



**ANNUAL REPORT**



**2009/2010**



2009  
2010



# Chairmans Report

I'm very pleased to report that the combined gross turnover of the North East Council on Addictions Ltd and its subsidiaries during the year to 31st March 2010 has increased from £7,145,799.00 to £9,069,690.00 returning a slightly improved surplus on last year. This is another record year for the organisation and a very satisfactory result. This is the eleventh straight year that turnover has increased and represents the largest increase in the history of the organisation.

The services that NECA provides continue to be professional and cost effective and this will become even more important during the coming year as the full extent of government cutbacks are revealed. I am aware that funding for some services has already been withdrawn and others face cuts of up to 50%. The challenge for NECA will be to minimise the effects these cuts have on our services and to achieve this, the organisation is investing in new services that are not dependent on third party funding. I referred to these developments in last years report.

The first new service to be launched is NECA Recruitment Ltd. This new company will seek to establish a bank of potential employees from which other companies can select and fill vacancies as they arise. NECA Recruitment Ltd will seek to recruit applicants who are looking to work in treatment services and will provide training where training is required to ensure that when a

position becomes available NECA Recruitment Ltd will be the first place employers turn to fill that vacancy. Relevant training will be provided free of charge via NECA Training Ltd to potential employees who sign up with NECA Recruitment Ltd and that cost will be recovered via a fee from the new host employer.

A new facility has been acquired adjacent to Derwent Point, which will become the administration centre for NECA Recruitment Ltd and NECA Training Ltd as well as providing short term letting space to other users. The existing Training rooms and meeting rooms in Derwent Point will be marketed to third party companies to rent on a daily basis thereby producing unrestricted income to NECA.

NECA Training Ltd has continued to expand its portfolio of training courses and several new staff members have been recruited. Turnover has increased to £426,981.00 which has returned a small surplus. NECA Training will continue to receive financial support from the main charity to enable it to grow.

During the year NECA's long serving Director Mr Peter Fairless retired. During his time here Peter wore many hats and would always do whatever was asked of him for the benefit of the organisation. I would like to pay tribute to Peter for his commitment and dedicated service stretching back over 20 years. We wish Peter a long and happy retirement.

NECA Housing Ltd continues to provide a valuable service to its clients and annual turnover has increased to £537,084.00 with a slightly reduced surplus being donated to the main charity's funds.

Staff levels have continued to rise and averaged 240 during the year. This is a substantial increase on previous years and reflects the organisation's success in attracting new contracts.

NECA recognises the value of its employees and the Executive Committee look to reward staff whenever it can. This year the Committee was able to again approve an above inflation pay award when many companies gave none. This coming year that may prove difficult if funding is cut but should the worst happen the organisation would look to secure employment first rather than increase remuneration.

I stress that nothing has been decided because the future is unknown; however everything that can be done is being done to secure contracts and funding.

Looking ahead to the coming year it is impossible to say with any confidence that turnover will increase and I will regard it as a success if we can maintain the status quo. There are still other exciting developments being planned although these may be postponed until the extent of the cuts are known but efforts will continue with our partners to negotiate cost savings across the board that are manageable and acceptable to all parties.

Charity Commission guidelines put an obligation on all charities to prove that they provide a real benefit to the community and it is important to revisit this question each year. It is not sufficient to say or think that just because NECA is a charity then it must be doing good works. It is vitally important that NECA proves to itself, its funders and the Charity Commission that it does indeed provide a real and valuable public service to the community and there is a recognisable public benefit. I believe that the range and type of services NECA provides confirms beyond doubt that it meets and exceeds the Commissioners expectations.

Finally as always, I thank our many funders, donors and partners in statutory services for their support, the members of the Executive Committee who give their time and expertise freely to the organisation and the management and staff who have as always, in good spirit, responded to the many challenges faced on a daily basis.

**Norman Richardson.**  
*Chairman*

## PATRON: HER GRACE THE DUCHESS OF NORTHUMBERLAND

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Mr B N Speker OBE, DL  
Mrs L M Telfer

President  
Hon Vice President

## NECA EXECUTIVE COMMITTEE 2009 - 2010

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Mr N Richardson	Chair	ELECTED 2007 *
	Vice Chair	Vacancy
Mr E A Forester	Company Secretary	2012 ***
Mr R I Watson	Hon Treasurer	2012 ***
Mr B N Speker OBE DL		2008 **
Professor C H Ashton		2008 **
Mrs M C Dobson MBE		2012 ***
Mr D Gregory		2012 ***
Dr P B Moore		2007 *
Dr D Newbury-Birch		2008 **
Dr K S Rees		2008 **

*\*Due for re-election 2010 \*\*Due for re-election 2011 \*\*\*Due for re-election 2012*

*There are only two Committee Members who have completed their three year term of office this year, and to comply with our Articles of Association the next longest serving member must also stand down.*

*Four members qualify (\*\*), and choice is decided either by their agreement or by lot.*

*Dr D Newbury-Birch has agreed to stand down, but will stand for re-election.*

## NECA's SENIOR MANAGEMENT TEAM

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Cynthia Atkinson – Chief Executive

Peter Fairless - Director

Eileen Innes - Director of Client Services



# Newcastle

## NECA

Newcastle services are based in the city centre and in Walker. We also provide outreach services at a number of venues including Probation Offices, GP's and the majority of women's hostels in the area.

This year has seen developments in a number of projects to offer a wider range of treatment options to individuals.

### **Services offered include:**

- Assessment
- Advice & Information
- Brief Interventions
- Psychosocial Interventions
- Group Work
- Complementary Therapy
- Probation Link Service
- Women's Specific Service
- Stimulant Specific Service
- Drug Rehabilitation Requirements (DRR)
- Young People's workers within the D 'n' A Service

### **Developments:**

This year has continued to see an increase in referrals across all services but specifically in the Women's and the Stimulant Services. This is the result of continuous marketing of the services in general at events within the community. Established links with Northumbria

University, Newcastle College and the hospitals in the area provide a large number of referrals into the services.

The Complementary Therapy provision has enabled inroads to be made with BME groups and taster sessions are requested on a regular basis by groups such as the Pakistan Centre. This service has provided excellent opportunities to raise substance misuse awareness issues to a population of people who traditionally would not access services. This has also shown an increase in females accessing the services, at the same time as reducing barriers into treatment.

Future developments for the service in general will be to incorporate abstinence and recovery specific work into our services providing a continuous pathway for clients to reintegrate back into the community and remain abstinent from drugs or alcohol. This will be achieved by continuing to develop the strong partnership working of services.

# North Tyneside NECA

## Project Answer

This year has seen an expansion of the building due to a capital funding award. The extension has allowed the Probation Service to be based alongside the main service provision.

NECA continue to provide a number of services within the integrated team at Project Answer. These include:

- Administration Support Team
- Structured Day Care Programme
- Auricular Acupuncture and EST

The administration team continues to provide a quality service and client feedback is very positive in relation to the building and the staff especially in the reception area.

## SHARP

NECA continue to provide a specialist harm reduction service based in North Shields. The service has extensive opening hours and is operational on evenings and weekends. For clients unable to attend the static service there is a mobile delivery service available. NECA currently has contracts with 5 pharmacies in the North Tyneside area to provide pharmacy exchanges. This year has seen quite a substantial increase in activity.

Open access services are available to service users and include:

- Harm Reduction
- Safer Injecting
- Sexual Health
- Referral pathways into other services

Nursing care available includes:

- Wound care
- Hepatitis vaccinations
- Hepatitis testing
- HIV testing

## Developments

Specific training has been delivered to pharmacy staff to ensure they have a good understanding of harm reduction in general. Feedback in relation to this has been very positive from pharmacy staff.

# Northumberland NECA

NECA continues to employ a Project Manager and a team of 6 project workers and an administrator based in Blyth for the Drug Interventions Programme (DIP) in Northumberland. The service is provided from police stations at point of arrest, at courts and on release from prison, providing mechanisms for substance misusing offenders to enter and be retained in treatment and wrap around services. Continued good working relationships are maintained with Police, Probation,

Prescribing Services, Housing and all voluntary sector agencies within Northumberland to retain the commitment to a multi agency approach.

One DIP worker is aligned to the PPO scheme and works alongside Probation and Police to engage with those who cause the most harm from reoffending in our community. The most up to date NI30 data shows a 51% reduction in the reoffending rates of the PPO cohort, a success that has been due to the effective multi agency approach.

To build on this success, in partnership with Probation and under the umbrella of an Integrated Offender Management model, we are working on a pilot to target the non statutory high crime causers and provide intensive interventions to those who have no statutory supervision and are in and out of prison in order to engage them into treatment and reduce the reoffending.

Within IOM, the DIP also has a link into the DRR team with processes in place to ensure that support continues for the offender to help them engage with drug treatment at the beginning and at the end of their order. This link role is to develop further in the next year and will expand with the introduction of the Alcohol Treatment Requirement in Northumberland.

Within DIP we now have a specialist worker to be the resettlement link and single point of contact between the prison and community. This specialist role

has enabled us to visit more offenders in prison prior to release to generate a pre release care plan and resulted in a higher engagement rate on release. It has made the communication process more streamlined, especially in the cases where we have short notice for a prisoner being released. This is a great asset to the team due to the problems encountered in such a large rural county.

The Northumberland Stimulant Service has been developed in partnership with all the agencies in the county but sits within the DIP team. One DIP worker is the stimulant lead and works across the county delivering brief interventions and EST to stimulant users. The scheme has proved to be highly successful and to date has received approximately ninety referrals, with a high level of engagement and planned exit from treatment.

The DIP Impact study is completed bi-annually and shows an improved reduction in re-offending than in previous years. Overall there was a 49.4% reduction in acquisitive crime and a 52% reduction in total crime when measuring the arrest data. This demonstrates the success of the DIP team in Northumberland.



# Gateshead

## NECA

### Adult Services Oasis Project

The Oasis Open Access project has continued to be a major success in providing advice, information and pathways into treatment provision and generic services.

The service has had a busy year and developments have included alcohol Brief Intervention services delivered from probation offices and more recently expansion of the outreach services into GP practices.

#### Services offered include:

- Assessment
- Advice & Information
- Free phone Advice and Information Services
- Brief Interventions
- Psychosocial Interventions
- Group Work
- Auricular Acupuncture and EST
- Probation Brief Intervention Alcohol Service
- Women's Outreach Service
- Drug Rehabilitation Requirements (DRR)
- Community Development Services

#### Drug Intervention Programme

The service is delivered in partnership with Twenty Four:7 and Turning Point. Provided is a range of interventions to

meet the needs of the clients referred through the Criminal Justice System. This includes one to one intervention and structured group work and activities.

#### In 2 Change

In 2 Change continues to be a successful multi-agency facility managed by NECA. The venue is used by all drug, alcohol and wraparound services in Gateshead including carers.

In 2 Change provides:

- Conference and training rooms
- Client intervention rooms
- Treatment room
- Group work room
- Joint hot desk room for staff

Based within the building are:

- NECA Housing Project
- NECA Structured Day Care Service
- Turning Point Community Integration Team
- NECA Senior Administrator and Receptionist

The activity within the building has continued to increase in the last year including use of the conference and training facilities.

#### Developments

Future developments for the service in general will be to incorporate abstinence and recovery specific work into our services providing a continuous pathway for clients to reintegrate back into the community and remain abstinent from drugs or alcohol.

# GATESHEAD SMART

## Young People's Service

In the past year the service has continued to provide high quality interventions with young people promoting positive changes in relation to their drug and alcohol use.

### Services offered include:

- Assessment
- Young People's Advice & Information Service
- Brief Interventions
- Psychosocial Interventions
- Group Work
- Youth Offending Team Education Work
- Targeted Prevention Service
- Targeted Awareness and Events Campaigns

The service continues to support Gateshead Council and Northumbria Police with various operations and initiatives.

### Developments

Two staff are now trained in Physical, Social, Health and Education (PSHE) which is delivered throughout secondary schools within the borough to assist in the delivery of this service to young people.



*SMART promotion at Gateshead College as part of National Tackling Drugs Week*



*Masked Ball Event for young women in Gateshead at Gateshead Civic Centre.*



# South Tyneside

## NECA

NECA continues to work in partnership with other providers to contribute to a whole treatment system approach by offering both centre based and outreach services to South Tyneside residents.

South Tyneside NECA has continued to develop and expand in line with client needs by building on our existing provision and offering:

- Tier 2 and 3 Services
- Advice and Information
- Centre Based Counselling
- Outreach Counselling
- Brief Intervention
- Dual Diagnosis Service
- Family/Carers Support Service
- Structured Day Programme
- Stimulant Service
- Complementary Therapies
- Structured Group Work
- Women's Group

### Developments:

Structured day programme has continued to expand the range of activities delivered by introducing a number of new courses. These have included a cooking programme course named Cooking on a Budget. The course was well attended by service users and received positive response which resulted in the course being rolled out again. A music group was also introduced that was facilitated by a tutor from South Tyne college. The music group gave a performance to structured day

programme at the end of the course.

NECA South Tyne has worked in partnership with Probation to work effectively with people who have been placed on an alcohol treatment order. A number of interventions are offered depending on the service users needs. Service users have engaged well and a number of service users have successfully completed their orders.

We continue to work in partnership with providers and community organisations and this has been reflected in the team facilitating a number of information and awareness sessions within the community. We have successfully worked with South Tyne College, Women's Aid, Whist and Coppergate House.

Following the success of The Foundation Group we have developed a sixteen week Recovery Group. This is aimed at service users who have achieved abstinence but would like continued support in developing further skills that will enable them to remain in recovery. The group includes guest speakers from peer support groups, community organisations and aftercare treatment providers.

During 2009-2010 we have continued to work closely with our service users supporting them to achieve positive outcomes such as access to training and education, support in housing, managing debts, reducing their substance use or

achieving abstinence. This is reflected in the 91% of clients who were retained in treatment for more than twelve weeks and 78% of our service users ended treatment in a planned way.

## **South Tyneside Young Peoples Matrix Service**

NECA continue to work in partnership with The Matrix Service which is an integrated multi agency team to deliver young peoples provision across South Tyneside, providing a range of prevention and treatment services. NECA have staff seconded into this service.

We also offer a service to parents and carers of young people who have substance misuse issues via the Family Support Worker in partnership with The Matrix.



# South Tyneside

## Community Integration Team

The Community Integration Team was commissioned through Alcohol funding and was launched in June 2009.

The aim of the service is to support clients to move forward in life by accessing community resources that meet their needs/interests and facilitate community integration. The Community Integration Team will work with clients who are nearing the end of Drug/Alcohol Treatment and who are either abstinent or stable.

It is our belief that Community Integration will help to sustain the gains made in treatment and support people in recovery to improve their quality of life.

### **The areas of support offered include:-**

- Access to Training and Education initiatives
- Access to Leisure Activities
- Access to Housing Support
- Participation in local Community Development Programmes/ Occupational and Recreational opportunities
- Access to learning new skills and boost their confidence
- Relapse Prevention

The above list is not exhaustive and packages of treatment can be tailor made to meet client need.

### **Developments:**

Staff have created a directory of services available to clients within South Tyneside. This directory is a valuable resource to the Team and Clients.

Engaging clients prior to leaving treatment in a planned way has been an important element of the service. This has proved to improve treatment outcomes and has increased the proportion of clients who successfully complete treatment and leave the service in a planned way.

Community Integration has provided seamless transition from treatment into the community and employment by providing person centred training and educational opportunities. The Team have also coordinated opportunities for clients to access volunteering options and this has assisted clients to increase their social functioning.

The service also has access to Community Gardens at All Saints. These Gardens are managed by Community Integration and have one worker and one volunteer. The Gardens provide a relaxed and informal venue for clients accessing the service. Clients have been able to grow their own fruit and vegetables and take the produce home therefore having balanced and nutritional food. The Commissioning Team have

supported Community Integration to produce a Website for the Gardens; this also includes clients giving their journey through treatment and where they are at now in their life.

There is also training and education offered on site. Some of the training and education offered:-

- Emergency First Aid
- Health and Safety
- From Seed to Pot

Throughout the first year there have been many successes for our clients, this has come from their commitment to remain in recovery and move forward in their life. Some examples are:-

- Gained full time employment
- Gained appropriate accommodation
- Accessed Vocational Training
- Passed Driving Test
- Gained access to children

The Community Integration Team has continued to develop and expand over the past year, building on existing relationships with partner agencies and establishing links with other services.



*Clients design NECA flowerbed*





# Sunderland NECA

Sunderland NECA has continued to develop and expand over the past year, building on existing relationships with partner agencies and establishing links with other services.

## Sunderland NECA Services include:

- Advice & Information
- Alcohol Brief Intervention
- Counselling
- Outreach Counselling
- Community Integration Service
- Complementary Therapies
- Outreach Service based at HELP@SR I
- Progress 2 Work
- Young Peoples Project (based within YDAP)
- Family & Carers Service

## Developments:

NECA has been successful this year in securing funding to deliver advice & support to Family/Carers. The service is based at HELP@SR I and provides support in groups or on a 1-1 basis to anyone whose life is affected by the substance misuse of a family member or close friend.

The Community Integration Service, as a result of securing Alcohol funding this

year has developed packages of 1-1 support for service users who are stable or abstinent. The service supports people to integrate back into the community following a person's substance misuse issue and helps to build their confidence and independence, by assisting and empowering them to access leisure activities, courses, volunteering, training, and many more opportunities in their local area. The service has received referrals from all Treatment agencies in Sunderland and Washington.

The Alcohol Brief Intervention Service has developed a 6 week alcohol group work programme to service users whose alcohol use is becoming an issue in their lives. The group work provides information and advice and raises awareness on alcohol issues. The Service offers a programme of up to 6 sessions of 1-1 support for service users who do not want to access the group work programme.

# Washington NECA

NECA has continued to develop its services this year to reflect the local community's need. Due to excellent partnerships with both internal NECA projects and outside agencies we have sustained the success of engaging problematic drug users into treatment.

The use of Speculation House by outside agencies has played an integral part in providing a seamless treatment service for some of our clients who are working with several agencies.

## **Services Offered Include:**

- Advice and Information
- User and Non User Support
- Structured Counselling
- Psychosocial Interventions
- Complementary Therapies
- Alcohol Brief Interventions Service
- Probation Link Counselling Service
- Structured Group Work
- Outreach Service
- Opiate Clinic (provided by Counted 4)

## **Access to:**

- Progress 2 Work
- Community Integration Service
- Floating Support (NECA Housing Service)
- Assessment by the Engaging and Motivating Team
- Pre booked Appointments with partner agencies

## **Developments:**

NECA Washington has continued to work in partnership with other treatment providers and community groups, to ensure that service provision meets the individual needs of all service users. During this period we have developed our knowledge and awareness in certain key areas, in particular this has included Think Family and Hidden Harm. The service successfully participated in a local pilot scheme working alongside Children's Services with the aim of providing support to families to ensure improved outcomes for children of substance misusing parents; the pilot scheme enabled staff to share good practice and develop working relationships with other agencies involved in supporting the whole family.

The Alcohol Rolling Programme has been further developed and changed from a 12 week programme to six weeks. During these six weeks Service Users are given the opportunity to join in relaxation classes with Complementary Therapy staff. They are then introduced to other Complementary Therapies available and given the opportunity to attend The Well Being Group. Whilst attending the Complementary Therapies and Well Being the service users have the opportunity to practice new skills and knowledge they have learnt from the Alcohol Programme.

The Complementary Therapies Service continues to offer a range of treatment choices to meet the needs of the clients.



# County Durham NECA

It is now 2 years into the redesign of the treatment system and both staff and service users are reaping the benefits. The staff have worked incredibly hard to adapt their practice to effectively meet the needs of the clients and revised treatment system.

All projects are now badged as the Community Drug Service and work has been done to market the rebranding and ensure everyone in the local community knows where we are.

The restructure has enabled clients to have their needs met by the most appropriate worker at that time. On first accessing the service clients are assessed and allocated to the most appropriate worker to care coordinate their treatment. Ultimately the client will leave treatment equipped to go into recovery and sustain a healthier lifestyle.

Partnership working is intrinsic within County Durham and 2009/2010 has seen the introduction of an Information Sharing Protocol signed by all agencies. This has enabled staff to share and hold information collectively for each client in the form of a shared care record on POPPIE.

Multi disciplinary working enables the clients' needs to be met in one place and has for many years been common practice. The redesign has brought this even more to the forefront and will further enhance the quality by removing organisational barriers.

Alcohol delivery is now provided by County Durham Community Alcohol Service. NECA have staff seconded into this team which is made up of four providers, managed by the PCT. NECA staff are involved in the ATR programme, Women's Service and Core Alcohol Service.



# Darlington NECA

Darlington NECA has seen a rapid development in many key areas over the period of the last year including the implementation of further service provision in areas which we were previously unable to deliver.

With the implementation of the Alcohol Treatment Programme and Arrest Referral Post, a more enhanced delivery of service is now available, improving existing treatment provisions and previously non accessible treatment journey modalities. This in effect has provided the client with more choice and availability of the necessary treatment and care specific to their need.

Client consultation has been vital to service delivery. Feedback from service users has enabled programmes to be designed with participants in mind. Links with community groups have seen projects delivered in partnership with huge success.

Other key objectives within treatment have seen the extending and delivery of current provisions within the community of the Borough of Darlington, enabling the hardest to reach groups being able to access treatment previously denied as a result of various barriers including child care

issues. This is supported and delivered through essential partnership progression in working towards an effective and successful treatment agenda.

In order to ensure the above is maintained and developed further to a higher standard a proposed move to a multi agency venue is scheduled for 2010, to enhance continuity and provide a vital link in the required standards of treatment expected for a successful treatment journey.

**Current provisions provided within the service include:**

- Information, Advice and Guidance
- Counselling
- Complementary Therapies
- Structured Day Care
- Stimulant Outreach
- One to One Support
- Drug Interventions Programme
- Arrest Referral Support Link
- Alcohol Treatment Programme

For 2010/2011 through client consultation Darlington NECA will deliver various activities to promote substance awareness and to be celebrated through client ownership, wellbeing and achievement.

# NECA

## Alcohol Health Education Service

Alcohol remains an important public health issue, yet for many it is still a private matter. The Alcohol Health Education Service aims to engage with people across the South of Tyne and Wear in an informal way, and asks them to consider the benefits of safe, sensible and social drinking.

Funded by NHS South of Tyne and Wear, the service aims to reduce the harm caused by alcohol, through engaging with people across South of Tyne and Wear in discussion and educational events.

2009/2010 was a busy year with 2709 people engaging in structured alcohol education workshops or health education events, 35 of whom were sign posted into services to help them address their drinking.

Using the “alcohol trailer” to get across Sunderland, South Tyneside and Gateshead, the service engaged with people at large community events such as:

- Sunderland International Air Show
- Northern Pride
- South Tyneside Summer Festivals
- The Metro Centre Health Shop
- Saltwell Park Festival

Eager to ensure nobody missed out on the message, the service also supported smaller community events such as the Jewish festival of Purim in Gateshead and worked with the Sunderland African

Community Association. These events were funded through local safe, sensible and social grants.

### Health Messages in the Work Place

Most people who drink at levels that place them at increasing or higher risks of poor health, are in employment. It is estimated that Alcohol costs the North East economy £200m, with 588,000 working days lost due to its effects.

The service engaged with 96 employers in 2009/2010. For small employers, the NECA Alcohol Health Education team offers information packs and meetings with senior managers with the focus on the identification of alcohol related problems, information and treatment, while it runs staff meetings with mid sized employers to communicate, safer drinking levels, how long alcohol stays in people’s systems and how to get help.

For larger employers, the NECA team will work with the company’s HR department to develop “alcohol at work” policies that help the employer with:

- Early identification of an employee with a problem
- Outlining simply and clearly the route that an employee who needs help to change their consumption of alcohol patterns will take within the NHS – from their first contact with an NHS member of staff to the completion of their NHS treatment.



Did you know that a pint of lager (5.2%) contains 3 units of alcohol? And that if men regularly exceed 3-4 units a day it could add up to a serious health problem? Visit [nhs.uk/units](http://nhs.uk/units). Units. They all add up.

For help with alcohol problems call freephone 0800 328 6728 or text GATE AD and your message to 60003

**NHS**

NHS South of Tyne and Wear

**ALCOHOL RISK TOSS LIMITS**  
3-4 | 2-3



*Young men from Gateshead get the safe sensible and social message about alcohol, during the Jewish festival of Purim*

## NECA Gambling Service

This year has seen a significant growth in referrals across the region. This is mainly due to the partnership work with other providers and with GamCare. NECA have built upon current provision and developed services in the following areas to enable equity of access for individuals who have gambling issues:

- Newcastle
- Durham
- Sunderland
- Gateshead
- South Tyne
- Middlesbrough
- York
- Scarborough
- Whitby
- Leeds

NECA Gambling Services have continued to raise awareness of gambling issues across all areas, this has been achieved by ongoing promotion and marketing campaigns in partnership with GamCare. Referrals have increased across all areas; whereby NECA have continued to respond to need.

This has given the opportunity to raise the profile of the affects of Gambling not just on the individual but on the wider family and community.

These services provide structured counselling to individuals who have issues in relation to Gambling; this also includes parent or carers support.

# NECA Housing

## **Mission Statement**

Our aim is *“To deliver quality Housing and Housing Support Services that seek continual improvement and strive for excellence”*.

During 2009/2010, NECA Housing has continued to provide quality supported housing and floating support services to clients experiencing difficulty accessing or maintaining accommodation due to drug and/or alcohol misuse.

We have accommodation-based services in Sunderland and Northumberland and we provide Floating Support services in Newcastle, Gateshead and Sunderland.

NECA Housing works in multi-partnerships with a wide range of statutory and voluntary agencies across the North East in order to meet the complex and wide-ranging needs of drug and alcohol clients, including Health, Housing and other Social Care providers.

## **Established Partner Agencies include:**

- DAT's
- DIP Teams
- Supporting People Teams
- CIT Teams
- Social Services
- Probation Services
- LA's
- C4
- Universities – Sunderland, Newcastle & Northumbria
- Gentoo Living Care & Support
- Wansbeck Homes

- Your Homes Newcastle (YHN)
- Home Group/ Stonham
- Gateshead Housing Company
- Places for People
- Housing & Employment Compacts – Newcastle & Northumberland
- Crisis Skylight Centre - Cyrenians
- St Bede's – Three Rivers
- Haven
- Norcare
- Freedom Programme
- Single Gateway Scheme
- WWIN
- Northern Learning Trust
- Oak Trees
- Greggs Trust

We will continue to work towards developing and expanding established links and partnerships to maximise the potential to achieve positive outcomes for our clients.

During the past year, our Housing and Floating Support services have been successfully audited and quality-assessed regionally, with risk assessment and health & safety procedures being identified by Supporting People as setting a benchmark for good practice.

In Newcastle, the Semi Independent Living Scheme (SILS) was reconfigured into a Floating Support service, which now delivers housing-related support to an increased caseload of 30 clients. The NECA Floating Support Service in Newcastle continues to demonstrate its value, wide-scope and strategic relevance

by directly supporting the central aims and objectives of Newcastle's Drug, Housing, Homelessness and Supporting People Strategies.

During 2009/2010, NECA Housing signed up to the Housing and Employment Compact partnerships in Newcastle and Northumberland, with the aim of helping support our clients to develop the skills and abilities required to progress towards or move into employment.

NECA Housing has also benefited from staff in Sunderland, Gateshead, Newcastle and Northumberland working more closely together to share and disseminate best practice regionally; which has contributed towards the continual improvement and development of all NECA Housing services currently operating across the North East.

Housing staff have completed accredited Level 2 Brief Intervention Alcohol training delivered by NECA Training; brief interventions now being part of the service we can provide to support our clients.

Additionally, members of staff from the Housing teams successfully completed a BTEC Level 4 qualification in working with Substance Misuse.

During 2009/2010 we also held Regional Service User Forums and Events. Our main focus within NECA Housing for the coming year is to further identify, promote and maximise client involvement opportunities with the aim of directly involving the people who use our services locally in their future planning, development and delivery.



# NECA Training Ltd

## **Mission Statement**

We will .....

*Deliver superior training and development programmes to ensure that all learning needs are met, using a wide range of methods and resources*

**YOUR success..... is OUR success!**

There have been many developments in 2009/10 and the Company has worked hard to improve its service to both internal and external customers.

The training premises at Derwent Point continue to be fully utilised and with the addition of a computer suite, we have been able to increase our training offer to include IT courses.

We were delighted to be offered a three year contract to deliver accredited Level 2 Brief Intervention Alcohol Training on behalf of South of Tyne and Wear NHS. This was aimed at anyone working or volunteering in the statutory, voluntary and community sectors within Sunderland, South Tyne and Gateshead. This is proving highly successful with courses booked up many months in advance.

In addition, we were also successful in achieving a contract with CfBT Next Steps to provide an IAG service throughout the region.

## **Drink Drive Rehabilitation – 67**

courses were carried out from April 2009 to March 2010 with a total of 801 delegates completing. Referrals were slightly lower in the summer months, however this increased as the year went on. It was confirmed that the Department for Transport would transfer the responsibility for this provision to the Driving Standards Agency from April 2010.

**External Training** has continued to be very successful over the year, due to our increasing reputation as a quality provider. Contracts gained include Newcastle City Council, Safer Middlesbrough Partnership, Your Homes Newcastle, Hartlepool PCT, Connexions, North Tyneside Council, Pioneering Care Partnership, Tatchell Centre, Job Centre Plus, Nexus, Walker Early Years Learning Centre, Tyne & Wear Museums, The Cyrenians, Foster Care Solutions, SES, Ryhope Children's Centre, and MIND.

The Train to Gain contract with the LSC has continued very successfully, with students achieving their qualification in a timely manner. There have been massive changes to this particular funding stream, one of which is the handover of responsibility to the Skills Funding Agency. Despite cuts in funding, we have been awarded a further year's contract which is excellent news.

**Accredited Training** – A new pilot course offered this year has been the BTEC L4 Award in Working with Substance Misuse, with many of our own staff successfully achieving this qualification.

In addition, in response to our contract with SOTW NHS, we have delivered the OCN L2 Brief Intervention Alcohol Training. Other accredited training delivery includes NVQ L2 and L3 Health and Social Care, NVQ L3 and L4 Management, OCN L2 Introduction to Support Work, First Aid, CIEH L2 Health and Safety at Work, CIEH L2 Principles of Risk Assessment, OCN L2 Dealing with Debt.

**Internal Training** – We continue to build on our successful programme of training, which includes a combination of mandatory and optional courses. New courses this year include What is

Reasonable Force? and Customer Care. The 6 monthly schedule continues to be devised and circulated to all managers and staff in advance.

We are delighted to announce that we were awarded the Matrix Quality Standard for Information Advice and Guidance.

The accreditation is a major achievement for us and demonstrates the tremendous amount of hard work and dedication of the staff towards supporting all our learners.

The Matrix Standard is a well recognised external quality mark which assesses the information, advice and guidance we provide to our customers and is valid for three years. The process involved interviewing a mix of staff, learners and partners, all of whom reaffirmed the excellence of our support.



# Who are we?

NECA Training Ltd has over thirty years experience within the drug and alcohol sector, as well as raising general awareness of drugs and alcohol within the workplace.

With NCFE, City & Guilds, OCN and Edexcel centre status, NECA is recognised by government departments and other statutory bodies as specialists in our area of expertise. We are also an approved developer and provider of training for the Department for Transport in its delivery of Drink Drive Rehabilitation Courses, and a mainstream provider for the Learning Skills Council (LSC)

## **Who should attend a NECA training course?**

Offering a wide range of training, NECA courses are available to a wide spectrum of people, including Private, Statutory and Voluntary organisations and individuals.

Our training courses are tailored to meet the experience and needs of the individual.

## **Setting the standard**

### **You can expect our training to be:**

Delivered by NECA staff and associate trainers who are both qualified, experienced experts in their field, and registered with the Institute for Learning. (IfL)

Responsive to your needs and those of your organisation.

Inclusive of comprehensive course handouts.

Self evaluated by the delegate at the end of each course.

## **Regional training courses**

NECA have training venues within Newcastle city and Durham city and we will also provide training on your site.

## **Getting qualified**

All courses are intended to provide key areas of knowledge and skills, covering appropriate areas of work and service delivery to service users.

There are a variety of courses to choose from including bespoke training which is designed to meet the specific needs of your organisation.

All delegates attending a NECA Training course will be given a certificate which confirms their attendance, and also details the competencies covered within the course.

# NECA Training Course Overview

Each of the courses set out within this guide can be altered to specifically meet your needs.

## Synopsis of courses available:

### Vocational courses

- NCFE Level 2 Certificate in Drug Awareness studies and their applications
- OCN L3 Mentoring skills programme
- OCN L2 Introduction to Support Work
- OCN L2 Brief Intervention Alcohol Training
- NVQ Level 2/3 Health and Social Care
- BTEC L4 Working with Substance Misuse
- Gambling Awareness
- OCN Level 1 Dealing with Debt
- Drug Awareness
- Alcohol Awareness
- Assessment and Care Planning
- Blood Borne Virus Awareness
- Raising Awareness of Substance Misuse in Pregnancy
- Safeguarding Adults
- Brief Interventions
- OCN Level 3 Alcohol Awareness
- NOCN Level 1/2 Progression Award
- Applied Suicide Intervention Skills Training (ASIST)
- Suicide Talk

### Personal Development

- Introduction to Motivational Interviewing and the Cycle of Change
- Dealing with Aggressive and Abusive Behaviour
- Train the Trainer
- Presentation Skills
- Assertive Communication
- Time Management
- Managing Stress
- Anger Management
- Introduction to Life Coaching
- Introduction to Excel
- Book-keeping various levels
- Customer Care
- Professional Boundaries Training

### Health and Safety

- L1 & L2 CIEH Health and Safety in the Workplace
- L2 CIEH Principles of Risk Assessment
- Fire Safety & Risk Assessment
- First Aid in the Workplace
- Stress Awareness
- Harm Reduction/Risk Assessment
- What is reasonable Force?
- Overdose Response Training
- Personal Safety/Lone Working

### Professional Development

- Equality and Diversity
- Coaching and Feedback
- Appraisal Skills for Managers
- Group Working
- NVQ L3 & L4 Management
- Motivation and Team Building
- Emotional Intelligence
- Managing Employee Performance
- NVQ Level 3 Training and Development
- Effective Delegation
- Recruitment and Interviewing Skills

For more information on courses:

Telephone (0191) 414 6446 Email: [training@neca.co.uk](mailto:training@neca.co.uk)



## Certificate Presentation day for Connexions students for Level 2 Support Work Course (OCNNER)

The aim of the training was to build on their self confidence along with improving their communication skills, enabling them to go on to undertake further training in college environments. The course also showed the young people the differences between schooling and college environments and provided them with the skills for a smooth transition.



# NECA Monitoring, Auditing & ICT Department

The requirement throughout the year for additional, specialised and comprehensive data collection, reporting and analysis, within the substance use / misuse field, resulted in a number of changes and milestones. A number of comprehensive internal monitoring and audit systems were implemented to assist in monitoring client related key performance indicators. NECA Achieve was upgraded to support such additional requirements. To help meet national, regional and local data reporting requirements, the NECA Achieve Database system undertook major improvements throughout the year. This included implementing Core Data Set G to meet National Treatment Agency data requirements, automatic reporting on Quarterly Performance Monitoring, TOPs and Blood Borne Virus information.

Other NECA Database systems were enhanced throughout the year to accommodate and provide more detailed information for internal / external requirements.

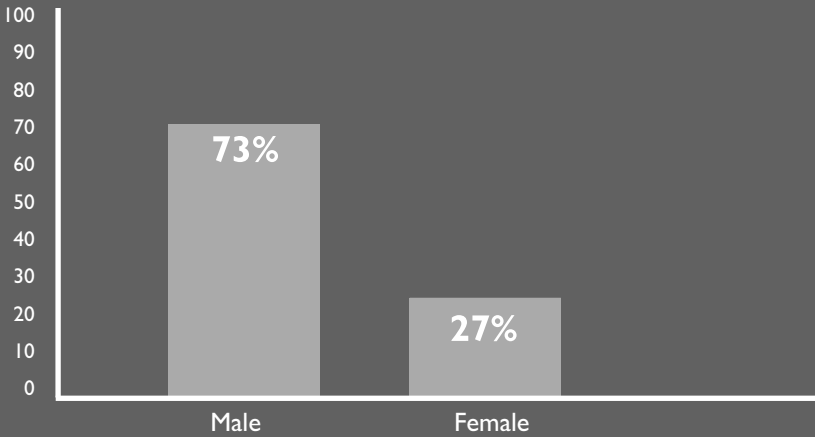
NECA internet / intranet system is currently in development to further maximise the opportunity to improve efficiency, communications and share best practice. The ICT team have undertaken a number of new initiatives

concerning the security, encryption and backing up of data. The department is looking to purchase additional servers to further improve and enhance the efficiency of services delivered.

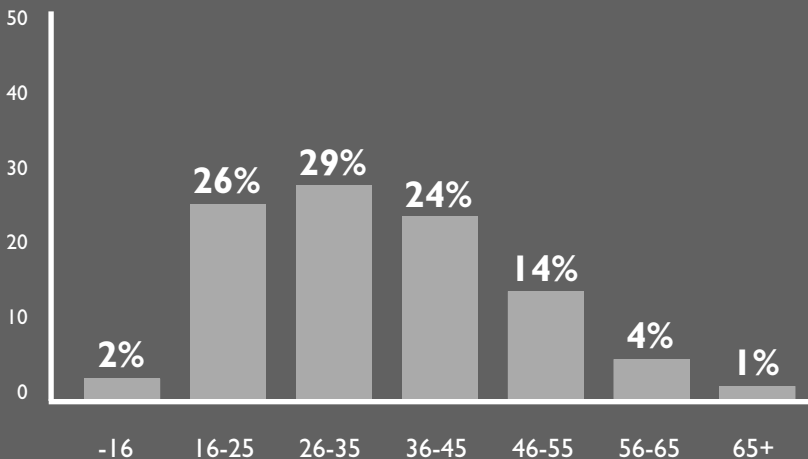
Throughout the year, the ICT team offered services to oversee matters and issues relating to premises refurbishments, providing ongoing networking and telephony support.

The Monitoring, Audit and ICT Department remains proactive and keeps abreast of new requirements in the field of ICT delivery, data collection, analysing and reporting of data at a local, regional and national level.

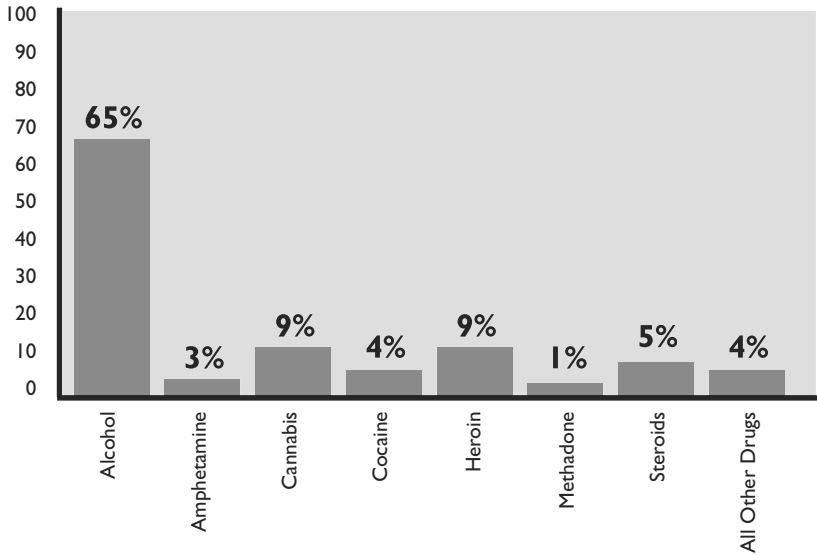
## Gender of Clients



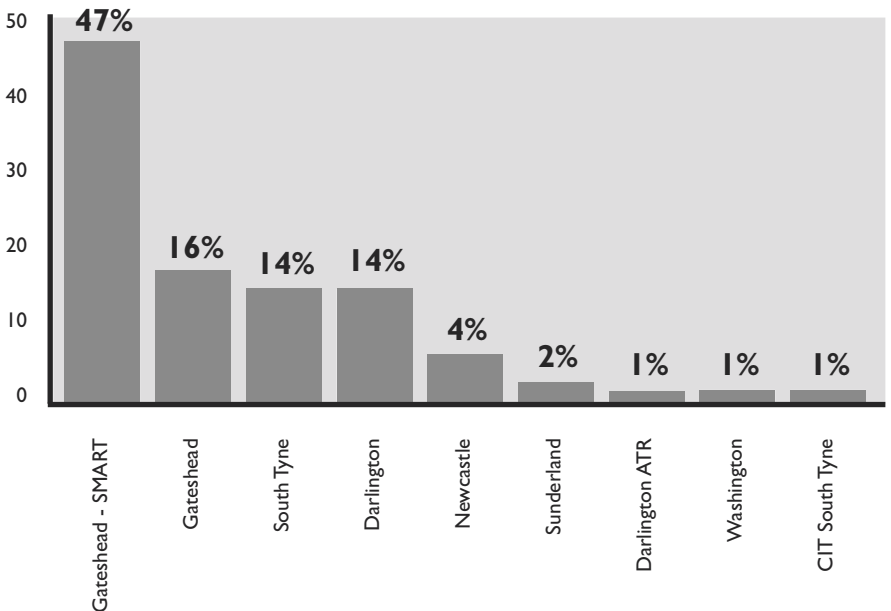
## Age Range of Users



# Main Substances Used



# Number of Attendances at Group Work, Educational and Recreational Activities



# NECA CONSOLIDATED ACCOUNTS

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<b>INCOME</b>	<b>2009</b>	<b>2010</b>
Grants	193,686	913,419
Donations	1,700	225
Other Income	6,950,413	8,156,046
<b>Total</b>	<b>7,145,799</b>	<b>9,069,690</b>
<b>EXPENDITURE</b>		
Salaries	4,684,273	5,756,745
Overheads	1,935,821	2,765,041
<b>Total</b>	<b>6,620,094</b>	<b>8,521,786</b>
<b>Surplus</b>	<b>525,705</b>	<b>547,904</b>

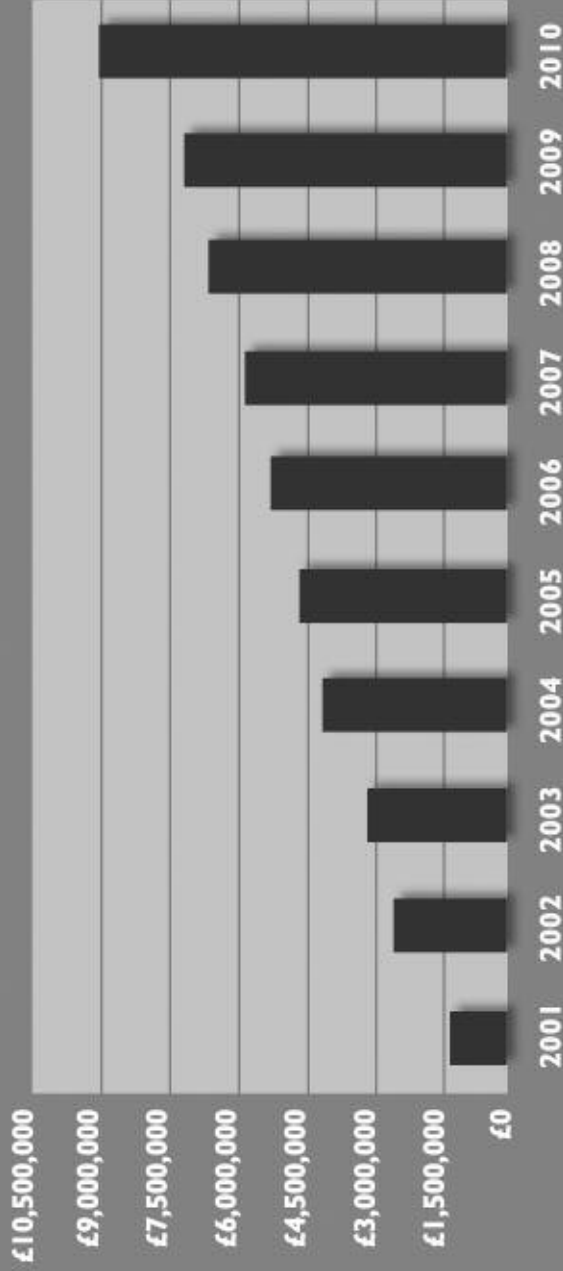
*This summary financial information is extracted from the full statutory Annual Report and Accounts. It may not contain sufficient information to allow for a full understanding of the financial affairs of the group.*

*For further information, the full audited Annual Report and Accounts should be consulted and copies can be obtained from the Secretary at NECA Headquarters.*

# 10 Year Summary

2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
£1,446,962	£2,412,820	£3,111,007	£4,171,613	£4,632,402	£5,298,496	£5,854,299	£6,613,571	£7,145,799	£9,059,690

## GROUP TURNOVER

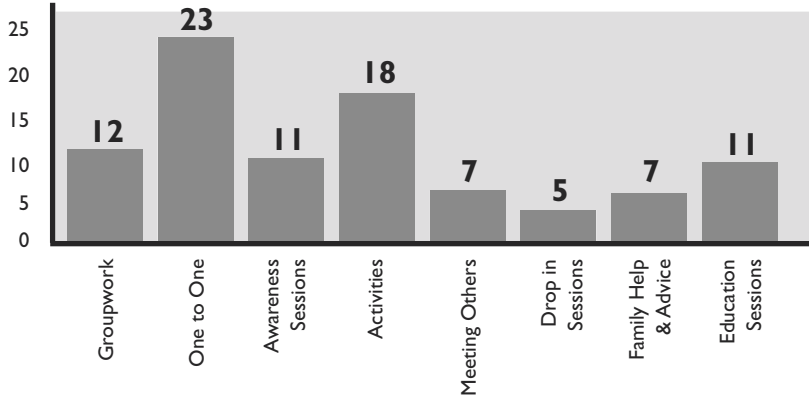


# NECA'S CUSTOMER FOCUS

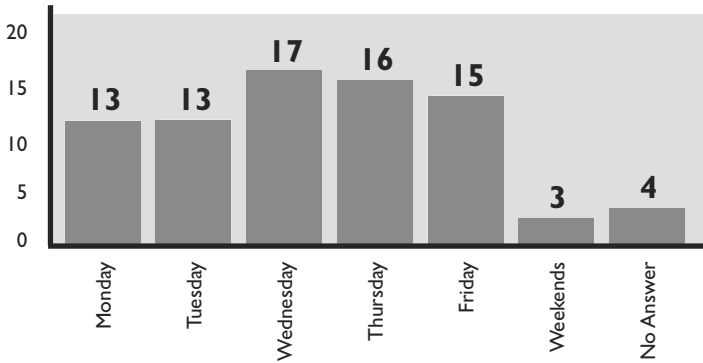
## What users of our services have to say

Counsellors asked their regular clients to complete a short service user questionnaire in order to allow us to evaluate our services and see what the service user would like improved within our service.

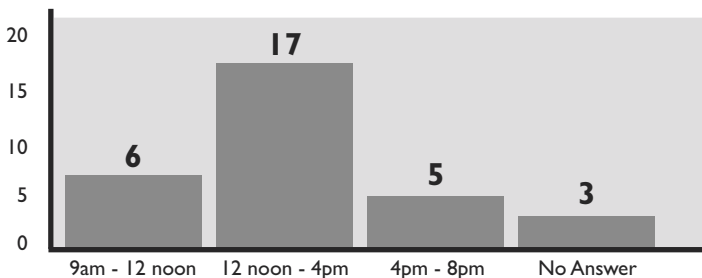
### What would help you with your treatment?



### Which days would you like to access the services?



### What times would you like to access the services?



The last three questions were related to existing NECA services and allowed service users to comment on the benefits of accessing NECA.

The first question asked “What would you improve about our service”?

Eighteen participants chose to answer this question with half of those answering that they would improve nothing about the service as “you’re all great”, “its fine”, “its really good” and “its good that I can come after work”. We also had “good service already” and “you are alright”

Two people commented on possibly having more activities on outside of the building – “More stuff outside of building” and “more activities to get out in the fresh air”.

One person stated we were a good service but they would like tea/coffee.

One person commented on the building and stated “Building could use some decorating, bit miserable”

Another would like an anxiety workshop or group, and someone would like to improve the “time on the waiting list”

The penultimate question asked “How have you benefited from your treatment at NECA?”

Twenty five participants commented on this question, 5 of those answers simply stated that they have benefited, “Most definitely”, “I’ve done well thanks to NECA”, “Yes”, “without a doubt.

One to one and comp therapy gives incentive to reach goals”

Eight participants highlighted that they have reduced their substance use: “Help to stop taking drugs”, “Stopped using drugs”, “Less alcohol, spending more time with the kids”, “stopped using drugs”, “didn’t get high anymore”, “I have stopped drugs and I feel much better and lifestyle has changes” “reduced use”, “reduced my use and feel stronger”

Other clients commented on how helpful it is to talk to people: - “Being able to talk about problems, Doctor at hospital thought I was making an attempt by coming”, “Someone to talk to”, “helpful having someone to talk to”, “having someone to talk to and understand my use”.

Final comments included, “Teaches you about substances education and support”, “support”, “doing groups etc”, “meeting other people with same problems” and “better understanding of why use drugs”, “better understanding about why I drink and the dangers” and “the help, support and understanding has over the years been wonderful”.

The final question asked for any other comments:

Two clients commented on activities which have been mentioned above, “art is therapeutic” and “Parenting classes to help with social services”.

One client talked about non user support, “telling my girlfriend about cocaine so that we don’t argue as much, [she} doesn’t want support, just education”.

The final comments related to NECA services and staff. Comments are as follows, “Thanks to the staff that has helped me through my problems”, “good service”, “staff are spot on”, “Really good at NECA”, “good support, really good service”.

All in all it seems people really appreciate Newcastle NECA services and that we offer the majority of what people would like.

# My time spent with NECA

by **Margaret McKay**

It is coming up to eighteen months since I started my time with NECA. I have done a number of things as well as built my confidence up. I have done art, drama, the Kenny Wright project, cycle rides, rolling program, harm minimisation. I have also had complementary therapies which helped me a lot.

When I first started I was quiet, drawn into myself and was on drugs. Since the last eighteen months I have become clean of all drugs except for my methadone prescription which is now getting lowered every fortnight. Through working with NECA I have also been allowed to join Spring working links paid for me which helped me to do swimming and other exercise activities. I have met a lot of nice people in the process – old and new faces and they all treat me with respect the same as I treat them.

I also went to Beamish twice as part of the Kenny Wright project. I thoroughly enjoyed myself as I had never been

there before and it gave me the opportunity to help Beamish with the opening of the Westoe Netty, through participating in designing and making my own seat, which can still be seen at Beamish now. It is called “What do you call it?” as it shows different names for toilets that have been used from years gone by.

I recommended structured day care to anyone who is struggling in life with substance misuse. It is an excellent source of support and they are a very friendly bunch of people who do not look down at their noses at anybody. My confidence has improved a lot and I have met a lot of nice people on the way. I have discovered things that I can do that I never thought I could such as art. I am now in the process of painting on glass and a few of my other pieces of art can be seen at unit 17 where structured day care is held.

I am very proud of what I have achieved and I am proud to have met such a nice bunch of people.

# My time at NECA

by **Angela Wilkinson**

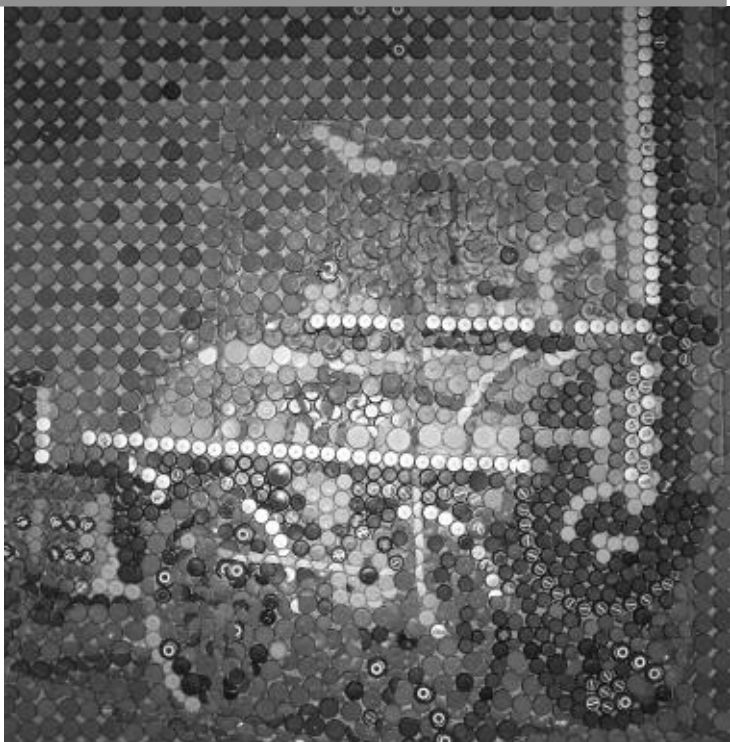
I was introduced to structured day care in August 2008. I was slightly nervous as I had not been involved in anything like this before.

I was quickly put at ease by the very friendly staff. I attended the rolling program which is interesting and helpful because it puts you in touch with different agencies i.e. housing, credit union and even sexual health. They also run a harm minimisation program that gives you loads of insight into drugs and alcohol, a lot of which I knew nothing about.

I have to say that the drama club was my absolute favourite it has given me confidence that I never thought I'd have, for me to stand up and sing in front of an audience would have usually terrified me but with the support of everyone I managed it and it is the best thing we've done in a long time.

All in all my experience at NECA has been life changing and I have a lot to thank them for. I am currently on my way to a NVQ in health and social care so it's onwards and upwards for me! Thanks everybody x

Designed and created  
by Service users of  
NECA Darlington  
Structured Day Care



# Funders

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Darlington PCT  
Durham DAAT  
Finchale Training College  
GamCare  
Gateshead Council  
Gateshead NHS PCT  
Huntercombe Group  
Jobcentre Plus  
Keyfund  
Learning and Skills Council (LSC)  
Newcastle PCT  
Newcastle City Council  
Newcastle DAT  
North Tyneside DAT  
North Tyneside PCT  
Northumberland DAT  
Northumbria Probation Service  
Safer North Tyneside  
South Tyneside Council  
South Tyneside MBS  
South Tyneside PCT  
South Tyneside DAT  
South Tyneside CVS  
Sunderland City Council  
Sunderland DAT  
Sunderland PCT  
Supporting People

# Donations

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Christ's Hospital  
Clients  
Insurance Factory  
Nepacs  
Northumbrian Water  
Mrs Loftus  
Anon

*Our grateful thanks to all those listed above and all those who have supported us either financial or by their expertise and support.*



