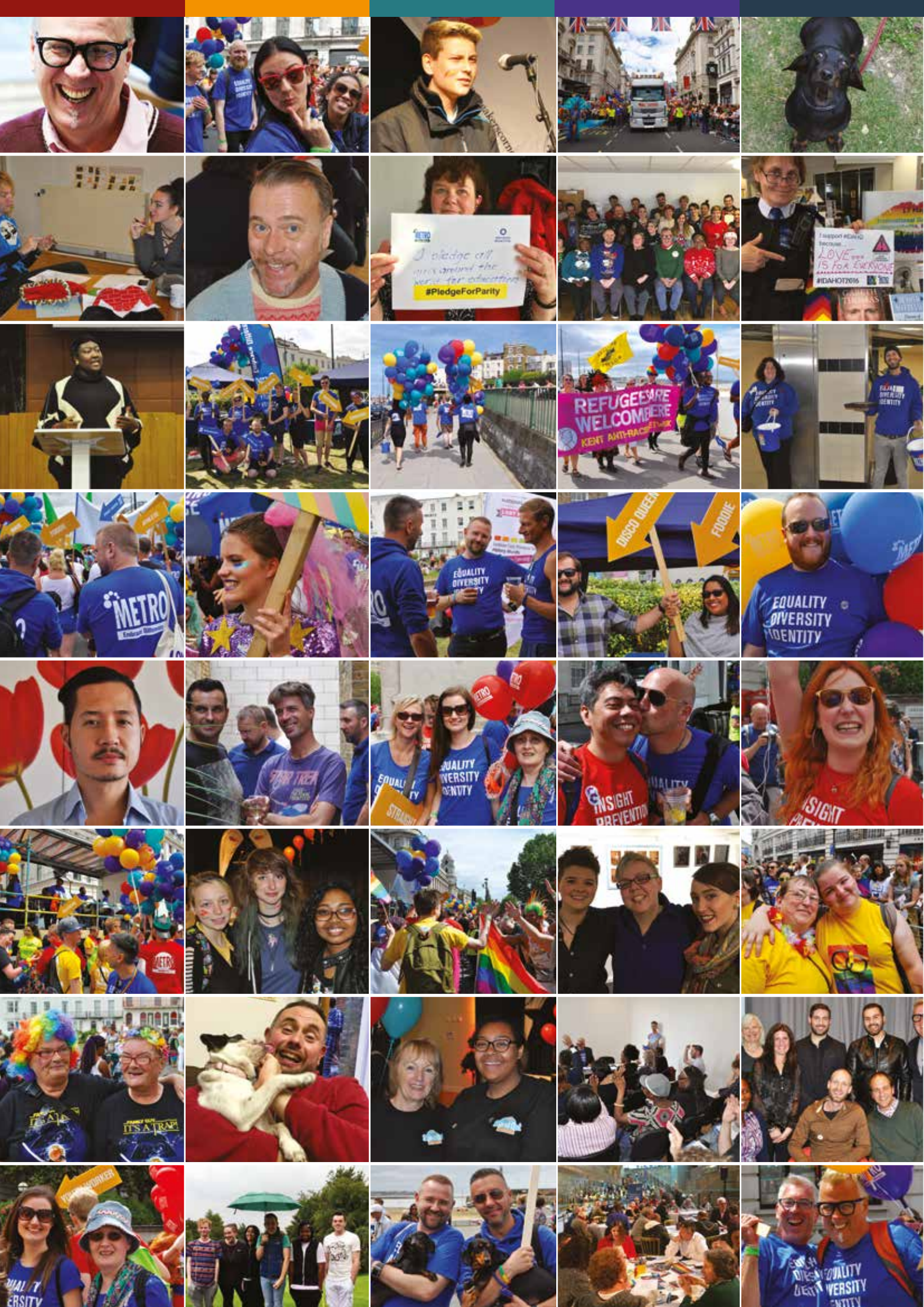




ANNUAL REVIEW 2017

A YEAR IN THE LIFE OF
METRO CHARITY



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WELCOME



Welcome to our Annual Review. I trust that you will find this a useful insight into the successes we have celebrated and the challenges we have faced over the last year.

These pages provide a snapshot into the life of our vibrant and diverse charity. I hope you will find this a useful insight into the successes we have celebrated and the challenges we have faced over the last year.

METRO continues to successfully deliver against our Strategic Plan 2014-18, again building on the strong footing of previous years of careful consolidation and sustained growth.

I am constantly impressed by the charity's ability to grow and deliver in increasingly challenging times for our sectors. This is undoubtedly due to the overwhelming passion of the team; the decisive leadership of the senior management; and the drive and authenticity of our CEO, Dr Greg Ussher. METRO being such a dynamic organisation truly makes governing the charity an absolute pleasure for myself and my fellow trustees.

I am delighted with how seamlessly Positive Parenting and Children (PPC) have integrated into the METRO family, whilst continuing to provide such vital support to families and young people affected by HIV across London.

Our Board has also grown, and with that growth become more diverse with an even broader range of skills and expertise on which to draw.

Accreditation as both an Investor in People and to the achievement level of the Healthy Workplace Charter cannot speak louder to the success of the last two years of consolidation, bringing our systems, processes and people together in one congruent charity.

I would like to thank all of our friends and supporters - including commissioners, service users, trustees, volunteers, staff, associates and partners - for their continued involvement in making us a charity that truly changes lives.

Dan McDonald

METRO Chair of Board of Trustees



MESSAGE FROM OUR CEO



I really am so proud of the charity's amazing team of 80 staff and 64 active volunteers, who for a second year in a row, have delivered more services, with improved quality, across wider geographies on even more occasions.

I cannot express how much of a pleasure it is to work with such a passionate and devoted team. Our staff and volunteers have yet

again shown that despite the current climate we can develop new services, expand existing delivery and support even more people experiencing issues around sexuality, gender, equality, diversity and identity.

As a charity we continue to shine as a beacon of outstanding service delivery, with frontline services, so often supporting those who can become pushed to the very margins of our society, remaining our absolute bread and butter. However our continuing commitment to community participation, involvement and engagement - harnessing the power of community organising, community voice and volunteering - has allowed for an expansion in the work we do supporting organisations and groups.

I am delighted to report on a number of successes this year: the addition of The Bridge in Croydon to our family of LGBTQ youth groups; our second LGBTQ Youth Summit in Medway; continued funding from MAC AIDS fund to expand our emerging communities work into the Romanian and Polish communities, plus a brand new Trans

Support service for young people; funding from the Government Equalities Office (GEO) in collaboration with the Department for Education (DfE) to deliver Homophobic, Biphobic and Transphobic Anti-bullying work in over 300 schools; the launch of our Pitstop PLUS sexual health one-stop-shop for gay, bisexual and trans men in both Greenwich and Medway; the expansion of our Get it condom service into Medway; and just at the end of the year the securing of two allotments thanks to the Royal Borough of Greenwich, kickstarting our food equalities project.

We continue to maintain a strong presence in health and social care, engaging across Public Health Units in Local Authorities, Health and Wellbeing Boards, Healthwatch locally, Clinical Commissioning Groups (CCGs) and the national system partners - NHS England, Healthwatch England, Public Health England, and Health Education England.

Greenwich is still very much our home, but we have continued to bring more of the METRO offer into our other key areas of operation, which as well as many other London boroughs also include Kent, Medway and Essex.

We continue to use our insight from service delivery and supporting other organisations and groups to inform our role at a national level with our membership of the National LGB&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.

I would like to echo the thanks from our Chair to all of our supporters, funders, service users, volunteers, staff and partners. I'm so very proud of all that we achieve for the people who access our services..

Dr Greg Ussher

METRO CEO



OUR VISION

METRO's vision is for a world where difference is celebrated, respected and valued, where discrimination is eliminated and where optimum health and wellbeing for all is a collective goal.

MISSION

METRO promotes health and wellbeing through our transformative services to anyone experiencing issues relating to sexuality, gender, equality, diversity or identity.

METRO uses its unique insight and our LGBT heritage and perspective to influence decision makers and to effect positive change.

METRO embraces difference and champions equality, and challenges others to do so too.

METRO works collaboratively with our staff, volunteers, users, partners and supporters to make a difference to people's lives.



VALUES

Innovation

METRO strives to deliver cutting edge and creative solutions to the individual and social problems we identify.

Insight

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

Integrity

METRO is true to its Mission and we believe in the transformative power of excellent and inclusive services, products and experiences.

OUR STRATEGIC PLAN

Our Vision, Mission and Values form the foundation of our Strategic Plan 2014-18.

STRATEGIC GOAL

– WHAT WE AIM TO ACHIEVE

To grow and diversify deeply into our vision, mission and values, and to continue to consolidate and expand METRO as one congruent charity, so as to ensure consistent, high quality and integrated experiences for our service users.

STRATEGIC OBJECTIVES

– HOW WE WILL ACHIEVE OUR GOAL

Innovation

We will deliver transformative services for our beneficiaries across all our areas of work, and we will improve the quality, diversity and reach of these services.

Insight

We will use what we learn from the delivery of our services to build our insight to influence policies, procedures and practices for the benefit of our services users and those we aim to serve.

Integrity

We will ensure that all structures, roles, functions, policies and processes within the organisation are transparent, accountable and robust to facilitate the achievement of innovation and insight.



OUR TEAM



87

full time, part time and
sessional staff



70

active
volunteers



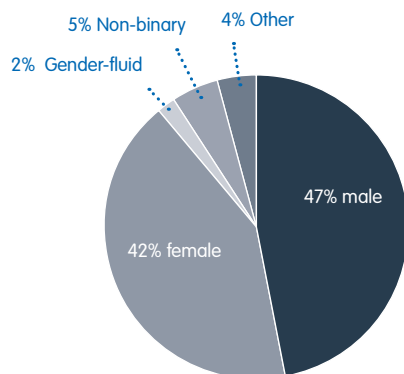
4,200

Over 4,200 volunteering
hours each year



64%

of team identify
as LGBT



Gender



24%

of team identify
as BME

85,000¹

Over 85,000 occasions
of service per year

4,000

Over 4,000 service users
registered each quarter

100

Over 100 services across
our 5 domains

97%

adherence and compliance across all our
contracts and service level agreements

68%

of service users identify as LGBT

22%

of service users identify as African

10%

10% of service users are under 25

7%

7% of service users identify as HIV positive

OUR IMPACT

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

¹An occasion of service means every time we provide a direct service to an individual

OUR 2016

METRO is a leading equality and diversity charity, providing health, community and youth services across London and the South East with national and international projects. METRO works with any member of the community experiencing issues related to sexuality, gender, equality, diversity or identity across our five domains: Sexual & Reproductive Health, Community, Mental Health & Wellbeing, Youth and HIV.

In this review we wanted to share a year in the life of METRO, we have gathered together the highlights of our work for each month of 2016.

Sexual & Reproductive Health

Working to provide truly holistic, innovative and responsive sexual and reproductive health services optimised for the vulnerable communities we serve. Providing community screening and testing, outreach, condom distribution and contraceptive services that integrate behavioural interventions. All measured through our Behaviour, Attitude, Skills and Knowledge (BASK) methodology.

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.

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.

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 and running a suite of LGBTQ youth groups.

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 and advocacy. 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.





LEFT: LGBT Consortium Conference

RIGHT: PHE LGBT Conference



JANUARY HIGHLIGHTS

January saw us hit the ground running with our CEO, Dr Greg Ussher, presenting on the panel for the Public Health England (PHE) LGBT Conference, where we also presented 6 posters on our innovative work. We also attended the LGBT Consortium's AGM and Annual Conference, in Birmingham, with Greg chairing and delivering workshops. January was an excellent opportunity to share our insights with others working in our field nationally and networking with partners and sector colleagues.

FEBRUARY HIGHLIGHTS

With February being LGBT History Month our team were out across London, Essex, Kent and Medway promoting our LGBT specific services. These include our family of 8 LGBTQ youth groups, HIV peer support for men who have sex with men, LGBT hate crime support and counselling, LGBT domestic violence support and counselling, LGBT affirmative counselling for young people and adults, our 50+ social group for older LGBT people, Pitstop our gay men's health clinic, and its online companion Pitstop PLUS, and of course so many volunteering opportunities!



TOP: RBG LGBT Staff Network History Month events

MIDDLE: Our Taz talking about mental health at Student Pride with Will Young

BOTTOM: LGBT History Month exhibition in Medway sponsored by METRO





LEFT: Our Jackie making her #PledgeForParity
 RIGHT 1st: ERASMUS Training in Gouda
 RIGHT 2nd: ERASMUS colleague pledging
 RIGHT 3rd: ERASMUS colleague pledging
 Right 4th: Our Fred making his #PledgeForParity





International Women's Day

LEDGE TO ADVOCATE FOR THE RIGHTS OF
 MEN AND GIRLS TO HAVE ACCESS TO FREE
 NTRACEPTION & FREE, SAFE TERMINATION

#PLEDGEFORPARITY

MARCH

March saw the start of our ERASMUS exchange trips, providing opportunities for managers to develop their skills with training across Europe. Our group in the Netherlands coincided with International Women's Day on 8th March, where we encouraged our European course-mates to make their #PledgeForParity. On 31st March we celebrated Trans Day of Visibility #TDOV. Finally in March we presented at Parliament on the impact the voluntary sector for an event hosted by The King's Fund, highlighting their GSK Impact Award, which METRO has received twice.

APRIL HIGHLIGHTS

We are always delighted when funders come to visit, in April we had both MAC AIDS Fund and Comic Relief with British Airways visit us to hear more about and see the vital work they fund. Our LGBT young people not only took part in filming with British Airways, but they also were super busy with a photo shoot for Pride in London, workshops with the British Film Institute (BFI) and three day music residency with our partners Create.



LEFT 1st: Our LGBT young people for Comic Relief visit

LEFT 2nd & 3rd: Our LGBT young people at Music

Residential

LEFT 4th: Our LGBT young people filming at the BFI

RIGHT TOP: MAC AIDS Fund visit

RIGHT BOTTOM: Makeup for Pride in London
advertising campaign





TOP: Our Greg at Number 10 LGBT Reception

LEFT: Networking at merger celebration

RIGHT 2nd: Chairs signing Business Transfer Agreement for PPC

RIGHT 3rd: Networking at AGM



MAY HIGHLIGHTS

May saw the culmination of an extensive exploration and preparation for a merger with Positive Parenting and Children (PPC). On 4th May the Chairs of the two charities signed the Business Transfer Agreement finalising the merge. This was followed by speeches and networking for new colleagues to get to know each other. Just over a week later we held our AGM, where METRO staff, as Members of the charity, elected our Board including three Trustees from the previous PPC Board.

JUNE

The beginning of June saw the return of our youth led LGBTQ Youth Summit - The Outing. The summit is coordinated by our Medway group, Stand Out, but open to all of our youth groups and beyond. In its second year the event was again a great success with young people taking part in workshops, discovering local services and leading discussions and activities.



LEFT 1st: Our LGBTQ young people leading discussion

LEFT 2nd & 3rd: Enjoying the Summit

LEFT 4th: Our Youth Team - Ben, Elaine and Dan

CENTRE: Our LGBTQ young people enjoying the identity arrows

RIGHT 1st: Our Jackie, Lead LGBTQ Youth Worker for Stand Out with her group

RIGHT 2nd: Our Andrew thanking the young organisers

RIGHT 3rd: Kent Gay Police Association

RIGHT 4th: Proof that our Andrew does occasionally enjoy a piece of cake!







LEFT TOP: Our Greg and his partner Warren

LEFT MIDDLE: Endurance Steal Orchestra

LEFT BOTTOM: Parade volunteers

CENTRE TOP: Walkers at the end of the parade

CENTRE BOTTOM: Our Star youth group

RIGHT TOP: METRO youth

RIGHT MIDDLE: Volunteers Ruth and Anne

RIGHT BOTTOM: Volunteer Robert brightening the front of our parade group



MORE JUNE HIGHLIGHTS

June is a very busy month in the METRO calendar, following our LGBTQ Youth Summit we were showcasing our services at the Google pre-pride party then the following day straight off to Pride in London. Our Pride Boat collected pride goers from Greenwich arriving at Embankment Pier ready for the parade. Our stall in Soho Square provided information on all of our services. The following day we were out and about again at UK Black Pride in the Vauxhall Pleasure Gardens.



JULY HIGHLIGHTS

In July our CEO, Dr Greg Ussher, was sharing our insights and connecting at the AIDS 2016 Conference and a number of pre-conferences in Durban, South Africa. METRO had a stall in the Global Village - the 'beating heart' of the conference. The HIV theme continued with our Sam Serunjogi sharing our experiences of HIV support with Prince Harry whilst he visited our partners the Burrell Street Sexual Health Centre. Plus a summer picnic for METRO PPC families. July also saw another Create workshop for our LGBTQ young people, this time exploring visual arts.



LEFT: AIDS 2016 in Durban

CENTRE: Our Sam with Prince Harry at Burrell Street Sexual Health Centre

RIGHT 1st: Piece from visual arts residency

RIGHT 2nd & 3rd: METRO PPC Family Picnic

RIGHT 4th: Our Julie at Essex Pride





LEFT 1st & 2nd: Our LGBTQ young people at Pride Youth Games

LEFT 3rd: Parade at Margate Pride

LEFT 4th: Our Dan and his partner Andy with our Greg

CENTRE: The team at Margate Pride

RIGHT TOP & MIDDLE: Community at stall

RIGHT BOTTOM: Our Norman with his partner Wojtek





AUGUST HIGHLIGHTS

In August our LGBTQ young people were up in Stirling for the Pride Youth Games, taking part in a variety of sports including swimming, ultimate frisbee, archery, rock climbing, quidditch, wheelchair basketball and kayaking. Our summer of community events continued with Margate Pride with a great presence from our Get it Kent and Medway team promoting our condoms services for under 25s. August also saw METRO achieve the next level of Healthy Workplace accreditation - Achievement.



SEPTEMBER HIGHLIGHTS

September saw the last METRO BBQs for the year - launching our Pitstop PLUS sexual health website in Greenwich and another for our LGBTQ youth groups' Summer Party. Along with our partners we supported the #PatientsTogether campaign in response to PrEP being pitched against other patients needs for funding. We also welcomed the METRO PPC team to METRO Vauxhall as we consolidated our estate by moving out of METRO Brixton.





LEFT TOP: Celebrating the METRO Brixton moving into METRO Vauxhall

LEFT BOTTOM 1st: Our Andrew supporting #PatientsTogether

LEFT BOTTOM 2nd: Our volunteer Stephen at the Pitstop PLUS BBQ. We would like to thank Stephen for his amazing support and are so very sad that his time with us was cut short when he passed in January 2017.

LEFT BOTTOM 3rd: Pitstop PLUS BBQ

RIGHT TOP, MIDDLE & BOTTOM: Lewisham LGBT Network Launch

ABOVE: Our Greg at City Hall presenting on LGBT mental health



OCTOBER HIGHLIGHTS

In October we were delighted to be invited to share our knowledge at the LGBT mental health event at City Hall feeding into the London Assembly's gathering of evidence to inform the Mayor's strategy. We also continued our work supporting the development of other groups and organisations with our facilitation of the Lewisham LGBT Network Launch. Rounding off October with a fabulous exhibition hosted by our partners University of Greenwich - Outcome - a series of portraits highlighting LGBT people in our communities.



WORLD AIDS DAY

The team raised over £1,000 for our Hardship Fund collecting for World AIDS Day



FAR LEFT 1st: METRO AIDS Memorial Quilt Exhibition at Woolwich Library
LEFT BOTTOM: The team fundraising for World AIDS Day
REST: Full Team Away Day and celebrations



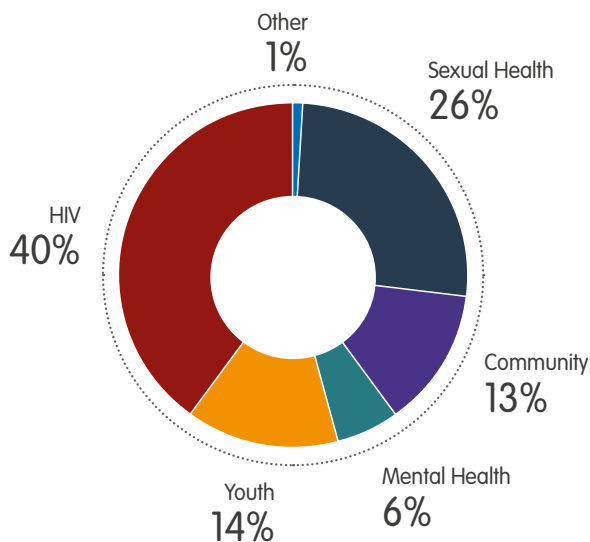
NOVEMBER & DECEMBER

With National HIV Testing Week and World AIDS Day at the end of the year this provides a key focus for our sexual health and HIV domains. Also in November we held a Living Wage Tea Party to highlight the importance of paying people a living wage, especially in London, having been accredited ourselves in August. December saw a number of the team take part in the Positive East Red Run to raise money for our Hardship Fund. The year came to a close with a full team away day morning followed by our annual team celebration ahead of the Christmas break.



FINANCE SUMMARY

Expenditure by Domain



Below is a summary of METRO's finances from the period 1st April 2015 to 31st March 2016. For full details you can refer to our statutory Annual Report & Accounts 2015/16 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 2016 set out on page 28.

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 2016.

We have not considered the effects of any events between the date on which we signed our report on the full annual financial statements 10th November 2016 and the date of this statement.

Munro Audit Ltd

2nd May 2017

Munro Audit Ltd Chartered
Accountants & Registered Auditors,
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 2016 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.



2nd May 2017

Dan McDonald

Chair of Board of Trustees

Observations

METRO's expenditure for the year was less than our income, which resulted in a surplus of £298,302. 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 2016/17 with unrestricted reserves of £771,593.

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

SUMMARY INCOME & EXPENDITURE

	2016 £	2015 £
Incoming resources		
Incoming resources from charitable activities		
Grants & SLAs	3,222,479	2,507,890
Incoming resources from generated funds		
Donations	18,379	10,778
Fees & Fundraising		607
Investment Income	1,514	221
Total incoming resources	3,242,372	2,519,496
Resources expended		
Charitable activities		
Salaries	1,613,425	1,385,290
Activity & Support	1,277,475	888,330
Governance	53,170	51,993
Total resources expended	2,944,070	2,325,613
Net income for the year	298,302	193,883
Total funds brought forward 1st April	473,291	279,408
Total funds carried forward 31st March	771,593	473,291

BALANCE SHEET as at 31st March 2016

	2016 £	2015 £
Assets		
Fixed assets		
Tangible assets	21,689	27,190
Current assets		
Debtors & prepayments	608,937	387,784
Cash at bank & in hand	831,404	526,392
Total assets	1,440,341	914,176
Liabilities		
Creditors: amounts falling due within one year	670,437	448,075
Net current assets	769,904	466,101
Provisions for liabilities	20,000	20,000
Total net assets	771,593	473,291
Funds		
Unrestricted funds (including designated funds)	771,593	472,861
Restricted funds	-	430
Total funds	771,593	473,291





THANK YOU

We cannot deliver our vital 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	HIV Prevention England	London Borough of Tower Hamlets	The National LGB&T Partnership
City Bridge Trust	Kent County Council	London Borough of Wandsworth	Oxleas NHS Foundation Trust
Comic Relief	Lambeth Youth Council	London Borough of Merton	Prostate Cancer UK
Croydon Council	LGBT Consortium	London Boroughs contributing to the London HIV Prevention Programme (LHPP)	Public Health England
Department for Education	London Borough of Bexley	MAC AIDS Fund	The Royal Borough of Greenwich
Department of Health	London Borough of Bromley	Merchant Taylor's Company: Livery & Freeman Fund	The Royal Borough of Kingston Upon Thames
Equality and Human Rights Commission	London Borough of Lambeth	South London and Maudsley Trust	South London Innovation Fund
ERASMUS	London Borough of Lewisham	Medway Council	Southwark LGBT Network
Essex County Council	London Borough of Richmond Upon Thames	MOPAC	Trust for London
Government Equalities Office	London Borough of Southwark	National African HIV Prevention Programme	The Tides Foundation
Greenwich Action for Voluntary Service (GAVS)	London Borough of Sutton		University of Greenwich
Greenwich Inclusion Project (GrIP)			Young Lambeth Cooperative (YLC)
The Henry Smith Charity			



PRIORITIES

Sexual & Reproductive Health

- Strengthen our relationships with prisons
- Expand our Pitstop PLUS online service to new areas
- Establish our Get it condom and Boys and Young Men services across Medway

Community

- Further develop our LGBT domestic violence and LGBT hate crime offers
- Work even more collaboratively with other providers around our advocacy work
- Continue our development work with other organisations and groups

Mental Health

- To secure continuation funding for youth counselling provision
- Develop our schools counselling offer
- Integrate projects across the charity with counselling components

Youth

- Increase online promotion of our services to young people
- Collaborate across our domains to further develop our schools offer
- Continue to provide vital LGBTQ youth groups but opening up youth events more generally

HIV

- Ensure we remain up to the minute on changes to benefits so we provide the best advice
- Promote voice of young people providing care around HIV
- Work even more closely with partners and develop new partnerships

Research and Policy

- Continue to build our research profile with universities and beyond, with our service delivery insight
- Strengthen our bid writing function with even better research and policy insights with a move towards community asset based models for delivery

Communications

- Move our new website from testing and into production
- Continue building our brand and social audiences

Resources

- Capitalise on further ERASMUS opportunities for staff development across Europe
- Digitise and standardising our human resources processes across the charity and ensure all vacancies are filled
- Recruit even more volunteers across all of our work
- Ensure our safeguarding approach is uniform across the charity
- Complete a premises and IT review, roll-out a new phone system and move payroll in-house
- Review our database needs for service user records and develop a unified approach to reporting across the charity

CEO

- Consider a potential merger with Greenwich Action for Voluntary Service (GAVS)
- Expand our model of working from one of deficit framed by commissioning to one of aspiration supported by entrepreneurialism, starting with the launch our brand new aspirational food equalities programme
- Celebrate the 50th anniversary of the Sexual Offences Act 1967 and the resulting partial decriminalisation of homosexuality
- Share the impact of our National Youth Chances research in partnership with the University of Greenwich





METRO Greenwich

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London
SE10 8JA

METRO Vauxhall

N206 Vox Studios
1-45 Durham Street
London
SE11 5JH

METRO Gillingham

Long Catlis Road
Parkwood
Rainham
Gillingham
Kent
ME8 9PR

METRO Essex

Outhouse East
19 East Hill
Colchester
Essex
CO1 2QX



MAYOR OF LONDON



INVESTORS
IN PEOPLE

Accredited
Until 2019

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metrocharity.org.uk

Company Registration No. 2716101 | Charity Registration No. 1070582