ANNUAL **REVIEW:** GROWING **STRONGER**



In this Annual Review we present an overview of Metro's work, key achievements and future plans, along with summary financial and statistical information for year ending April 2011.

Our statutory Annual Report 2010/11 has been submitted to the Charity Commission and is available on request and online at <u>metrocentreonline.org</u> and on the Charity Commission website <u>charity-commission.gov.uk</u>

You can also access more detail about the demographic and needs of our service users in Changing Times Needs Assessment Report 2010/11 also available on our website.¹

MESSAGE FROM **THE CHAIR** & CEO

We are very proud to present this Annual Review to you. It gives an insight into and an overview of Metro's work and future plans.

Metro is unique in providing the range of services that it does – services that have developed in response to the needs of the people and communities we work with and for.

We provide our services in a person-centred, completely non-judgmental way, embracing the different and complex lives of our service users and the issues that they present to us. As a result we have become a safe, trusted and respected pair of hands for service users and those who work in partnership with, commission and fund us.

We are very proud that we are a reflective organisation and that we continue to grow and learn through our engagement with service users, staff and volunteers, funders and partners. We are grateful to all of our stakeholders for their challenge, commitment and support.

These are challenging economic times for all of us. We continue to consolidate and build on the considerable growth we have achieved in recent years to secure the future and increase our impact. In 2011, funding from the Cabinet Office's Transition Fund has helped us to adapt to the different funding environment and build sustainability. While Metro works locally and regionally, we also have a number of national and international projects and partnerships, including our National Youth Chances¹ project which will be the biggest survey of the needs of Lesbian, Gay, Bisexual Transgender and Questioning (LGBTQ) young people across England, representation on the National HIV Prevention Partnership Boards of CHAPS² and NAHIP³, as a stakeholder member of the National LGB&T Partnership and as a member of the national LGBT Consortium.

2011 has seen us further establish services into Kent and Medway, and other Home Counties. Having completed a major needs assessment with over 200 LGBT people across Kent and Medway in 2009⁴, we have worked collaboratively with a range of individuals and organisations to implement its recommendations. We are very excited this year to be opening an office in Rochester, to be hosting, with partners, the National LGBT Health Summit in Canterbury⁵ and to be repeating our 2009 needs assessment to measure change over time.

1. youthchances.org

 CHAPS is an England wide, collaborative programme of HIV health promotion for gay, bisexual and other homosexually active men, in conjunction with an integrated research and development programme. It has been commissioned, funded and contract managed by the Department of Health since 1996. <u>chapsonline.org.uk</u>

3. The National African HIV Prevention (NAHIP) programme is funded by the Department of Health and is designed to bring about change at the national level; to achieve the overall strategic goal to "contribute to reducing the annual incidence of HIV infection <u>nahip.org.uk</u>

4. Branching Out metrocentreonline.org/pdfs/REPORT-Branching-Out.pdf

5. lgbthealthsummit.co.uk

It is hard to believe but Metro celebrated its 28th year in 2011! Although our size, reach and scope have expanded, we are proud to say that the heart and soul of the charity remains steadfast.

Dr Murat Soncul, Chair of the Board of Trustees

Marguente M'Laughhi

Ms Marguerite McLaughlin, Chief Executive Officer





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Metro continues to provide a range of services to individuals and communities who need them most in London and the South East, and beyond.

Metro provides health, community and youth services to anyone experiencing issues relates to their sexuality, gender or identity. Metro is providing more services than ever before. In 2010-11, we report 40,000 occasions of service – this compared to 8,000 in $2005-6^{1}$.

Over the last three years Metro has extended and diversified its client base significantly. Our current main user groups are: LGBT people, African people, young people under 25 and people living with HIV.

We currently employ 70 staff and are supported by 70 volunteers.

Ethos

Metro believes that everyone has the right to have their sexuality and their identity respected. They also have the right to be able to access information and services and to maintain good physical and emotional well-being.

Metro acknowledges that homophobia, heterosexism and other forms of social exclusion have a significant impact on lesbians, gay men, bisexual and transgendered people and those questioning their sexuality.

Mission

Metro aims to promote health and well-being through a variety of services. In doing so, we challenge heterosexism and homophobia and other forms of discrimination. We aim to work with the communities who have been most affected by HIV. We promote respect for sexual, gender and cultural diversity.

^{1.} An occasion of service is counted at Metro every time one of our services is provided to an individual.

It has been a long time since I felt that someone actually listened to me. Abimbola, First Point

KEY ACHIEVE-MENTS 2011



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- Screened over 50,000 young people for chlamydia across 8 South London Boroughs, ensuring that 2,000 young people receive treatment within the National Chlamydia Screening Programme over a three year period
- Embedded peer mentoring as an effective HIV prevention model for a range of communities internationally, nationally, regionally and locally through our Metrosafe Peer Mentoring Programme
- Merged with the Harbour Trust in 2010 and extended a suite of services across South London for HIV+ people, including First Point services through the South London HIV Partnership (SLHP)
- Developed and consolidated an HIV testing service for African communities in Greenwich funded by MAC Cosmetics
- Set up the Juice alcohol advice and counselling programme for LGBTQ young people in South East London working with other local organisations to build their capacity to support and to work more inclusively with young LGBTQ people
- Secured over £1,000,000 in the past two years to conduct Pan London HIV prevention services (counselling, mentoring and health training) for men who have sex with men (MSM)
- Provided mentoring for African communities across London through our Africasafe and Harboursafe programmes

- Secured £500,000 in funding from the Big Lottery to conduct the National Youth Chances¹ (NYC) Project, a ground breaking 5 year research project which will survey 15,000 LGBTQ young people across England
- Developed 6 Sexual and Reproductive Health clinics in general practices and community settings across Greenwich through the CASH/Metro Partnership (CMP)
- Secured £360,000 from the Cabinet Office to undertake a bold and ambitious Transition Plan over 2011-12 focusing on funding diversification, integrated electronic information systems and management devolution
- Continued to promote best practice in volunteering with the achievement of a Gold Standard Award for volunteer management²
- Established the Metro Youth Accreditation and Participation Project (MYAP) in Tower Hamlets
- Achieved the national You're Welcome quality standard developed by the Department of Health³
- Expanded our Mental Health & Well-being Services to develop services for people experiencing LGBT hate crime and same sex domestic violence

1. youthchances.org

2. Volunteer Centre Lewisham

3. The Department of Health 'Quality criteria for young people friendly health services', which is referred to as '*You're Welcome'*, sets out principles to help commissioners and service providers to improve the suitability of NHS and non-NHS health services for young people <u>dh.gov.uk/en/Publicationsandstatistics/</u> Publications/PublicationsPolicyAndGuidance/DH 126813

- Extended our LGBT work across Kent and Medway including creating the Kent/Medway LGBT Community Reference Group and delivering the first Kent LGBT Youth Summit, which attracted 75 participants in September 2011
- Developed and launched the new Metro website
- Introduced local BASK (Behaviour, Attitudes, Skills & Knowledge) outreach interventions for our work with gay and bisexual men in commercial venues in Greenwich
- Successfully established a service coordination workstream for young people in Woolwich – First Point at the Point
- Engaged in a successful Knowledge Transfer Partnership with the University of Greenwich to successfully build the research capacity of Metro staff
- Screened over 600 men who have sex with men (MSM) through our Pitstop Clinics, and supported those men who were diagnosed with HIV or other STIs
- Implemented a structured Employee Engagement Plan to support staff as we embed new ways of working to build sustainability



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PROVIDING SERVICES, PROMOTING **CHANGE** & CREATING **IMPACT**

Listening and responding to the needs of our service users means that we have developed a diverse range of services. all connected by our passionate belief in the importance of human relationships and connection and the individual and collective capacity for change and growth.

We are committed to providing excellent and inclusive services to support people to make a real difference in their own lives and the lives of others. Metro is also committed to ensuring that the work we do really does make a difference and helps people to make the changes in their life that they need to. We have developed an outcome measurement tool to measure these changes. The BASK Inventory measures changes in behaviour, attitude, skills and knowledge over time. It was developed for our Metro-Safe Peer Mentoring Programme to work with people specifically around their risk of becoming infected with HIV but we are now adapting its use across a range of our services to assess impact and to promote positive health outcomes.

The diversity of our users and our relationship with them means that we are well placed to make a real difference and effect positive social and public policy change. We used this knowledge to provide evidence to the House of Lords Select Committee on HIV and AIDS in the UK for its first report¹ and the Department of Health's Consultation on a new National Suicide Prevention Strategy, amongst others. This is an area of work that we intend to focus more on in the future.

1. Select Committee on HIV and AIDS in the United Kingdom, 1st Report of Session 2010–12, No vaccine, no cure: HIV and AIDS in the United Kingdom, HL Paper 188, publications.parliament.uk/pa/ld201012/ldselect/ldaids/188/188.pdf I wish this service was around when I was newly diagnosed. I felt my world had fallen apart around me and I didn't know which way to turn for support. You are offering a very valuable service. Ebere, First Point

MENTAL HEALTH & WELL-BEING



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Metro understands and promotes the importance of good mental health and well-being. This has been a mainstay of our services since 1983.

At the root of our work is our belief that with support people can find the resources within themselves to go forward more positively with their lives. We offer a range of services including both short and long-term one-to-one counselling, a weekly drop-in session, a crisis support service and advice and advocacy work.

Our services are unique in encouraging self-referral in the first instance, whilst also taking referrals from other agencies.

We recognise that there are a range of factors that impact on people's mental, social and emotional health – some of which are environmental. We know and understand the impact that discrimination can have on people's mental health and well-being and we work with people to reach a place of selfacceptance and respect.

We also know that lives are not neatly compartmentalised and people often present to us with complex problems and needs. We are able to offer advice and advocacy to support people through the most difficult times.

Our counselling models are used across a range of our services and in particular our work with people affected by HIV and our work with young people. All of our counselling is supervised by registered and accredited members of the British Association for Counselling and Psychotherapy(BACP) and the United Kingdom Council for Psychotherapy. We subscribe to the BACP Ethical Framework.

In 2011/12 we are establishing new services for victims of hate crime and of domestic violence in South London.

Outstanding people. Outstanding service. Outstanding counselling. Truly something that has allowed me to turn my life around. David, Counselling





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A commitment to providing services for young people has been an integral part of Metro's approach since its inception. Metro has received funding for specific LGBTQ youth services since 1997.

We are also committed to ensuring that all of our services are welcoming and inclusive of young people as appropriate and we have gained the Department of Health devised *You're Welcome*¹ quality criteria for young person friendly health services.

The Metro Youth Service (MYS) provides free and confidential services to young LGBTQ (lesbian, gay, bisexual, transgender and those questioning their sexuality or gender) people in South East London, at a time when youth services generally, and LGBT youth services particularly, are confronting significant public sector cuts.

1. <u>dh.gov.uk/en/Publicationsandstatistics/Publications/</u> <u>PublicationsPolicyAndGuidance/DH_126813</u> The Metro Youth Service currently works with young people in five London boroughs: Greenwich, Lewisham, Bromley, Bexley and Tower Hamlets providing youth groups, work in schools to tackle homophobic bullying and work to support access to education, employment and training. 2011 also saw our youth work develop into Kent with the first Kent Youth Summit and subsequent service development with young people across Kent and Medway.

We also offer a free and confidential alcohol advice and counselling service for young people who identify as LGBT or may be questioning their sexual or gender identity and who live in the South East London area. Juice can be accessed through self-referral or referrals from other agencies. Juice also delivers training and support to other professionals working with young people.

All of the young people who access our youth services are assessed and supported in ways that meet their individual needs.

National Youth Chances

It is because of our long history of providing youth services that Metro is heading up the National Youth Chances² project – a social research and influencing project, aimed at improving the lives of 16-25 year old lesbian, gay, bisexual, transgender or questioning young people across England by communicating their needs and concerns to the service providers and policy makers responsible for addressing them.

The project is being funded by the Big Lottery Fund over five years and we are very excited about the impact it will make. Metro Youth Service has helped me understand who I am... To be completely truthful I feel that if I hadn't been to Metro or it wasn't there then major life changes that are positive would not have been fulfilled. Loren, Youth Service

HIV AND SEXUAL HEALTH **SERVICES**



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Metro has worked since 1983 to prevent HIV in the gay and bisexual community and to promote sexual health. We now run a range of HIV prevention and sexual health programmes across London and the South East including significant local, regional, national and international partnerships.

Our sexual health services seek to promote positive sexual and emotional health and well-being acknowledging and respecting the significance of sexual relationships and connections in people's lives, and the different understandings of risk and safety which motivate individuals.

Our work includes outreach, education and prevention work, screening, testing and treatment, counselling and groupwork, peer support and mentoring. Our services are non-judgmental and seek to help people to be more informed and to work towards optimum sexual and emotional health. Metro operates a number of screening and testing clinics across South London including our groundbreaking Pitstop clinics which run from Greenwich for men who have sex with men and women who have sex with women. Pitstop+ is the first community clinic in London to offer Post Exposure Prophylaxis (PEP) which is offered in partnership with the Trafalgar Clinic at the Queen Elizabeth Hospital in Woolwich.

We work in partnership with Greenwich Sexual Health¹ to provide the Condoms for Young People scheme and to manage Chlamydia Screening across the borough.

We are a lead agency in the GMI Partnership² undertaking London-wide HIV prevention work with MSM, developing a fully integrated approach to one-to-one support. This work includes Health Trainer interventions, counselling and mentoring and sees Metro with its partners, assessing, supporting, sign posting and referring thousands of gay and bisexual men every year across virtually all gay commercial venues in London and in a number of sexual health clinics across London.

1. greenwichsexualhealth.org

^{2.} The GMI Partnership is made up of Positive East, the Metro Centre and West London Gay Men's Project and provides services under the Pan London HIV Prevention Programme (PLHPP).

Metro is the lead agency in the South London HIV Partnership (SLHP) and runs the First Point service, which provides a model of primary contact to undertake integrated assessments and ensure that people access the services they need. This service was developed in response to HIV+ people in South London who told us that they were often unable to navigate the large number of disconnected health and social care services. Within SLHP, Metro also runs the HIVe support group for gay and bisexual men living with HIV, and the Service User Involvement Project.

Metro runs a range of services for African people including the African Testing Outreach and Mentoring (ATOM) service, African Well-being Group and targeted sexual health promotion, and the Africasafe and Harboursafe programmes.

Metro has built a network of clinics for young people across Greenwich, in youth services and general practices, seeing over 100 people a month in response to young people telling us that they were reluctant to attend GUM clinics or GPs for sexual health and contraceptive advice.

The Metro Centre is proud to be a regional partner in CHAPS, the Department of Health's HIV Prevention Programme for MSM in England and of the NAHIP, the Department of Health's HIV Prevention Programme for sub-Saharan African populations in England.



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08 VOLUNTEER

Metro is founded on a belief in the power of community organising and engagement.

We gratefully acknowledge the role played by the many volunteers who give their time, skills and energy to the organisation fulfilling a variety of roles from outreach and reception work, counselling and mentoring, fundraising and event organising. We have around 70 volunteers actively working with us at any one time, participating in the charity's activities and making a unique contribution to their communities. We believe very strongly in investing in our volunteer workforce and have developed a supportive and comprehensive recruitment, induction and training programme, which was recognised with a Gold Standard Award by Volunteer Centre Lewisham in 2011.

In many ways volunteers are the lifeblood of Metro, contributing to the quality of the services we provide in innumerable ways. Volunteering is all about making a difference and at Metro we believe that this is a two way street. We are committed to ensuring a constructive and mutually beneficial experience for all and to provide opportunities for volunteers to learn new skills and gain valuable experience.

If you are interested in volunteering or for any further information about volunteering at Metro, please contact:

Mary Rogan, Volunteer Coordinator, mary@metrocentreonline.org

The programme had such an impact on my life that I decided to come on board as a volunteer mentor! Joe, Mentoring

D LEARNING & COLLAB-ORATING



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Metro seeks to create a sharing and learning environment. We are committed to sharing innovation and providing opportunities for debate, discussion and knowledge transfer.

In 2011 over 20 staff presented at a range of conferences and seminars including the annual CHAPS Conference, the National LGBT Health Summit, the European HIV Prevention Conference, the Fleeing Homophobia Conference¹, the annual National Union of Students LGBT Conference and range of roundtables related to Making it Count 4² and the Knowledge, the Will and the Power³. In December 2011, Metro hosted a World AIDS Conference at the new Woolwich Centre, attracting over 120 participants from across London.

 Fleeing Homophobia is a project of COC Netherlands and VU University Amsterdam, in cooperation with the Hungarian Helsinki Committee, Avvocatura per i diritti LGBT/ Rete Lenford, and the European Council on Refugees and Exiles. It is dedicated to the situation of lesbian, gay, bisexual, trans and intersex asylum seekers in all European Union countries.

2. sigmaresearch.org.uk/go.php?/projects/gay/project22

3. The Knowledge, The Will and The Power (KWP) is the National African HIV Prevention (NAHIP) programme's strategic plan to prevent sexual HIV transmission among African people in England. <u>kwp.org.uk/go.php</u> Additionally, Metro is annually represented at the International Lesbian and Gay Association (ILGA) Europe Conference, and forges links with European colleagues on issues related LGBT health, safety and well-being.Metro has always acknowledged that its scope and reach can be augmented in the interest of service users by building and consolidating strong, effective partnerships. Across 2011, Metro consolidated and initiated a range of partnerships, including with:

HIV/AIDS Alliance Ukraine THT African Health Policy Network University of Greenwich Trafalgar Clinic Greenwich Contraception and Sexual Health Service Oxleas Greenwich UNk Erao Consultina Positive Fast West London Gay Men's Project Michael Bell Associates Praxis PACE Kairos in Soho London Friend Peach Consultancy Kent Community Health NHS Trust University of Kent Kent Trans Forum Medway Gay Men's HIV Prevention Project University of Durham **Birmingham LGBT** Sheffield Centre for Sexual Health Leicester AIDS Support Service **Outhouse East Essex** Stonewall

The help and understanding I experienced from everyone I came into contact with whilst using the Metro's services was amazing. Sarah, Counselling

FUNDERS AND **COMMISSI-ONERS**



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Providing over 120 services, and building over 60 new services in the last 3 years, Metro has sought and gained the support of a range of different commissioners and funders. It is the support provided by these statutory, philanthropic and voluntary funders that has ensured that Metro has been able to strengthen and diversify the services it providers.

Key funders over recent years have been:

Bexley Care Trust Bexley Youth Service Big Lottery - Big Research Big Lottery - Awards for All Bromley NHS City Parochial Foundation Comic Relief Crovdon NHS Department of Health Kent Community Health NHS Trust Kent County Council Elton John AIDS Foundation Greenwich Child & Adolescent Mental Health Service Greenwich Drug & Alcohol Action Team Greenwich NHS International Planned Parenthood Federation Kent Community Fund - Comic Relief **Kingston NHS** Knowledge Transfer Partnership Lambeth NHS Lewisham PNHS Lewisham Youth Service Llovds TSB London Borough of Lewisham London Borough of Greenwich-Learning & Development London Borough of Greenwich (Community Support) London Borough of Tower Hamlets London Probation **MAC Cosmetics Ministry of Justice** Pan-London HIV Prevention Partnership **Richmond and Twickenham NHS Single Regeneration Budget** South London HIV Partnership South London and Maudsley Southwark NHS The Kings Fund **TIDES Foundation** Trust for London **Technology Strategy Board** United States Agency for International Development Wandsworth NHS

I felt so relieved to have a named First Point worker who I can call if I need to be referred to a particular service. Peter, First Point

LOOKING AHEAD



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Metro is constantly reviewing and assessing its progress though careful monitoring and evaluation of the efficacy of our approaches and services. Our future priorities are set out both in our Strategic Plan 2009-14 and our Transition Plan 2012.

In 2012 we will continue to prioritise the following key areas:

- Addressing the need for services for LGBT people of Kent and Medway and other Home Counties
- Building HIV prevention interventions for African people in South East London, Kent and Medway and other Home Counties
- Implementing a new LGBT Asylum Seekers project in London
- Embedding the South East London Hate Crime initiative to support victims of hate crime, encourage reporting and improve cross-sector working with local statutory and voluntary organisations

- The creation of a Community Interest Company in order to undertake social enterprise work alongside the charity's undertakings
- Hosting the 2012 annual National LGBT Health Summit¹ in Canterbury on 13 and 14 September, with a range of local and national partners
- Establishing wider support services for older LGBT people building on the experience of running Metro's 50+ Group for over 10 years
- Extending the organisation's HIV prevention work in Eastern Europe, particularly in Moldova, Georgia, Belarus, Ukraine and Russia
- Extending the National Youth Chances Project to cover Wales, Scotland and Northern Ireland, in addition to England
- Embedding a workstream at Metro that focuses on equalities and the Equality Act 2010
- Embedding communications, marketing, public relations and fundraising activities across the organisation to increase our reach and impact
- Embedding our new electronic case management and management information system, which will provide common assessment, referral and signposting frameworks for the organisation
- Building partnerships to engage with national HIV prevention work across England

^{1.} lgbthealthsummit.co.uk

- Responding to South London and pan-London commissioning intentions for people at risk of being infected with HIV and people living with HIV
- Continuing our contribution to knowledge and learning by assessing needs, presenting at conferences and seminars and hosting opportunities for sharing learning and information
- Embedding our challenging and important work with LGBT asylum seekers in London, and contributing to the Double Jeopardy Conference in Greenwich in 2012²
- Building the Metro Associates Programme to allow highly skilled professionals, corporate equalities groups and other bodies to give their valuable expertise to Metro projects
- Establishing a social policy agenda to achieve the greatest impact for the people we work with and for

FINANCIAL STATEMENT: YEAR **ENDING MARCH 2011**

2. An International conference to examine the global causes of LGBTI forced migration and the experiences of LBGTI asylum seekers and refugees labtiasr-doubleieopardy.ora/CONFERENCE 2012/HOMEPAGE.html



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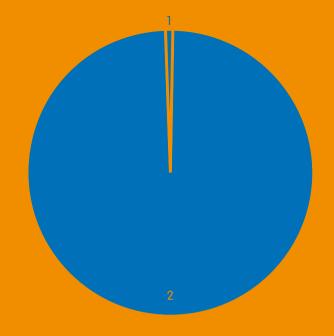
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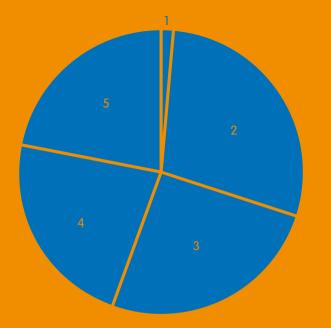
2010/11 saw consolidation in Metro's finances after expanding rapidly in prior years. Incoming resources increased to £2,524,472 from £2.441.767 in 2009/10 and resources expended increased correspondingly to £2,522,993 from £2.434.096 in 2009/10. During the year the charity merged with the Harbour Trust.

As Metro broadens the range of its services, the client communities that it serves and its geographic influence, the Trustees decided that it was important to preserve the culture of locally delivered services, particularly for its core services. The Metro Local Services Fund was established to keep funds provided for its core services in South East London within a designated fund. As at 31st March 2011, the Metro Local Services Fund contained a reserve of £122,271.

Overall, the charity made a small surplus of £1,479.



Total Income 2010-11: £2,524,472 1. Other Funding: £15,695 2. Grants Receivable: £2,508,777



Total Expenditure 2010-11: £2,522,993

- 1. Governance Costs: £37,982
- 2. South East London Services: £720,378
- 3. Pan London Services: £646,719
- 4. Chlamydia Youth Screening: £520,297
- 5. Other Activities: £547,617



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, ය Charity Registration No. 1070582

Governance

The Metro Centre Ltd. is a company limited by guarantee governed by its Memorandum and Articles of Association. It is registered as a charity with the Charity Commission.

The members of the Board of Trustees also act as the Company Directors of the Metro Centre Ltd.

The Trustees serving during the period, were: Dr. Murat Soncul (Chair from 13/04/10) Margaret Allen (Resigned 25/05/11) Dale Cooper (Appointed 7/09/07) Mary Russell (Resigned 8/03/11) Dr. Christopher Whiteley (Resigned 11/04/11) Julian Williams (Appointed Treasurer 12/07/11) Simon Brammer (Resigned 11/05/11) David Burgess (Appointed 18/03/11) Kim Miller (Appointed Company Secretary 12/07/11) Co-Opted Trustees: none

Chief Executive Officer (appointed 20 August 2003 as Director) Marguerite McLaughlin

Thank yous

It is the sense of real community that has always been at the heart of Metro's approach and that really makes the difference to people's lives. It is a community spirit that our experience of growth tells us can transcend proximity. Metro is grateful to all of our supporters, funders, partners, service users, staff and volunteers for their continued support and commitment. Whether providing resources to for our direct services or supporting fundraising events like our Annual Drag Race in Greenwich, we could not do what we do without your support. The full list of funders and partners is available on our website: metrocentreonline.org/about-us/funders

Contact and how you can help

If you would like any further information about Metro and its work or if you have any comments or queries about this Annual Review or any other aspect of our work, please contacts us:

info@metrocentreonline.org

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Metro relies on voluntary donations to continue and support its work

- You can text METR01 £10 to 700 70
- You can check out our Just Giving page justgiving.com/metrocentre to make one off or regular donations or to take part in fundraising events and activities.
- You can contact Hugh Wright to discuss supporting our work hugh@metrocentreonline.org

Stay in touch

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