	340	1904
oct-dec	2362	754	1100	1454	348	198	16	1796	848	472	3116
jan-mar	1344	218	538	744	190	76	14	732	540	290	1562
Total	6730	1828	2972	4098	916	516	56	4322	2814	1422	8558

Advice and Support

Quarter	Advocacy 1-2-1s	Advice and Information given during Street-work				
	Assessed	Drugs	Sexual Health	Legal	Housing	Other
apr-jun	31	475	998	285	203	124
jul-sep	52	756	1244	254	323	226
oct-dec	68	610	902	164	32	188
jan-mar	58	438	190	187	222	176
Total	209	2279	3334	890	780	714

Audited Accounts – 2003/04

During the year, funding was received from a variety of sources as detailed below:

Statutory	£
London Borough of Tower Hamlets	55,804
Tower Hamlets NHS Primary Care Trust	78,261
From Dependency to Work	10,677
TH Summer University	3,750
Children's Fund	198,531
Neighbourhood Renewal Fund	197,813
London Probation Services (ISMS/ICCP)	85,630
London Probation Services (Valentine House)	107,128
Youth Justice Board	10,919
Association of London Government	15,000
Lottery Heritage Board	12,500
Total	776,013
Trusts	
Island Health Trust	11000
Isle of Dogs Community Foundation (IDCF)	8488
IDCF-Confident Communities, Single Regeneration Budget	58954
Total	78442
Corporate & Others	
Clients Crisis Fund	5580
Canary Wharf	900
Network East Foyers	4500
Poplar HARCA	9400
Other	790
Total	21170

Statement of Financial Activities

Year ending 31st March 2004

	Notes	Unrestricted Funds 2004 £	Restricted Funds 2004 £	Total Funds 2004 £	Total Funds 2003 £
Incoming resources					
Donations and grant		1,660	875,625	877,285	620,973
Investment income – interest	2	239	-	239	2
Activities generating funds:					
Rental income		11,667	-	11,667	-
Other		14,521	-	14,521	-
Total incoming resources		<u>28,087</u>	<u>875,625</u>	<u>903,712</u>	<u>620,975</u>
Resources Expended					
Charitable expenditure					
Costs of activities in furtherance of the charity's objects	3	5,920	764,618	770,538	450,554
Resources expended on managing and administrating the charity	4	117,560	750	118,310	86,822
Total resources expended		<u>123,480</u>	<u>765,368</u>	<u>888,848</u>	<u>537,376</u>
Net (deficit)/income for the year		<u>(95,393)</u>	<u>110,257</u>	<u>14,864</u>	<u>83,599</u>
Net movements in funds		<u>(95,393)</u>	<u>110,257</u>	<u>14,864</u>	<u>83,599</u>
Transfers		136,806	(136,806)	-	-
Total funds brought forward		<u>6,775</u>	<u>101,175</u>	<u>107,950</u>	<u>24,351</u>
Total funds carried forward		<u>(88,618)</u>	<u>211,432</u>	<u>122,814</u>	<u>107,950</u>

Balance Sheet

At 31st March 2004

	Notes	£	2004 £	£	2003 £
FIXED ASSETS:					
Tangible Assets	7		100,051		-
CURRENT ASSETS:					
Debtors	8	30,673		57,009	
Cash at bank and in hand		<u>28,570</u>		<u>78,298</u>	
		59,243		135,307	
CREDITORS:					
Amounts falling due within one year	9	<u>29,275</u>		<u>27,357</u>	
NET CURRENT ASSETS:			<u>29,968</u>		<u>107,950</u>
			130,019		107,950
CREDITORS: Amount falling due after more than one year	10	7,205			-
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>122,814</u>		<u>107,950</u>	
RESERVES:					
Unrestricted funds:					
General funds	11		48,188		6,775
Restricted funds	11		<u>74,626</u>		<u>101,175</u>
Total funds	11		<u>122,814</u>		<u>107,950</u>

These financial statements have been prepared in accordance with the special provisions of part VII of the Companies Act 1985 relating to small companies.

ON BEHALF OF THE BOARD

Janet Digby-Baker

Date: 19th January 2005

Company Information

General

Registered Charity Number: 1071838
Company Number: 3483305

Registered Office: A registered company limited by guarantee.
37 Rushey Green
London, SE6 4AS

Solicitors: Parker, Arrenburg, Dawson & Cobb
Bankers: The Co-operative Bank Plc

Offices:

Main Office
St. Luke's Hall, Havannah Street,
London E14 8NA
Tel: 020 7538 1601
Fax: 020 7515 0798

Poplar Branch
1a Matthews House, Burgess Street
London E14 7AT
Tel: 020 7536 0200
Fax: 020 7538 1010

Branch closed in September 2004

Community Families
Bromley Hall School, Bromley Hall Road,
London E14 OLF
Tel: 020 7538 8877
Fax: 020 7538 3311

Intensive Supervision Centre
Valentine House, Hancock Road
London E3 3DA
Tel: 020 8981 5500
Fax: 020 8980 8067
Website: www.dockout.org.uk
Email: info@dockout.org.uk

Staff

Employees

St Luke's Hall

Simon Hitches
Runa Khaliq
Linda Reeves
Dymphna Dale
Khaled Elgohary
Dawn Worledge

Chief Executive Officer
Manager
Administration
Financial Administration
Monitoring Officer
Monitoring Officer / PA to CEO

Khobir Abdul
Dheraj Shamoo
Alex Hall
Eleanor Janas
Desmond Felix
Selina Asombang
Shirin Azari
Jane Wheeler
Ahmed Moulvi

Senior Worker – Peer Research and Education
Senior Worker – Detached and Outreach
Drugs Misuse Education Worker (Pupil referral Unit)
Advocacy Caseworker
Advocacy Caseworker
Heritage Project Worker
Counsellor and Supervisor
Counsellor
Student Social Worker

Matthews House

John Roberts
Pippa Ross
John Hart
Alamin Miah
Mohammed Mukit
Audrey McLeod
Kevin Jones

Matthew's House Outreach Team Coordinator
Detached and Outreach Worker
Detached and Outreach Worker
Detached and Outreach Worker
Detached and Outreach Worker
Advocacy Caseworker
Advocacy Caseworker

Bromley Hall

Shahida Jamil
Kate Hunt
Joyce Archbold
Cathy Weir
Angie Mack
Leander Mckay

Psychologist
Psychologist
Family Advocacy Worker
Family Advocacy Worker
Children's Worker
Crèche Worker

Valentine House

Chris Pelletier
Tola Oladokun

Drugs Misuse - Intensive Control and Change Programme
Drugs Misuse - Intensive Supervision & Monitoring System

Part Time Banking Staff

Emmanuel Baidoo	Peer Research / Educator and Detached Outreach Worker
Motiur Rahman	Peer Research / Educator and Detached Outreach Worker
James Wheeler	Peer Research / Educator and Detached Outreach Worker
Danny Sherwood	Peer Research / Educator and Detached Outreach Worker
Gareth Keane	Peer Research / Educator
Jaida Khatun	Peer Research / Educator
Husna Miah	Peer Research / Educator
Tasharna Sutherland	Peer Research / Educator
Hasna Uddin	Peer Research / Educator
Mogal Khan	Detached Outreach Worker
Rashid Ahmed	Detached Outreach Worker
Trevor Isles	Detached Outreach Worker
Monica Paladin	Detached Outreach Worker

Volunteers

During the period under review the agency provided training and support for two Volunteers.

Management Committee / Board of Trustees

The management committee (Directors) forms a collective of key-workers from multi-agencies, both statutory and non-statutory, that include:

The Directors

The directors of the company during the year were as follows:

Edward Charles - Treasurer
Arthur Coppin
Judith Corlyon
Janet Digby-Baker - Chair
Rev Martin Hawkes
Helen Kenney - Vice-Chair resigned 2004
John Parker - Honorary Company Secretary:
Hugh Richards

Their experience and support provide valuable aspects and experience. The Management Committee possesses the necessary skills, experience and organisational links to analyse the progress of the work and to achieve its aims. New Trustees are to join from Clifford Chance.

We would like to acknowledge the significant contribution of advice and support that; East London Business Alliance, Leaside Regeneration Limited, Poplar HARCA, Time for Children, Credit Suisse First Boston, Clifford Chance, Bank of America, Marsh Corporate Services, Irwin Mitchell, Allen & Overy and Christchurch PCC have given throughout the year.

Reserves Policies

The reserves policy is to build a satisfactory level of funds to provide a secure base for the fulfillment of the company's charitable objectives.

Janet Digby-Baker

Chair

Limited by Guarantee

The liability of the member is limited.

Every member of the Charity undertakes to contribute such amount as maybe require (not exceeding £10) to the Charity's assets if it should be wound up while he or she is a member or within one year after he or she ceases to be a member, for the payment of the Charity's debts and liabilities contracted before he or she ceases to be a member and of the cost, charges and expenses of winding up and for adjustments or rights of the contributors among themselves.