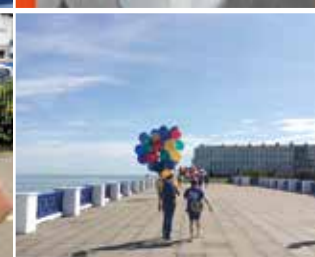




# ANNUAL REVIEW 2016

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.



I am very pleased to report that METRO continues to embrace difference, and encourage people to make a difference, delivering vital work across our five interlinked domains.

2014/15 has been a year of delivering and expanding, taking full advantage of strong footing last year's consolidation

has brought to the organisation. We have operationalised our Strategic Plan 2014-18, and have driven implementation through our newly formed Domain Working Groups (DWGs) – the engines of the charity. I am very pleased that these DWGs are starting to gain real traction, going beyond simply tracking delivery against the Strategic Plan, and providing the space for responsive development and further refinement.

Having now been in his new post as CEO for over 12 months, Dr Greg Ussher has provided endless enthusiasm and committed leadership in directing this year of delivery and expansion. Myself and the rest of the Board would like to thank him for such a strong year's performance.

This year has also seen the flourishing of the restructured management and senior management teams, delivering against our commitment to integration, innovation and insight. Coupled with this, as Chair I have worked with the Board to fully engage with a broad range of committees, working groups and away days.

Based on last year's skills and diversity survey, myself and the rest of the Board have been actively engaging to grow the Board to reflect the excellent diversity of METRO's staff and volunteer team.

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.

Join us and be the difference.

**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.



As a charity we know what we do, and what we do well: we are fundamentally a service providing charity, and we work at the grass roots across communities, often with vulnerable, marginalised or stigmatised communities, to make a difference. Being at the frontline provides a unique insight into the issues faced by these communities, specifically around health inequalities and the disproportionate impact of austerity.

Our anchors lie in the lived experiences of our service users and the dynamic relationships we maintain with our trustees, staff, volunteers, delivery partners, supporters, funders, commissioners, strategic networks and the communities in which we provide services.

I am delighted to report on a number of successes this year, including being commissioned by Kent County Council to provide condom distribution in the county; funded by the Department for Education to provide counselling to LGBTQ+ young people across London, Kent and Medway; commissioned by Essex County Council to provide HIV support services across the county; securing funding from MAC AIDS Fund to develop an innovative user led HIV prevention programme with Latino men who have sex with men in London; ongoing work with LGBT young people funded by Comic Relief, leading to important interactions with the Queen's Young Leaders Program; and securing funding from the European Union through ERASMUS for staff development.

We continue to work closely with the new structures and arrangements within the health and social care environment. This includes engaging with Public Health Units in Local Authorities, and Health & Wellbeing Boards, continuing our contract as host of Healthwatch Greenwich and collaborating with Greenwich Clinical Commissioning Group (CCG), of which I am a Lay Member. We have also engaged nationally with NHS England, Healthwatch England, Public Health England, and Health Education England.

Greenwich has been our home since 1984, and we continue to have a strong focus in the area, and an excellent relationship with the Royal Borough. With our long standing presence in Vauxhall, and a number of important contracts, we also have a dynamic and enduring relationship with the London Borough of Lambeth. Alongside our work in Greenwich and Lambeth we have continued to expand our services in Essex, Kent and Medway.

Having already achieved Care Quality Commission (CQC) registration, London Healthy Workplace accreditation, and maintained our You're Welcome accreditation and our Department of Health

Information Governance accreditation, our sights are now firmly set on Investors in People accreditation, which we will be working towards over this coming year.

We continue to use our insight from service delivery 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'm also personally delighted that our National Youth Chances project continues to change the lives of LGBTQ young people in its final year.

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



80

full time, part time and sessional staff



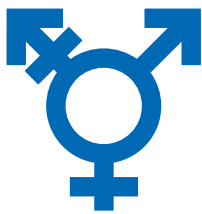
64

active volunteers



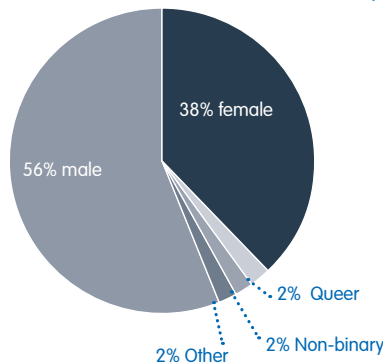
4000

Over 4000 volunteering hours each year



69%

of team identify as LGBT



Gender



25%

of team identify as BME

80,000<sup>1</sup>

Over 80,000 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

66%

of service users identify as LGBT

20%

of service users identify as African

74%

74% 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.

<sup>1</sup>An occasion of service means every time we provide a direct service to an individual



# OUR 2015

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 2015.

## **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.

## **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.



BELOW: Our senior management and management teams on training



# JANUARY HIGHLIGHTS

January is when momentum builds for our senior management and management teams in planning for the financial year ahead, finalising budgets, confirming new programmes and looking at recruitment needs. This is also key across our many partnerships.



# FEBRUARY HIGHLIGHTS

February is LGBT History Month, staff and volunteers were out and about across London, Kent and Medway promoting our LGBT specific services. These services include our LGBTQ+ youth groups, LGBT HIV support groups, LGBT hate crime support and counselling, LGBT independent domestic violence advocacy and counselling, LGBT counselling for young people and adults, Pitstop our gay men's sexual health clinic, and of course so many volunteering opportunities!



TOP LEFT: LGBT Prostate Cancer Conference in Manchester  
BOTTOM LEFT: Volunteering Fair at UCL  
TOP RIGHT: Kaete celebrating Trans Day of Visibility



I'm supporting Trans Day Of Visibility because...

We deserve to be seen, just like you.

**#TDOV**



# MARCH

As the financial year comes to a close, we are busy preparing end of year reports and checking our progress against our annual targets. On 31st March we celebrated Trans Day of Visibility #TDOV. Awareness days like these remind us of how vital our work is to ensure services are welcoming and appropriate for all of our communities. They also provide focus to encourage organisations, including ourselves, to review the accessibility of their services and for their trans volunteers and staff.



# APRIL HIGHLIGHTS

April saw us welcome a number of new staff and volunteers to start delivering on our new projects, including Condom Distribution for Kent County Council, Department for Education funded counselling for LGBTQ+ young people across London, Kent & Medway, and HIV support services for Essex County Council.



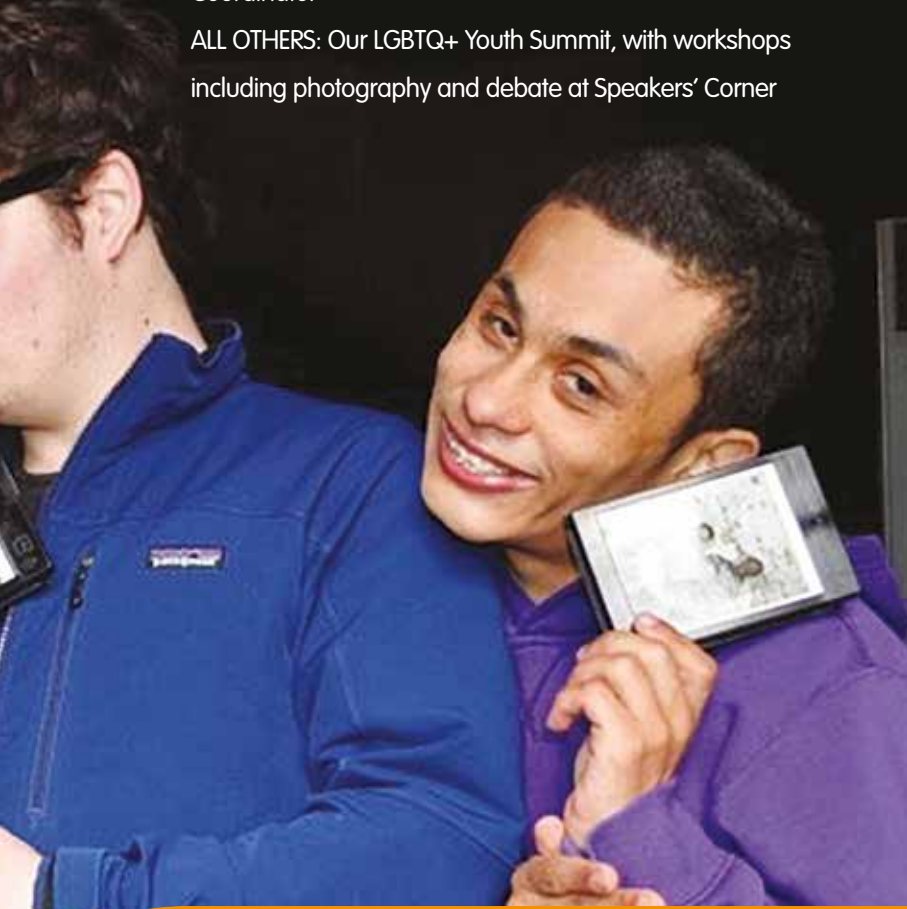




- Four out of five LGBTQ young people know they are LGBTQ before they are 16.<sup>1</sup>
- Two thirds of trans young people know they are trans before they are 16.<sup>2</sup>
- 1 in 2 young people say they are not 100% heterosexual.<sup>3</sup>

<sup>1</sup>METRO Youth Chances, 2014  
<sup>2</sup>ibid  
<sup>3</sup>YouGov, 2015

TOP LEFT 1<sup>ST</sup>: Luis, joined as our Kent Programme Manager  
 LEFT 2<sup>ND</sup>: Kerry, joined as our Essex HIV Support Lead and Justin, joined as our METRO Essex HIV Case Worker and Peer Support Coordinator  
 ALL OTHERS: Our LGBTQ+ Youth Summit, with workshops including photography and debate at Speakers' Corner



# MAY HIGHLIGHTS

The highlight of our May, by far, was the outstanding number of young people who delivered and attended our LGBTQ+ Youth Summit in Chatham. The summit was championed by our Medway group, Stand Out, but open to all of our youth groups, which are Star in Lambeth, Shine for Greenwich and Bexley, Snap in Bromley, Live in Lewisham, Spark in Southwark and Zest for under 16s from Greenwich, Lewisham, Bexley and Bromley.



# JUNE

June was a very busy month in the METRO calendar with Pride in London taking centre stage. Our Pride Boat collected pride goers from Greenwich arriving at Embankment Pier ready for the parade. Our stall in Trafalgar Square provided information on all of our services. Community celebrations are key to helping us reach the communities we serve.





LEFT 1<sup>ST</sup>: Chris, one of our fabulous volunteers  
 LEFT 2<sup>ND</sup>: Waving from Pride Boat  
 LEFT 3<sup>RD</sup>: Roxx hosting Pride Boat  
 LEFT 4<sup>TH</sup>: Our young people at Pride in London  
 CENTRE: Arms in the air for the Pride in London Parade  
 RIGHT 1<sup>ST</sup>: Ruth and Anne volunteering on the Pride in London Parade

RIGHT 2<sup>ND</sup>: Alex expressing his identity at  
 Pride in London  
 RIGHT 3<sup>RD</sup>: Phil and Helen, supporters along the  
 Pride in London Parade route  
 RIGHT 4<sup>TH</sup>: Paul and Tony promoting Do It London  
 delivered by GMI





# MORE JUNE HIGHLIGHTS

Also in June the Queen's Young Leaders, recognised for leadership that transforms lives in their communities from across the Commonwealth, visited with Comic Relief, to find out more about our work.



*"METRO's work is important because mental health shapes all aspects of our lives."*

**Nicola Byrom**



**Mallah Enow Tabot**



*"METRO's work is important because it uplifts and supports excluded and under-valued communities and changes the lives of the many vulnerable people who depend on METRO."*

**Donnya Piggott**



**Tabby Besley**



*"METRO's work is important because it is not purely for the London LGBT community, but can be spread throughout and even adapted within the Namibian context."*



**Diana Nakaweesa**

*"METRO dares to have the necessary discussions to come up with the necessary solutions. I look forward to watching the work you do from Namibia."*

**Tanyaradzwa Daringo**





## UK Black Pride

The day after the Pride in London parade we joined UK Black Pride for a beautiful time in the Vauxhall Pleasure Gardens.





# JULY HIGHLIGHTS

July was another jammed packed month of activity with our Walnut LGBT Prostate Cancer Peer Support Group at The List LGBT Wellbeing Fair, a METRO Round Table on Sexual Health Hot Topics, looking at PrEP, chemsex and online services, Essex Pride, and our CEO discussing issues with Caroline Dinenage MP, Parliamentary Under Secretary of State for Women, Equalities and Family Justice at a Government Equalities Office reception at the BT Tower.







LEFT 1<sup>ST</sup>: Engaging at The List Wellbeing Fair

LEFT 2<sup>ND</sup>: Presenters from our Roundtable on Sexual Health

LEFT 3<sup>RD</sup>: More engaging at The List Wellbeing Fair

CENTRE: Our team at Essex Pride

RIGHT TOP: Dr Greg Ussher, our CEO, with Caroline Dinenage MP

RIGHT MIDDLE: Celebrating Essex Pride

RIGHT BOTTOM: Celebrating Essex Pride







LEFT: Celebrating Kent Pride in Margate

CENTRE: HIV Support team facilitating trip to Brighton

RIGHT: Providing condom packs at V Festival







- **64%** of men who have sex with men have heard of PrEP and 47% would use PrEP as a prevention tool.<sup>1</sup>
- **44%** of men who have sex with men have taken sexual risks in the last year, with 74% worried about the risks they are taking.<sup>2</sup>



<sup>1</sup> GMI Partnership London Grindr Survey, 2015

<sup>2</sup> ibid



# AUGUST HIGHLIGHTS

Our summer of outreach continued by providing condom packs to young people at V Festival Chelmsford, and featuring in the parade and having a stall at Kent Pride in Margate. Our HIV domain also arranged a very successful Brighton day trip for some of our most vulnerable HIV peer support service users.



# SEPTEMBER HIGHLIGHTS

By September our Chat project, providing LGBTQ+ young people with counselling alongside support for teachers and youth professionals around LGBT issues, was in full swing. The team attended over 25 freshers' events over September and October. We also celebrated Bi Visibility Day, 23rd September, with cupcakes decorated in the colours of the bi flag.







This month also saw us win the Award for Positive Impact on Health & Wellbeing at the Greenwich Action for Voluntary Service Voluntary and Community Sector Awards. Team members Ben Colliver, Sharon Legae and Andrew Evans were also winners, having successfully completed the Tough Mudder Challenge, raising funds for a diabetic alert dog for one of our young service users.

LEFT TOP: Bi Visibility cupcakes

LEFT MIDDLE: Work at Shake the Bottle exhibition

LEFT BOTTOM: Artists from exhibition

CENTRE TOP: Patrick, from our Boys and Young Men project, raising awareness around hate crime

CENTRE BOTTOM: Work at exhibition

RIGHT TOP: Champions from Tough Mudder

RIGHT BOTTOM: Dr Greg Ussher, our CEO with Pharmacy Voice

FAR RIGHT: Team and speakers at our Round Table on Young People and Mental Health



## OCTOBER HIGHLIGHTS

Adding a new dimension to our community engagement we sponsored an exhibition, Shake the Bottle, exploring contemporary photography and sexual identity in partnership with University for the Creative Arts in Canterbury. The exhibition attracted a very high calibre of work and stimulated provoking discussion around the role of sexual identity in society and how that interplays with express in contemporary photography.





## MEDWAY Wellbeing <sup>MONTH</sup>

During November we delivered Medway Wellbeing Month, offering rapid HIV and Syphilis testing at community spaces across the Medway towns.



The sexual health team were out and about delivering presentations, promoting C-Card, offering Chlamydia and rapid HIV testing at over 30 community spaces.



The GMI Partnership is made up of Positive East, Spectra and METRO as the lead partner. GMI provides outreach and testing to gay and bisexual men living, working and socialising in London.



The GMI Partnership, that METRO leads, was out across London, under the Do It London brand, offering rapid HIV testing and advice in over 25 community spaces.



### WORLD AIDS DAY

The team raised over £500 for our Hardship Fund collecting at Vauxhall and Greenwich stations on World AIDS Day.

#### GET INVOLVED

If you would like to volunteer to collect for our Hardship Fund during World AIDS Day email [volunteer@metrocharity.org.uk](mailto:volunteer@metrocharity.org.uk).





### IMPACT

In these 2 months we and our partners:



830,000

Reached over 830,000 people



250

Provided over 250 HIV tests, on top of our regular clinics



4,000

Engaged over 4,000 people in our activities



- TOP LEFT: Jayce and Fred collecting at Greenwich station
- TOP MIDDLE: Anders and Amanda promoting National HIV Testing Week
- TOP RIGHT: Hadijah and Edith collecting at Woolwich Library
- CENTRE: Rob, Tony, Cecily and Julie collecting at Vauxhall station
- RIGHT: SONET fundraiser for METRO
- FAR RIGHT: Vauxhall lunchtime walk finds Ab Fab the Movie filming on location at the RVT



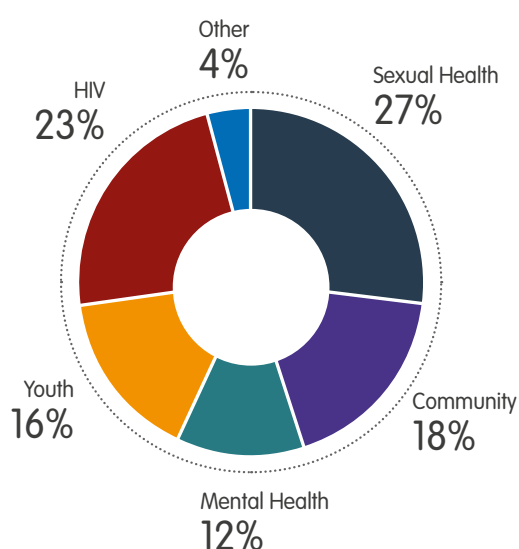
# NOVEMBER & DECEMBER

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 services.



# FINANCE SUMMARY

## Expenditure by Domain



Below is a summary of METRO's finances from the period 1st April 2014 to 31st March 2015. For full details you can refer to our statutory Annual Report & Accounts 2014/15 which is available on request and online on our website and on the Charity Commission website [charitycommission.gov.uk](http://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 2015 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.

We conducted our work in accordance with Bulletin 2008/3 issued by the Auditing Practices Board.

### 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 2015.

We have not considered the effects of any events between the date on which we signed our report on the full annual financial statements 23rd December 2015 and the date of this statement.

*Munro Audit Ltd*

10<sup>th</sup> May 2016

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 December 2015 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.



10<sup>th</sup> May 2016

**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 £193,883. This aligns with the Trustee's plan, set out last year, to move the charity away from deficit (£23,278 deficit for 2013/14) and instead build on our reserves to again reach the desired level of between 3 and 6 months of operating expenditure. METRO entered 2015/16 with unrestricted reserves of £472,861.

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

	2015 £	2014 £
<b>Incoming resources</b>		
Incoming resources from charitable activities		
Grants & SLAs	2,507,890	2,424,947
Incoming resources from generated funds		
Donations	10,778	10,965
Fees & Fundraising	607	1,120
Investment Income	221	215
<b>Total incoming resources</b>	<b>2,519,496</b>	<b>2,437,247</b>
<b>Resources expended</b>		
Charitable activities		
Salaries	1,352,660	1,491,799
Premises	144,953	186,104
Service Provision & Support	776,007	745,810
Governance	51,993	36,812
<b>Total resources expended</b>	<b>2,325,613</b>	<b>2,460,525</b>
<b>Net income for the year</b>	<b>193,883</b>	<b>-23,278</b>
<b>Total funds brought forward 1st April</b>	<b>279,408</b>	<b>302,686</b>
<b>Total funds carried forward 31st March</b>	<b>473,291</b>	<b>279,408</b>

### BALANCE SHEET as at 31st March 2014

	2015 £	2014 £
<b>Assets</b>		
Fixed assets		
Tangible assets	27,190	34,093
Current assets		
Debtors & prepayments	387,784	260,051
Cash at bank & in hand	526,392	311,077
Total assets	914,176	571,128
<b>Liabilities</b>		
Creditors: amounts falling due within one year	448,075	305,813
<b>Net current assets</b>	<b>468,101</b>	<b>265,315</b>
<b>Provisions for liabilities</b>	<b>20,000</b>	<b>20,000</b>
<b>Total net assets</b>	<b>473,291</b>	<b>279,408</b>
<b>Funds</b>		
Unrestricted funds (including designated funds)	472,861	259,812
<b>Restricted funds</b>	<b>430</b>	<b>19,596</b>
<b>Total funds</b>	<b>473,291</b>	<b>279,408</b>







# 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	London Borough of Lambeth	South London and Maudsley Trust	The Royal Borough of Greenwich
City Bridge Trust	London Borough of Lewisham	Medway Council	The Royal Borough of Kingston Upon Thames
Comic Relief	London Borough of Richmond Upon Thames	Ministry of Justice	South London Innovation Fund
Croydon Council	London Borough of Southwark	MOPAC	Trust for London
Department for Education	London Borough of Sutton	National African HIV Prevention Programme	The Tides Foundation
Department of Health	London Borough of Tower Hamlets	The National LGB&T Partnership	University of Greenwich
Equality and Human Rights Commission	London Borough of Wandsworth	NHS South West London	Young Lambeth Cooperative (YLC)
ERASMUS	London Borough of Merton	Oxleas NHS Foundation Trust	
Essex County Council	MAC AIDS Fund	London Boroughs contributing to the London HIV Prevention Program (LHPP)	
HIV Prevention England		Prostate Cancer UK	
Kent County Council		Public Health England	
LGBT Consortium			
London Borough of Bexley			
London Borough of Bromley			



# PRIORITIES

- Continue to implement our Strategic Plan 2014-18, through our innovative Domain Working Groups, and conduct a mid-term review of progress against our objectives.
- Truly integrate METRO and PPC after our recent merge.
- Develop our internal Safeguarding Steering Group, to further improve our safeguarding responses for children, young people and vulnerable adults.
- Build our new METRO website.
- Strengthen our supervision, appraisal and induction processes.
- Investors in People accreditation.
- Capitalise on the growth of our mental health services inspired by the METRO Youth Chances research and the Department for Education Young LGBTQ+ People and Mental Health project.
- Further expand our therapeutic services to increase our online counselling offer and develop a family counselling service.
- Defy the cuts to HIV Support Services – challenging cuts and making sure our services are seen as offering real value to local authorities as well as service users.
- Refine our stance on PrEP and meet the challenges presented by NHS's current inability to offer PrEP and the impact this represents to our service users.
- Develop and promote the Pitstop PLUS online platform for HIV prevention services beyond local boroughs.
- Build our Participation, Engagement and Involvement Strategy and identify appropriate resource for implementation.
- Launch, promote and expand our new Get it website.
- Expand our offer to LGBTQ+ young people, through the delivery of groups, peer support, counselling and mentoring.
- Establish a service for schools to purchase training from our youth team for staff and pupils covering sexuality and gender identity.









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