

ANNUAL REVIEW 2018



- We provide health, community and
- youth services across London
- and the South East.



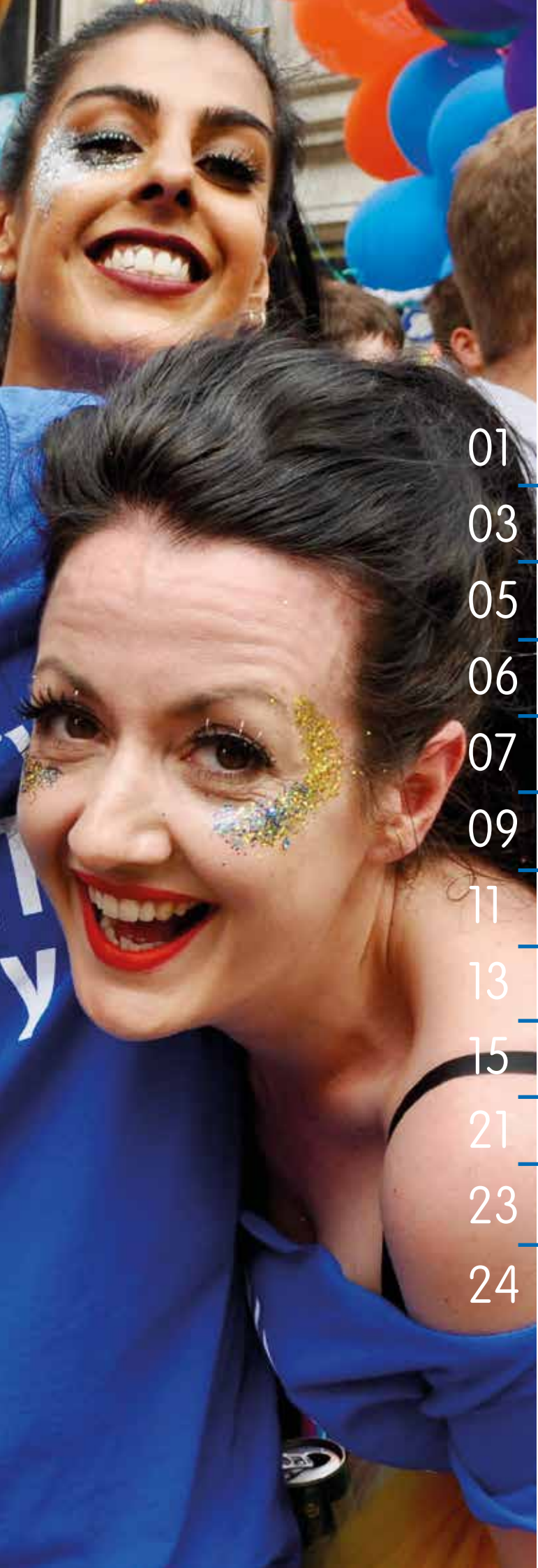


EQUALITY
DIVERSITY
IDENTITY

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WELCOME

Welcome to our 2018 Annual Review. In these pages you will read about the work we do across our five domains – Sexual & Reproductive Health, Community, Mental Health & Wellbeing, Youth and HIV. You will also see a rich and vibrant collection of images from throughout 2017, demonstrating the wide range of activities and services the charity delivers in partnership with the communities in which we are anchored.

In October, we saw the culmination of a careful and considered process as we merged with Greenwich Action for Voluntary Service (GAVS). Having been the Chair of Positive Parenting and Children (PPC), which merged with METRO in 2016, this process felt reassuringly familiar. I am delighted to see how well the teams have already integrated and how the voice, support and training function for the voluntary, community and faith sector in the royal borough has continued to be delivered so effectively through METRO GAVS.



As 2017 came to a close, we were even busier than usual, packing up METRO Greenwich, our temporary home in the Greenwich West Community & Arts Centre. This move, to our new head office, METRO Woolwich, marks a key moment in the charity's history. METRO Woolwich provides the space to create an outstanding Community and Equalities Hub for South London.

I would like to thank all of our service users, supporters, volunteers, commissioners, funders, trustees, staff and partners for their invaluable contribution to making us a truly different and unique charity.

A handwritten signature in black ink, appearing to read 'Gwen Bryan', with a long horizontal line extending to the right.

Gwen Bryan, Chair

AN ASPIRATIONAL FUTURE

We have taken great strides in unifying and interconnecting our broad range of services and our large team of dedicated staff and volunteers that deliver those services – bringing everything together as one congruent charity. This was the overarching goal of our 2013-2018 Strategic Plan. We will of course continue to strengthen the connectivity of our work, but now embark on the implementation of our 2018-2023 strategic cycle with a focus on securing our long-term future.

The key principle underlying our new strategic plan is that the people who use METRO's services, or who may use services, have aspirations: that they are creative, sexual, physical, talented, entrepreneurial, artistic, spiritual and ambitious.

While METRO has always acknowledged these characteristics of our service users, traditional sources of funding typically target at the deficits in our service users: socially isolated, vulnerable, marginalised, unequal, stigmatised and discriminated against.

During our next strategic cycle we will focus primarily on the aspirational model, while also using this focus to influence and improve the way we respond to deficit-based tenders and specifications.

We were delighted to welcome GAVS to the METRO family in October, other highlights from 2017 include: broadening our services in Medway with LGBT health checks and sexual health drop-ins; developing specialist training

around HIV support for mainstream advice agencies combined with a mystery shopping programme in Lambeth, Southwark and Lewisham; the start of our sexual health services in Wandsworth, Merton and Richmond as a South West London Sexual Health partner and in Westminster, Kensington and Chelsea and Hammersmith and Fulham as a Support and Advice on Sexual Health (SASH) partner; a brand new LGBTQ Youth Summit in Southwark; consolidation and extension of our advocacy and advice work across London reaching some of the people most affected by austerity; strides made in recruiting schools for our HBT Anti-Bulling Programme, progressing again with our emerging communities work; and of course securing our new premises – METRO Woolwich.

I would like to echo the thanks from our Chair to all of our service users, supporters, volunteers, commissioners, funders, trustees, staff and partners. I am so very proud of all that we achieve together, and look forward to drawing on your inspiration to deliver on our new aspirational model.



Dr Greg Ussher, CEO



OUR VISION

VISION

METRO's vision is for a world where diversity is celebrated, difference respected and valued, and where optimum health and well-being for all is a collective goal.

MISSION

Working collaboratively with our staff, volunteers, users, partners and supporters to make a difference to people's lives, METRO champions equality, nurtures aspiration, embraces difference and challenges others to do so.

METRO promotes health and wellbeing through our transformative services to anyone experiencing issues relating to sexuality, gender, equality, diversity and identity, and uses its unique insight from these transformative services and our diverse heritage to influence decision makers and to effect positive change.





VALUES

Innovation

METRO strives to deliver cutting edge, creative and entrepreneurial solutions to the individual, cultural, economic, historical and social problems we identify.

Insight

Our services and our change agenda are informed by our understanding of the power of human connection and relationships AND our unique relationship with the people and communities we work with and for.

Integrity

METRO believes in the transformative power of inclusive services, products and experiences that are accessible to all.

Investment

METRO supports the aspirations of all of its members and users, and embraces these aspirations to ensure the sustainability of the charity through entrepreneurialism and social return on investment.

STRATEGIC GOAL

– WHAT WE AIM TO ACHIEVE

METRO will harness the power of difference and diversity to inspire and support people and communities to realise their assets and potentials and aspirations.

STRATEGIC OBJECTIVES

– HOW WE WILL ACHIEVE OUR GOAL

Innovation

To grow and diversify and to continue to consolidate METRO as one congruent charity so as to ensure transformative, high quality and integrated experiences for our service users across all of our domains.

Insight

To gain insights from the delivery of our services which will influence policies, procedures and practices for the benefit of our services users and those we aim to serve.

Integrity

To ensure that all structures, roles, functions, policies and processes within the organisation are transparent, accountable and robust.

Investment

To ensure the sustainability of the charity through entrepreneurial processes focused on property, productisation, merges, acquisitions, investment and amplification of giving, and social return on investment.

OUR TEAM

Our team of staff and volunteers ensure we can deliver our broad range of valued services.



96

full time, part time and sessional staff



55

active volunteers



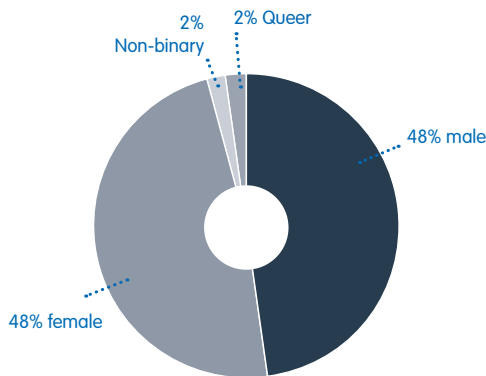
15,500

Over 4,200 volunteering hours each year



65%

of team identify as LGBT



Gender



26%

of team identify as BME

OUR SERVICE USERS

METRO is providing more services than ever before, to more people, with more impact.



Over 85,000 occasions of service over the year



Over 20,000 service users over the year



of service users identify as LGBT



of service users identify as BME



of service users are under 25



of service users identify as HIV positive



SEXUAL & REPRODUCTIVE HEALTH

Working to provide truly holistic, innovative and responsive sexual and reproductive health services optimised for the different communities we serve. Providing community screening and testing, outreach, condom distribution and contraceptive services that integrate behavioural interventions.

OUR SERVICES

- Pitstop Clinic for men who have sex with men
- Pitstop PLUS our online platform for men who have sex with men
- Greenwich Sexual Health outreach, condoms and sexual health line
- Bexley Sexual Health outreach, condoms and sexual health line
- South West London Sexual Health Service partner delivering in Wandsworth, Merton and Richmond
- Get it condom programme in Kent and Medway
- Support and Advice on Sexual Health (SASH) partner delivering in Westminster, Kensington and Chelsea and Hammersmith and Fulham
- LGBT Health Checks in Medway
- Get Sorted sexual health drop-ins in Medway



COMMUNITY DELIVERY PARTNERS

- London Friend
- Marie Stopes UK
- Naz
- Spectra
- Turning Point



COMMUNITY



Reflecting our commitment to community participation, involvement and engagement, the work of this domain is embedded across the charity's work to harness the power of community organising, community voice and volunteering. Combined with person-centred support and advocacy services, including domestic violence and hate crime. We also support other organisations and groups to develop.

OUR SERVICES

- METRO GAVS voice, support and training for voluntary and community organisations in Greenwich
- Project ReVive domestic abuse support for LGBT women in Lewisham, Greenwich and Merton
- LGBT Hate Crime Service in Greenwich, Lewisham and Merton
- Walnut LGBT prostate cancer peer support group
- 50+ social and support group for LGBT people over 50
- Greenwich Advocacy Partnership partner providing advocates in line with the Care Act
- Food Equalities Programme launching a community allotment in Eltham, and accessing surplus food through FareShare Go, to distribute to our service users who need it



COMMUNITY DELIVERY PARTNERS

- Advocacy in Greenwich
- Bromley, Lewisham & Greenwich Mind
- Housing for Women
- FareShare Go



MENTAL HEALTH & WELLBEING



Working to provide holistic mental health and wellbeing services. Combining treatment for psychological and emotional distress, both clinical and non-clinical, with interventions aimed at identifying and mitigating the cause of distress, as well as supporting individuals and communities to maintain and enhance their mental health and wellbeing. Providing counselling, peer support, group work, advocacy and crisis work.

OUR SERVICES

- LGBT counselling for adults across London
- LGBT counselling for young people across London
- Mental Health Drop-in with crisis support for LGBT people across London
- Advice and advocacy support
- Specialist counselling around HIV, hate crime and domestic abuse



YOUTH



Working to empower and educate young people to reduce the escalation of current and future need as they become adults. Acknowledging that young people face barriers and challenges which need to be overcome before they are able to access provision. Providing training to providers, running a suite of LGBTQ youth groups, groups for young people affected by HIV and one-to-one work with boys and young men.

OUR SERVICES

- LGBTQ youth groups
 - METRO Bridge in Croydon
 - METRO Star in Lambeth
 - METRO Shine in Greenwich
 - METRO Snap in Bromley
 - METRO Live in Lewisham
 - METRO Spark in Southwark
 - METRO Stand Out in Rochester
 - METRO Zest in Greenwich
- Crib and Reach groups for young people affected by HIV
- Boys and Young Men workshops, interventions and support in London and Medway
- Trans Youth Support one-to-one support in South London and peer support across the UK
- Young Leaders Programme shaping our services



- METRO Schools support, workshops and staff training
- Homophobic, Biphobic and Transphobic Anti-Bullying Programme supporting schools across South London, Kent, Medway and Surrey



HIV



Working across HIV prevention and support, including testing, one-to-one and group behavioural change interventions, information campaigns and training, outreach and condom distribution, as well as holistic support for people living with HIV, including advice, advocacy and counselling. We aim for an integrated flow between testing and prevention and/or support, ensuring the moment of a positive or negative diagnosis is not the end of the journey.

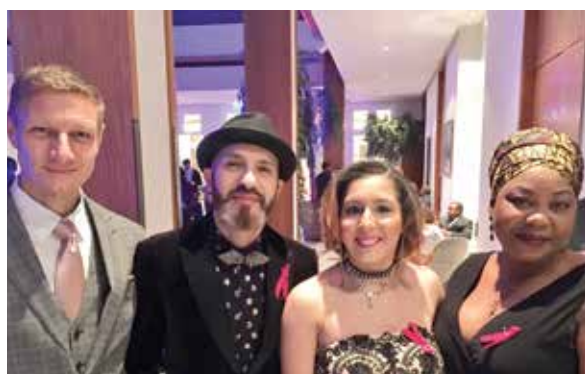
OUR SERVICES

- METRO PPC support for families affected by HIV across London
- Emerging Communities Programme supporting communities new to London around HIV
 - Bezpieczny Rodak supporting Polish men who have sex with men
 - Latino Seguro supporting Latin American men who have sex with men
 - Romani Protejati supporting Romanian men who have sex with men
- Leading the GMI Partnership with Spectra and Positive East, delivering the outreach and testing for London's HIV prevention programme Do it London
- Greenwich HIV Support Line
- HIV Support Wandsworth
- HIV Support Essex



COMMUNITY DELIVERY PARTNERS

- Africa Advocacy Foundation (AAF)
- Catholics for AIDS Prevention & Support
- Positive East
- Spectra

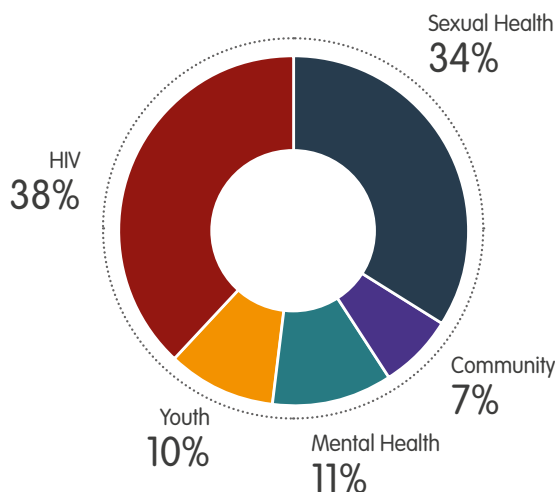


- +Pals HIV support group for GBT men in London
- Positive People Network, providing a range support across Lambeth, Southwark and Lewisham
- Croydon Healthy Living Service, providing support, advice and counselling for people living with HIV



FINANCE SUMMARY

Expenditure by Domain



Below is a summary of METRO's finances from the period 1st April 2016 to 31st March 2017. For full details you can refer to our statutory Annual Report & Accounts 2016/17 which is available on request and online on our website and on the Charity Commission website charitycommission.gov.uk.

Independent Auditor's Statement to the Trustees of METRO Centre Limited

We have examined the summarised financial statements for the year ended 31st March 2017 set out on page 18.

Respective responsibilities of the trustees and the auditor

The trustees are responsible for preparing the summarised financial statements in accordance with applicable United Kingdom law and the recommendations of the Charities SORP.

Our responsibility is to report to you our opinion on the consistency of the summarised financial statements with the full annual financial statements and the Trustees' Annual Report.

We also read other information contained in the summarised annual report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summarised financial statements.

Opinion

In our opinion the summarised financial statements are consistent with the full annual financial statements and the Trustees' Annual Report of METRO Centre for the year ended 31st March 2017.

We have not considered the effects of any events between the date on which we signed our report on the full annual financial statements 3rd December 2017 and the date of this statement.

Munro Audit Ltd

16th April 2018

Munro Audit Ltd
Statutory Auditor and Chartered Accountants,
31 Stallard Street, Trowbridge

Trustees' Statement

The trustees confirm that the summarised financial statements are a summary of information extracted from the full financial statements of the charity which were approved in November 2017 and submitted to Companies House and the Charities Commission. The summarised financial statements may not contain sufficient information to allow for a full understanding of the financial affairs of the charity.



16th April 2018

Gwen Bryan

Chair of Board of Trustees

Observations

METRO's expenditure for the year was less than our income, which resulted in a surplus of £146,438. This aligns with the Trustee's plan to continue to build on our reserves to again reach the desired level of between 3 and 6 months of operating expenditure. METRO entered 2017/18 with unrestricted reserves of £857,752.

The £20,000 provision for liabilities for projected dilapidation costs of our relocation from our previous premises in Norman House, Greenwich, was released in 2017.

SUMMARY INCOME & EXPENDITURE		
	2017 £	2016 £
Incoming resources		
Incoming resources from charitable activities		
Grants & SLAs	3,141,971	3,567,757
Incoming resources from generated funds		
Donations	64,733	19,997
Investment Income	1,050	1,553
Total incoming resources	3,207,754	3,589,307
Resources expended		
Charitable activities		
Staff costs	1,772,641	1,939,287
Activity & Support	1,226,933	1,324,027
Governance	61,742	61,640
Total resources expended	3,061,316	3,324,954
Net income for the year	146,438	264,353
Total funds brought forward 1st April	780,740	516,387
Total funds carried forward 31st March	927,178	780,740
BALANCE SHEET as at 31st March 2017		
	2017 £	2016 £
Assets		
Fixed assets		
Tangible assets	18,586	23,290
Current assets		
Debtors & prepayments	573,187	632,689
Cash at bank & in hand	784,497	852,861
Total assets	1,357,684	1,485,550
Liabilities		
Creditors: amounts falling due within one year	449,092	708,100
Net current assets	908,592	800,740
Provisions for liabilities	-	20,000
Total net assets	927,178	780,740
Funds		
Unrestricted funds (including designated funds)	857,752	780,740
Restricted funds	69,426	-
Total funds	927,178	780,740

OUR CONNECTIONS

We continue to use our insight from service delivery and supporting other organisations and groups, to inform our role at a national level with membership of the National LGBT&T Partnership, the Sex Education Forum, the National HIV Prevention Network, the National HIV Policy Network, the Department for Education Advisory Group on Mental Health Peer Support for Children and Young People, the NICE Condom Panel, the LGBT Consortium and our delivery as part of HIV Prevention England's national programme.



OUR COMMUNITY DELIVERY PARTNERS

We hugely value the partnerships we have developed with other community organisations to deliver effective and multifaceted services. Our community delivery partners are listed in each of the domain sections.

COLLABORATION

We enjoy collaborative relationships with a number of organisations, including:

- Greenwich Action for Voluntary Service (now METRO GAVS)
- Greenwich Inclusion Project (GrIP)
- University of Greenwich
- King's College London
- BHA (Black Health Agency)
- Terence Higgins Trust
- Many Local, Police and Health Authorities in South London, Kent, Medway and Essex

THANK YOU

We cannot deliver our impactful work without our individual and corporate supporters, funders and commissioners. Your money and support is invested directly in activity that makes a positive and lasting difference to the lives of the people we work with. To maximise your investment, we continue to keep our costs very low.

Thank you to all our volunteers who give selflessly of their time and energy to support our work.

Thank you to the following commissioners, funders, and programmes:

Big Lottery Fund	London Borough of Bexley	London Borough of Merton	Oxleas NHS Foundation Trust
City Bridge Trust			
Comic Relief	London Borough of Bromley	London Boroughs contributing to the London	Public Health England
Croydon Council	London Borough of Lambeth	HIV Prevention Programme (LHPP)	The Royal Borough of Greenwich
Department for Education	London Borough of Lewisham	MAC AIDS Fund	The Royal Borough of Kingston Upon Thames
ERASMUS			
Essex County Council	London Borough of Richmond Upon Thames	Macmillan Cancer Support	Southwark LGBT Network
Government Equalities Office		Medway Council	
The Henry Smith Charity	London Borough of Southwark	MOPAC	Trust for London
HIV Prevention England	London Borough of Sutton	National African HIV Prevention Programme	
Kent County Council	London Borough of Tower Hamlets	The National LGB&T Partnership	
Lambeth Youth Council	London Borough of Wandsworth		

PRIORITIES

Sexual & Reproductive Health

- Market our existing brands, such as Get it and Pitstop PLUS
- Support schools to deliver on mandatory sex and relationships education (SRE)
- Work in partnership with similar organisations working around drugs and alcohol and sex workers
- Capitalise on integrated sexual and reproductive health procurement across England

Community

- Develop a participation, involvement and engagement strategy across the charity
- Start to build an integrated quality framework for the charity, whilst maintaining and expanding our suite of accreditations
- Continue to develop our Council for Voluntary Service (CVS) function
- Look to expand our small grants programme
- Expand our hate crime and domestic violence services to new geographies

Mental Health

- Create a robust counselling offer beyond and in addition to our LGBT and HIV focused services, with a specific focus on schools
- Expand our drop-in and crisis service to new geographies
- Build an integrated assessment framework
- Further develop service offer to align with NICE stepped care model

Youth

- Explore the possibility of seeding a separate youth charity
- Market our Boys and Young Men Service in new geographies
- Enhance our offer for young trans people
- Develop our offer for schools

HIV

- Develop a forward view report that positions METRO in the HIV epidemic in five years time
- Market our family support services in new geographies
- Develop support focused on women affected by HIV
- Strengthen our prevention, testing, PrEP, peer support and counselling offers

- Engage nationally and internationally around HIV with a focus on campaigns

Research & Development

- Develop our Research and Development Strategy
- Recruit a Research and Development Lead
- Expand relationships with academic institutions
- Increase our research activity with a focus on LGBTQ youth, poverty and SOGI (sexual orientation and gender identity)

Fundraising

- Develop our Fundraising Strategy
- Strengthen our profile and relationships with trusts and foundations
- Embed fundraising function across the charity

Communications

- A more strategic approach to marketing and communications
- Continuous improvement of our website
- Improved use of a wide range of media

Enterprise

- Create our enterprise function and recruit an Enterprise Lead
- Build an Investment Strategy
- Expand our fundraising portfolio

Resources

- Enhanced support for employees and volunteers
- Drive the creation of a community and equalities hub at our head office, METRO Woolwich
- Work towards recruiting a Training and Development Lead and a Volunteer Coordinator
- Ensure compliance with the General Data Protection Regulations (GDPR) coming into force in May 2018

Governance

- Continue to recruit to and diversify our Board of Trustees
- Support the reactivation of the METRO Community Interest Company (CIC)

You can find out more about our priorities and our overall strategic approach to the further development of the charity in our Strategic Plan 2018-2023, available on our website.



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MAYOR OF LONDON



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