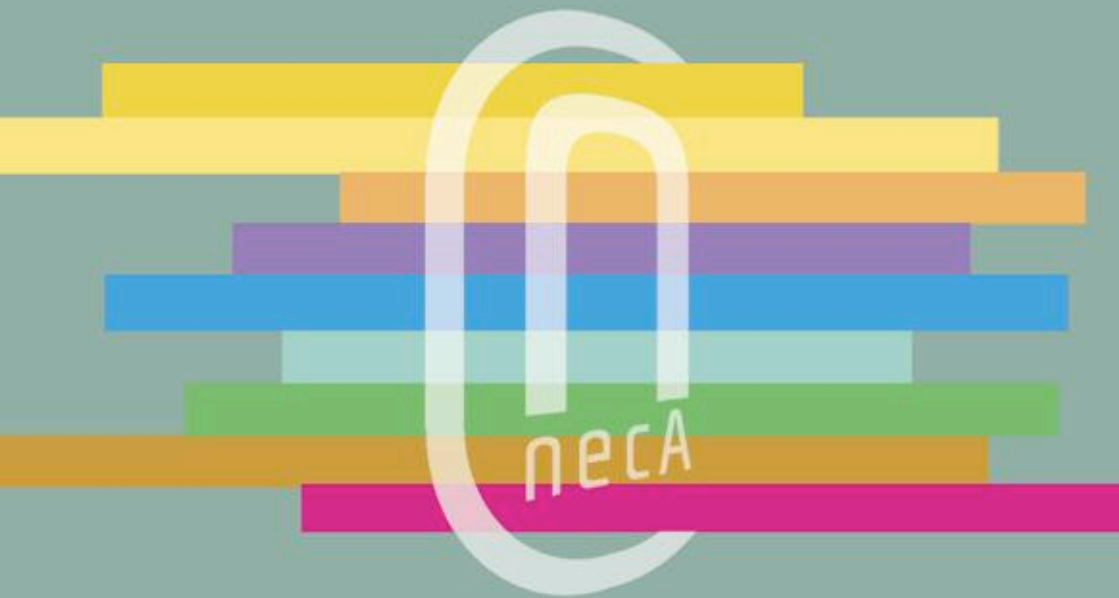


Annual Report
& Accounts



2010 - 2011

Chairmans Report

Year Ended 31st March 2011

The current economic climate has provided an opportunity for NECA to review its organisational structures and to look at smarter ways of working to reflect the present view of funders, which is 'more for less'. Being pro-active in looking at smarter ways of working coupled with looking for efficiencies throughout the organisation will ensure that the expected reduction in contract values will have a less damaging impact on the core services that NECA provides throughout the region.

Over the last ten years NECA has increased its staff levels by over 100% and gross turnover has increased each year during the same period. I made the comment last year that as we were aware of the proposed large scale cuts I would be happy to maintain the value of the contracts we had, in fact I am happy to report a modest increase in turnover. This reflects the hard work and commitment of everyone connected with NECA. As I reported last year, NECA's priority would be securing employment for our existing staff and I am pleased that so far this has been achieved and whilst the future cannot

be guaranteed we are determined that every effort is made in this direction.

There have of course been some difficult decisions to be made. The Executive Committee has not been able to commit funds to expand into other services, however these ambitions remain and NECA continues to be alert to opportunities that may arise in the near future. The need for these services still exists and NECA is determined to provide them when the current climate allows.

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 compliant. 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 those

expectations continue to be met. The performance of NECA subsidiaries continues to improve and they continue to make a valuable contribution to the organisation's income.

As expected NECA Recruitment Ltd (NRL) has had a difficult first year and some re-organisation has been required to enable it to meet management expectations of future performance. It is likely that NRL will require ongoing support in the coming year but we believe that recruitment will become an integral and valuable part of NECA.

NECA Training Ltd has entered into a new partnership with a national training organisation which will open up training opportunities in markets that were previously not available to it. Admin backup has been relocated to Clasper House and other rooms have been made available to rent on easy in, easy out terms. The existing training rooms have been marketed for external meetings and small conferences and the response so far has been very encouraging.



NECA Housing Ltd has had its most successful year on record and its services are very much in demand. A stable environment is a crucial element in a successful recovery and NECA Housing provides this support throughout the region.

NECA was commissioned by Darlington DAAT to refurbish premises in Darlington for a multi agency project which was successfully completed and highlights NECA's ability to deliver whatever is asked of it.

Looking to the future there are many positives to take forward. New services are being introduced in South Tyneside in response to the Government's new apprenticeship scheme and a serenity café will open in 2011 on Beach Road.

A successful pilot scheme to test for Chlamydia has now been established and has been rolled out to other areas across South of the Tyne and Wear.

A three-year contract has been awarded to deliver the harm minimisation service in South Tyneside.

NECA has also been awarded Direction Status by the Department of Health and is now in a position to employ nurses and other NHS professionals. This award will allow NECA to compete in many areas where it was previously excluded, particularly in the clinical aspects of addiction services.

Finally, as always, I pay tribute to NECA trustees who give of their time and expertise freely to the organisation, to the senior management group for their commitment and forward planning and to the staff who as always carry out their duties in a diligent and professional manner.

Norman Richardson
Chairman

PATRON: HER GRACE THE DUCHESS OF NORTHUMBERLAND

Mr B N Speker OBE, DL
Mrs L M Telfer

President
Hon Vice President

NECA EXECUTIVE COMMITTEE 2010 - 2011

Mr N Richardson	Chair	ELECTED 2010 ***
	Vice Chair	Vacancy
Mr E A Forester	Company Secretary	2009 **
Mr R I Watson	Hon Treasurer	2009 **
Mr B N Speker OBE		2008 *
Professor C H Ashton		2008 *
Mrs M C Dobson MBE		2009 **
Mr D Gregory		2009 **
Dr P B Moore		2010 ***
Dr D Newbury-Birch		2010 ***
Dr K S Rees		2008 *

*Due for re-election 2011 **Due for re-election 2012 ***Due for re-election 2013

NECA's SENIOR MANAGEMENT TEAM

Cynthia Atkinson – Chief Executive
Eileen Innes - Deputy Chief Executive



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

- 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 self referrals across all services for clients that are treatment naive. 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 for specific intervention for stimulant misuse.

Specific groups for alcohol have been delivered this year and focus on relapse prevention, abstinence and recovery.

Future developments for the service in general will be to incorporate abstinence and recovery specific work into all service provision. This will hopefully result in empowering individuals 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 across the whole treatment system and within the community.

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

North Tyneside Harm Reduction Service

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 and the numbers in individual registrations have increased to over 2,300 in total, 402 in the last financial year. The service has also successfully gained CQC registration.

Open access services are available to service users and include:

- Harm Reduction
- Safer Injecting
- Overdose, tolerance and poly drug use
- Sexual Health
- Referral pathways into other services including substitute prescribing
- Education
- Support into Work
- Housing Support
- Relapse Prevention
- Benefits and Welfare Rights
- Childcare
- Gender specific workers
- Chlamydia Testing
- C – Card
- Referral for carers to PROPS

Nursing care available includes:

- Wound care
- Hepatitis vaccinations
- Hepatitis testing
- HIV testing
- Blood Borne Virus discussions both pre and post test
- Direct referral for Hepatitis/HIV Treatment
- Pregnancy testing and advice
- Alcohol Harm Reduction
- Sexual health advice and signposting
- Venous access for clients who are difficult to take blood from (e.g for GP)
- Safer injecting advice and injecting site assessment
- General health checks
- Medications management and safety
- Liaison with other professionals to include acting as a specialist resource for information and advice

Developments

Overdose workshops have been held and continue to be held in the community. These will continue to expand to include topics such as safer injecting and BBV workshops.

Closer links to service user involvement officers have been forged and new ways to gather views and opinions from service users will be implemented.

CQC standards continue to develop and the service is awaiting initial inspection.

Quarterly SLA reviews will begin after first quarter to monitor performance closely and rectify problems as they emerge.

Leads within the service are being established to encompass the recovery and

reintegration agenda as far as practicable, including training where appropriate for staff to effectively carry out these roles. These include:

- Transitional Lead – supporting and encouraging clients into and through transitions between for example substitute prescribing services, housing, mutual aid agencies and ourselves.
- Community Engagement Lead - working in the community, attending multi-agency events, providing community workshops relating to harm reduction.

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.

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 have 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. We also have a role within the provision of the Alcohol Treatment Requirements to provide outreach motivational support. Our other new role within the DRR is to provide the treatment for the DRR service users

who use stimulant substances. This is proving to be very successful and the numbers are expanding.

Within DIP we now have a specialist worker to be the resettlement link and single point of contact between prison and the 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 one hundred and twenty five 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. We are currently doing a new impact study.



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. Partnership work also takes place with Job Centre Plus, Age Concern, Mencap and the Citizens Advice Bureau. There are now specific support sessions held at the Job Centre and a dedicated lead for the service is in place.

Services offered include:

- Assessment
- Advice & Information
- Freephone Advice and Information Services
- Brief Interventions
- Psychosocial Interventions
- Group Work

- Auricular Acupuncture and EST
- 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 and a range of interventions are provided to meet the needs of the clients referred through the Criminal Justice System. This includes one to one intervention and structured group work and diversionary 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 especially within the Structured Day Care Service.

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
- One to One Support
- Young People's Advice & Information Service
- Brief Interventions
- Psychosocial Interventions
- Group Work
- Youth Offending Team Education Work
- Targeted Prevention Service

- Awareness Sessions to Professionals and Non professionals
- Sexual Health including C-card and Chlamydia Screening
- Smoking Cessation
- Targeted Awareness Events and Campaigns

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

Developments

One more worker has been trained in the Physical, Social, Health and Education (PSHE) which is delivered through-

out secondary schools within the borough to assist in the delivery of this service to young people. This now brings a total of three workers within SMART who hold this valuable qualification.

The five outreach workers have developed health drop-in sessions within secondary schools, as well as having more of a presence in the area. This development in other area based working arrangements has resulted in an increase in referrals from education, children and family services.

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.

Services offered include:

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

Developments:

South Tyneside NECA has continued to expand the range of activities offered by introducing a number of new courses which include boxercise, low level aerobics, animation group, walking group and basic computer awareness skills. These courses have proved to be very popular with the current service users.

South Tyneside NECA staff have all been trained as smoking cessation advisors and are now able to support clients who wish to quit smoking by offering advice and support and providing nicotine replacement treatment. We have had a number of clients successfully quit smoking in the last year

We continue to work in close partnership with Probation and have two Structured Day Programme workers who are now part of the Integrated Offender Management core team. This team will target the non statutory high crime causers and engage them into treatment with an aim to reducing their substance misuse and their rate of reoffending.

We also introduced the new role of AA liaison worker whose overall objective was to remove the misconceptions about AA for professionals and treatment providers and to make it easier for them to refer their clients to AA. This also involved talking to service users about AA and if appropriate introducing them to a twelve stepper who would assist them in attending an AA meeting. Although the AA liaison worker came into post in December there have already been many positive outcomes which have included 52 clients referred into this part of the service and 40 practitioners across South Tyneside having attended AA meetings as a way of removing the misconceptions about AA. AA have now developed their first South Tyne day time meeting through the initial support of the AA liaison worker and now hold this meeting at Cookson House.

Staff within Cookson House are now trained in EST and are able to deliver this as part of the existing complementary therapies offered which include relaxation, Auricular

Acupuncture, Indian Head massage and aromatherapy oils.

During 2010-2011 we have continued to work closely with service users, supporting them to achieve positive outcomes through access to training, volunteering opportunities, education, housing, finances, physical and emotional well being. These outcomes will enable service users to continue their journey of recovery.

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 and to parents and carers of young people who have substance misuse issues across South

Tyneside providing a range of prevention and treatment services. NECA have staff seconded into this service.

The Network Service - Integrated Team for Multiple Needs

NECA also continue to work in partnership with The Network Service integrated team for multiple needs which is an integrated multi agency team who offer short term intensive interventions to service users who are dual diagnosis or have complex needs. The service continually monitors these service users at a weekly meeting with all providers to ensure that they continue to engage with existing services. NECA staff are seconded into this service.



South Tyneside

Community Integration Team

Community Integration Team South Tyneside

During 2010/2011 The Community Integration Team has continued develop and expand to support clients through their recovery and build on partnerships within the local community.

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 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 programs/occupational and recreational opportunities
- Access to learning new skills to boost their confidence
- Relapse Prevention

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

Developments:

We continue to build strong links with Jobcentre Plus and have a joint working protocol in place that ensures that clients receive the best possible support to work towards employment.

Many clients are now engaging in volunteering opportunities within their

community and feel they are making a valid contribution in society and it has assisted them to increase their social functioning. The Community Integration Team has supported clients to break down barriers with employers around substance abuse and clients feel there is a greater awareness of the support they require.

We developed a mutual aid support group and clients named the group 'Onwards and Upwards'. They meet up on a weekly basis within one of our projects and enjoy a chat and a cuppa, share experiences and ideas for the future.

We have seen a steady stream of clients coming through our service who have gone on to lead meaningful lives without substances.

Engaging clients prior to leaving treatment in a planned way has been an important element of the service. This has improved 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, employment, coordinated person centred training and educational opportunities.

Throughout the last 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:

- Gaining full time employment
- Gaining appropriate accommodation
- Gaining qualifications
- Gaining 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.

South Tyneside

Harm Reduction Service

The aim of the service is to reduce the effects of drug related harm on the residents and communities of South Tyneside and to provide a range of effective harm reduction interventions to individuals affected by problematic drug and/or alcohol use and to refer into treatment and/or support services. The service also aims to ensure the availability of a range of injecting and other harm reduction equipment with maximum coverage across the borough.

This is an open access service which operates 7 days a week including bank holidays. The service employs a full time Harm Reduction Nurse who is able to provide nursing care including wound care and Hepatitis A&B vaccinations as well as general health checks and medications management and safety. Specialist clinics have been established with local services from Tier 1 providers through to Tier 4.

The centre offers:

- Needle Exchange
- Mobile Exchange
- Information about the 6 needle exchange pharmacies
- Harm Reduction
- Safer Injecting
- Sexual Health including C2 scheme & Chlamydia testing
- Referral to other services
- Outreach

- Overdose awareness
- Housing support
- Benefits and welfare rights
- Advocacy
- Gender specific workers
- Relapse prevention
- Support for carers/significant others
- Dry Blood Spot Testing for BBV's

Developments:

Through close partnership working with the South Tyneside Substance Misuse Commissioning Team, training is being delivered to the needle exchange pharmacies to move them away from a paper based recording system to an electronic one which aims to improve recording and reporting of needle exchanges. It will also provide consistency across pharmacies and compatibility with the Harm Reduction Service.

Future plans include the development of a needle exchange provision in custodial settings and health and fitness centres.

The service has designed awareness sessions around safer injecting practices, harm reduction and overdose which have been delivered to service users accessing Tier 3 services. It is planned these sessions will also be rolled out and offered to a range of Tier 1 and Tier 2 providers.

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
- Alcohol Awareness Programme
- Recovery Programme
- Counselling
- Complementary Therapies
- Family & Carers Service
- Community Integration Service
- Progress 2 Work
- Substance Misuse Employment Service

Developments:

NECA secured funding from Sunderland Working Neighbourhood Fund to deliver a Substance Misuse Employment Service. This service provided those furthest away from the labour market with 1-1 intensive support to identify and overcome the barriers that clients with substance misuse issues face in engaging with training and employment providers. In a short time the service supported over 100 clients to become 'job ready' and reach a stage where they could engage in training and employment opportunities with mainstream providers. The funding for the service came to an end in March 2011 however NECA were able to secure funding for

one worker to continue to offer the service as part of the Community Integration Team.

The Alcohol Brief Intervention Service continues to deliver alcohol awareness programmes to clients with lower levels of need who require advice, information and education around the impact of alcohol use on various aspects of life.

The service also began to deliver a Recovery Programme to clients who have made good progress in treatment and require support to maintain positive changes, prevent relapse and move forward with their lives. The programme links with community integration team, peer support services, health services and employment agencies to ensure all elements of recovery are covered.

The Community Integration Service continues to grow and numbers of referrals have increased significantly. The team have developed a confidence building course which clients can access prior to engaging with community activities should they require extra support prior to moving on. This year they have linked with community providers who have delivered a variety of courses and classes to our clients including art, music, sport, exercise and personal development.

With the Recovery model leading the way forward with substance misuse services Washington NECA have continued to forge links with treatment providers and community groups, with a view to providing a holistic service that ensures meeting the individual needs of all our service users. As part of recovery we look at all aspects of health and wellbeing and have developed services in key areas such as access to smoking cessation and improving prospects for engagement of clients in the workforce through supported appointments with employment advisors.

The use of Speculation House by outside agencies and outreach appointments in the client's locality have played an integral part in providing a holistic treatment service for our clients. This has also reinforced good practice in co-working with partner agencies. This has been reflected in the number and source of referrals into service.

Services Offered Include:

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

Access to:

- Joint working with Job Centre Plus
- Floating Support (NECA Housing Service)
- Assessment by the Engaging and Motivating Team
- Pre booked appointments with partner agencies
- Citizen's Advice appointments and referrals

Developments:

The Recovery Programme introduced this year has been designed to be delivered as a group or on a 1-1 basis. It is fun and informative and provides education and support to meet individual service users recovery needs. This includes both service users who wish to become abstinent and maintain abstinence and also service users who choose to make changes around their substance use that will improve their health and wellbeing. Service users who have participated in the Programme to date have provided positive feedback.

NECA Washington has developed an Abstinence Group. The Service Users share a genuine desire to remain abstinent from substances. The aim is that by sharing their experiences and knowledge the individuals in the group may be empowered to develop strategies, find other support groups and assistance to maintain abstinence and prevent relapse after they leave treatment.

NECA Washington has continued to develop services around Hidden Harm and Think Family, by a member of the Washington staff becoming an active member of the Sunderland Safeguarding Children Board Training and Development Team. Staff have delivered training on "The Impact of Parental Substance Misuse on Parenting Capacity." This training is delivered on a regular basis throughout the year and forms part of the SSCB training calendar.

The Complementary Therapies Service continues to offer a range of treatment choices to meet the needs of the clients and staff have concentrated on developing sleep plans in support of clients who experience problems around sleep. They also offer acupuncture services in both male and female group settings.

Washington NECA are developing a drop-in with NECA Housing to provide advice and information on housing issues for service users who are engaging with substance misuse services. The service is also looking at developing opportunities for service users to access health MOTs.

County Durham NECA

County Durham drugs services over the past 12 months have gradually embraced and planned for the change in the National Drug Strategy to focus on recovery. Services are reflecting on the current delivery along with service users and external consultants redefining what drug treatment means. NECA staff have adapted the way in which they work and are positive about the future for service users and their journey into recovery.

Multi agency working across County Durham is the 'norm' for those that work within the County but as we see more and more areas adopting similar models, staff are able to share with colleagues the benefits and the difficulties that as an area we have faced. Organisational barriers have broken down with the help of an information sharing protocol and gradually the multi agency teams have developed a culture of their own. This is a huge benefit for anyone accessing the services as it allows for swift access to meet the needs of anyone needing it, without leaving the building. One barrier to easy access is the size of the County which is largely rural. Public transport cost is high and we had to develop links with local communities in order to access accommodation in which to see people.

County Durham ended the financial year with excitement of the new year's planned developments. These include a Quasi rehabilitation centre based in Peterlee which will be based on the 12 Step Fellowship's abstinence model. NECA will provide the Lead Therapist and two additional therapists for the service. There are also plans to mirror this facility within Durham Prison on a drug free wing and NECA will provide an additional two therapists.

County Durham Alcohol Service has had a successful year seeing the three year development plan come to fruition and all staff posts filled. NECA has a number of staff within the Community Team, the Durham Prison Alcohol Programme and Alcohol Treatment Requirement and Rolling Programme. Three exciting services that have attracted interest from other areas.

4REAL Young Peoples Service has seen the addition of an Alcohol Education Worker and two Trainers employed by NECA. Both posts have a county wide remit to target young people on the dangers of alcohol and professionals on a range of issues that young people face and how also to refer into the team.

Darlington NECA

Darlington NECA has seen significant change over the last year. Now located within a purpose designed multi agency venue, clients are able to access a more effective and efficient treatment provision with greater ease.

The relocation of the service has improved the working standards and improved overall communication between services operating in Darlington.

The development of enhanced programmes and activities available to the service users has enabled the service to cater to a wider audience. These areas include access to the Alcohol Treatment Programme and women's only provision with the support of child care facilities. General health care is now available on site with the support of the team from Darlington's Walk-in Centre. The plan is to offer an open access to this service from within the treatment centre.

As with all provisions within the service client consultation plays an important

and key factor in establishing need and service delivery. This is demonstrated through various examples of positive treatment outcomes including sustainable employment, further education and the producing of substance awareness tools and material to benefit others. This is crucial for the service as we look to build and develop delivery towards a recovery orientated framework. Treatment outcomes and the opportunity to lead a drug and alcohol free life can be a realistic goal for Darlington service users.

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
- Alcohol Treatment Programme
- Women's only Programme
- DRR service
- Arrest Referral

Most people who use alcohol do so in a safe, sensible and social way. However for some people in our communities, alcohol causes real harm to physical health, emotional wellbeing and important relationships.

Funded by NHS South of Tyne and Wear, NECA's Alcohol Health Education team have continued to work with the public in the work place and community venues, to reduce the harm caused by alcohol.

During 2010/2011 the AHES engaged with over 8,000 people in structured alcohol health education workshops or health education events, 104 of whom were signposted into treatment services to help them address their drinking.

Alcohol consumption in the North East has fallen, however the region continues to have a binge drinking culture. "Findings suggest that whilst people in the North East don't drink as frequently as their national counterparts, they are drinking more when they do." General Lifestyle Survey.

The team remained highly visible across the region, using the alcohol health education trailer to engage with people on the street and large events around the region, including:

- Sunderland International Air Show
- Northern Pride
- South Tyneside Summer Festivals
- Saltwell Park
- Evolution Festival

Alcohol Initiatives:

Alcohol Awareness Week - the focus of alcohol awareness week during 2010 was the impact of alcohol on children and the family. During a month of campaigning across the region, 2,650 people engaged with the service, 32 of whom were signposted into treatment.

Think before they drink – Gateshead Safer Community Team have launched a campaign aimed at restricting the sales of alcohol to young people from off-licence premises. The AHES trained over 60 police officers as part of this initiative.

Safe Sensible and Social - The Safe, Sensible and Social Small Grants Scheme is administered by the Voluntary Organisations Council on behalf of NHS South of Tyne and Wear

The aim of the funding is to assist voluntary and community organisations with projects that will reduce risks to health and crime risks associated with alcohol abuse. AHES input is a condition of grants being awarded and has seen us work with community groups across the region.

Working with employers - during the year 117 small and medium employers engaged in alcohol health promotion work, with 41 of them opting to develop training and policy around alcohol.

The AHES also works with larger employers through the better health at work awards to develop work place policy. A policy developed in partnership with South Tyneside Homes, was recently described as exemplary by South Tyneside Employers Forum.



Raising awareness about alcohol at Sunderland Air Show 2010

NECA Gambling Service

To promote a responsible approach to gambling and help those harmed by gambling NECA have continued to build upon current provision and develop services for individuals, families and carers to enable equity of access and a responsive service. This has been achieved by providing a service provision that is seamless to the client through the partnership working we continue to develop by sharing expertise and improving communication with stakeholders.

This includes raising awareness on gambling issues across all areas. This has been achieved by ongoing promotion and marketing campaigns in partnership with GamCare and other providers which in turn has resulted in a further increase in referrals from individuals, voluntary and statutory services across the region this year.

The services we provide are accessible in the following areas:

- Newcastle
- Durham
- Sunderland

- Gateshead
- South Tyneside
- Middlesbrough
- York
- Scarborough
- Whitby
- Leeds

Future Developments:

NECA in partnership with other providers is continuously striving to develop services to meet the needs of the local population. It has been identified that there has been a significant increase in adolescents with gambling problems. To address this current trend NECA will be developing a community engagement provision in South Tyneside to:

- work with young people, teachers, youth workers and parents
- deliver information, advice and treatment around problem gambling
- ensure local treatment and knowledge is available

NECA Housing

Mission Statement

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

Despite the many recent challenges faced by all providers of housing related support, including the financial impact of the removal of ring fencing of funding streams and individual local authority savings and efficiency programmes, NECA Housing has continued to provide quality supported housing and floating support services to clients experiencing difficulty accessing or maintaining accommodation due to alcohol or substance misuse.

We provide fully furnished, self-contained accommodation based services in Sunderland and Northumberland and Floating Support services in Newcastle, Gateshead and Sunderland.

Housing staff across the region have supported people to avoid eviction and have helped clients to secure appropriate supported accommodation and independent tenancies. We have not only strengthened close ties and excellent working relationships with housing providers such as Gentoo, YHN, Gateshead Housing Company and Home, but we have also established good links with letting agencies and private landlords across the North East. This has enabled people receiving support from our services to have better opportunities to access quality private rented accommodation.

Housing staff in Sunderland continue to work in close partnership with the Housing Options Team, jointly providing a comprehensive and tailored housing support service to clients with substance misuse issues living in hostel

accommodation, with excellent recorded outcomes.

In Gateshead, the staff team have been recognised for the contribution provided by them to support the work of the Vulnerable Persons Housing Panel.

Northumberland and Newcastle Housing services are involved in the Housing Employability Compact Partnerships and continue to work with a range of agencies to support people to develop the skills and abilities required to progress towards or move into employment.

During the year we held a regional Service User Forum and regional training events in addition to facilitating local meetings, group work sessions and weekly drop-ins. NECA Housing clients were also centrally involved in the design, development and review of the annual service user questionnaire. A number of clients also completed support work training and many were helped and encouraged to undertake accredited training programmes provided by a range of partner agencies.

We will continue to work towards engaging with our service users to ensure that the services we provide are relevant and responsive to their needs. During the coming year we will focus on improving established links and support networks and will work towards developing new and improved partnerships to maximise the potential to achieve positive outcomes with our clients.

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!

2010/11 has been another exciting year for NECA Training, which has seen many new developments.

Summer 2010 saw the Training team move into the newly acquired Clasper House, whilst our training premises at Derwent Point continue to be fully utilised.

Following on from the successful L2 Brief Intervention contract, we were pleased to be asked to deliver an accredited L2 Smoking Cessation Advisor course 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 Tyneside and Gateshead. The courses have been highly successful, with over 180 new advisors now working throughout South of Tyne and Wear. In addition to this, we were able to deliver 4 refresher courses for the existing advisors to bring them up to date.

We were also delighted to be awarded a further contract for Your Homes Newcastle to deliver “Dealing with Difficult Situations” training to their employees throughout the year.

We were successful in becoming a sub contractor for Tyne and Wear Care Alliance, to deliver NVQs and Apprenticeships within the Health and Social Care Sector.

Funding was given from Sunderland Family and Adult Community Learning to deliver L2 Introduction to Support Work course and also Applied Suicide Intervention Skills Courses (ASIST).

Drink Drive Rehabilitation - 67 courses were carried out from April 2010 to March 2011 with a total of 738 delegates completing. Referrals were slightly lower this year, however the number of completions were higher.

Brief Intervention Training South of Tyne and Wear - 27 courses delivered across Gateshead, Sunderland and South Tyneside, with 233 attendees.

Brief Intervention Public Health Sunderland – In addition to the training for SOTW, we delivered 10 courses specifically for Sunderland Public Health.

External Training – With so much of our business dependent on customer satisfaction, we were pleased to report that evaluations reported a very high degree of satisfaction at both the quality of training and customer service received. New contracts this year came from Newcastle City Council, Job Centre Plus, The Cyrenians, The Avalon Group, Shaw Trust, Byker Bridge, Tyne and Wear Museums, Hartlepool PCT, Counted 4 and Lifeline.

There have been many changes within the Skills Funding Agency over the year, which has seen funding drastically reduced.

Our Train to Gain contract has continued very successfully, with 10% of our budget being moved over to incorporate 19+ apprenticeships. We were also successful in being awarded a further year's contract, however due to the changes in policy, in order for us to continue, it has been necessary to go into partnership working with a larger organisation.

This will come into effect from the new academic year.

Accredited Training – We have continued to offer qualifications in Health and Social Care, and successfully negotiated the transfer to Diplomas following the demise of NVQs. In addition to this we are now offering adult apprenticeships within Health and Social Care. Other accredited training has included L2 Brief Intervention, L2 Smoking Cessation Advisor Training and L2 Introduction to Support Work. The organisation also invested in training 2 of our tutors to deliver Applied Suicide Intervention Skills Training (ASIST) which is proving very popular.

Internal Training – Our employees continue to be offered a full programme of mandatory training, delivered over the year.

We received a monitoring visit from Ofsted in February 2010, which resulted in an excellent report reflective of the high standards maintained by all the training staff.

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. We are also 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.

What can we offer?

NECA Training Ltd can offer bespoke packages which are tailored to meet the requirements of your staff.

The courses within this guide can be run on an in-house basis, delivery arrangements at a venue and time of your choosing.

We can offer

A comprehensive selection of training courses.

Specific tailor made courses which meet your particular requirements.

Individual and group training at a time and venue of your choice.

A quality service at competitive rates. Discounts negotiable with multiple bookings.

A wide range of experienced trainers professionally qualified to a high standard and registered with IfL.

Quality Assurance

NECA Training Ltd has been recognised as continuing to meet the requirements of the National Standard for effective Investment in People.

All training activities are evaluated and monitored in line with Ofsted. We are also holders of the MATRIX standard.

All our courses are mapped to NOS Standards.

Learning materials

All delegates receive a comprehensive set of course handouts. Evaluation is undertaken at the end of each course.

NECA retains the copyright of the course materials used for the delivery of training.

What happens next?

Information on all available courses is contained within this guide. Alternatively details can be found by visiting our website (www.neca.co.uk)

Bookings can be made by:

Telephone
(0191) 414 6446

Email
training@neca.co.uk

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

- OCN L3 Mentoring Skills Programme
- OCN L2 Introduction to Support Work
- OCN L2 Brief Intervention Alcohol Training
- Diploma Level 2/3 Health and Social Care
- Apprenticeship Framework Health and Social Care
- 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
- OCN Level 3 Alcohol Awareness
- NOCN Level 1/2 Progression Award
-
- Dementia Awareness
- OCN L2 Smoking Cessation Advisor Training

Personal Development

- Introduction to Motivational Interviewing and the Cycle of Change
- Dealing with Aggressive and Abusive Behaviour
- Presentation Skills
- Assertive Communication
- Time Management
- Managing Stress
- Anger Management
- Introduction to Life Coaching
- Introduction to Excel
- 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
- Personal Safety/Lone Working
- Moving and Handling
- Applied Suicide Intervention Skills Training (ASIST)
- Suicide Talk

Professional Development

- Equality and Diversity
- Coaching and Feedback
- Appraisal Skills for Managers
- Group Working
- Motivation and Team Building
- Emotional Intelligence
- Managing Employee Performance
- Effective Delegation
- Recruitment and Interviewing Skills
- Mental Capacity Act

Testimonials

Thanks you for taking time to talk to me regarding the course I took at Wallsend in June.

I would like to say that the tutor was excellent, his manner, skills and knowledge were impeccable and he made the course so enjoyable. He was very caring and he gave us a lot of support. I came away from the course feeling more confident about myself, all due to the tutor. I would also like to add that your staff were also really nice when I booked the appointment.

Thanks so much for all your help. Thanks to the training I now know I am capable of anything and I have gained employment! Looking forward to on the job training – if the tutors are half as good

as you, then I know I'll be fine. Thanks for all the support you gave me during my NVQ – I can't believe I've done it, this is the first qualification I have ever achieved.

Excellent course, friendly tutor, very knowledgeable and helpful. Thank you.

I have learned so much and will definitely use the information to try and make a difference with others.

Thank you very much, it was very enjoyable working with you. It has been a pleasure to work with a provider who is so flexible and understands the needs of vulnerable learners so well.

For more information on courses:
Telephone (0191) 414 6446 Email: training@neca.co.uk



Presentation by Her Grace, the Duchess of Northumberland to Dave Conlon for his NVQ Level 3 in Health and Social Care



Official opening of Clasper House on 14th October 2010 by Her Grace, the Duchess of Northumberland. Also pictured are Barry Speker OBE, DL President Cynthia Atkinson, Chief Executive Norman Richardson, Chairman



Presentation by Her Grace, the Duchess of Northumberland, to Melanie Stevens (pictured with her niece Eva Rose Bell) for her BTEC Level 4 Award in Working with Substance Misuse

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 improvements throughout the year. This included implementing Core Data Set H to meet National Treatment Agency data requirements, automatic reporting on Quarterly Performance Monitoring and TOPs Tracker Information.

Other NECA Database systems were enhanced throughout the year to accommodate and provide more detailed information for internal/external requirements. A new Management Information System (MIS) database was designed and implemented throughout the organisation to streamline data capture within various departments.

NECA launched its new website improving navigation and communications.

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, Auditing 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.

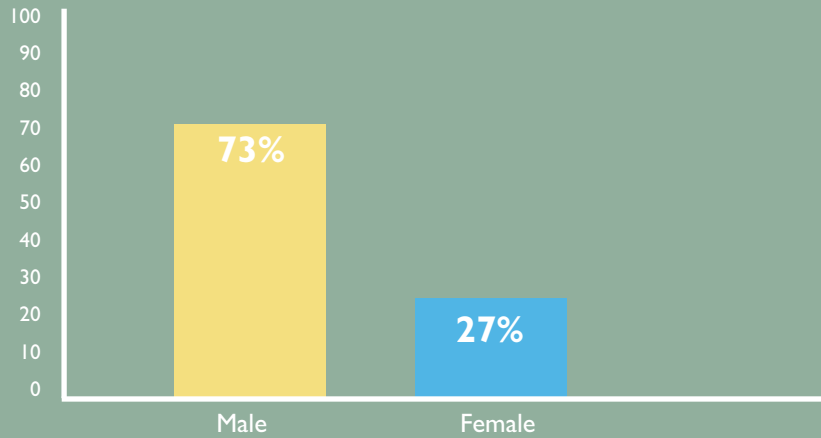
Quality Assurance

NECA's Quality Management System was developed throughout the year to strengthen further the commitment to provide a quality service. Such systems were underpinned by improving quality assurance programmes to match the national quality agenda in substance use/misuse. Enhancing systems and monitoring tools to measure service user outcomes, achieved goals and satisfaction were key factors in the development of such programmes.

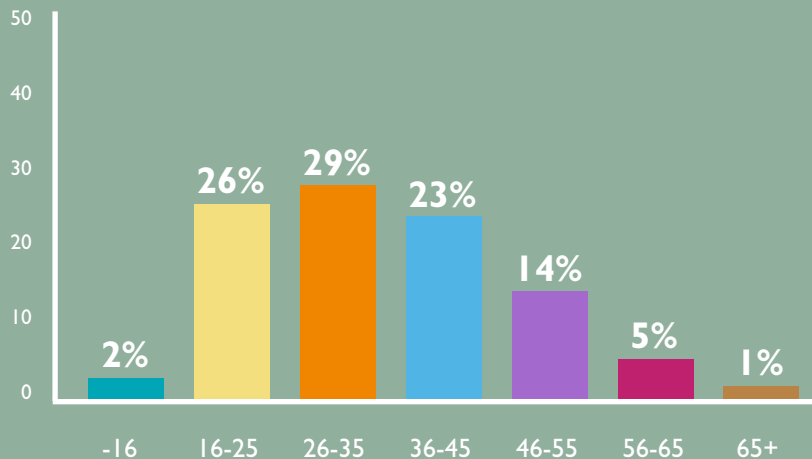
For services that were required to register with the Care Quality Commission (CQC), such services were successfully registered; furthermore all NECA drug and alcohol services embraced CQC Standards throughout the year and work was undertaken to monitor and measure all such services against the CQC Standards.

NECA Client Profile

Gender of Clients



Age Range of Clients



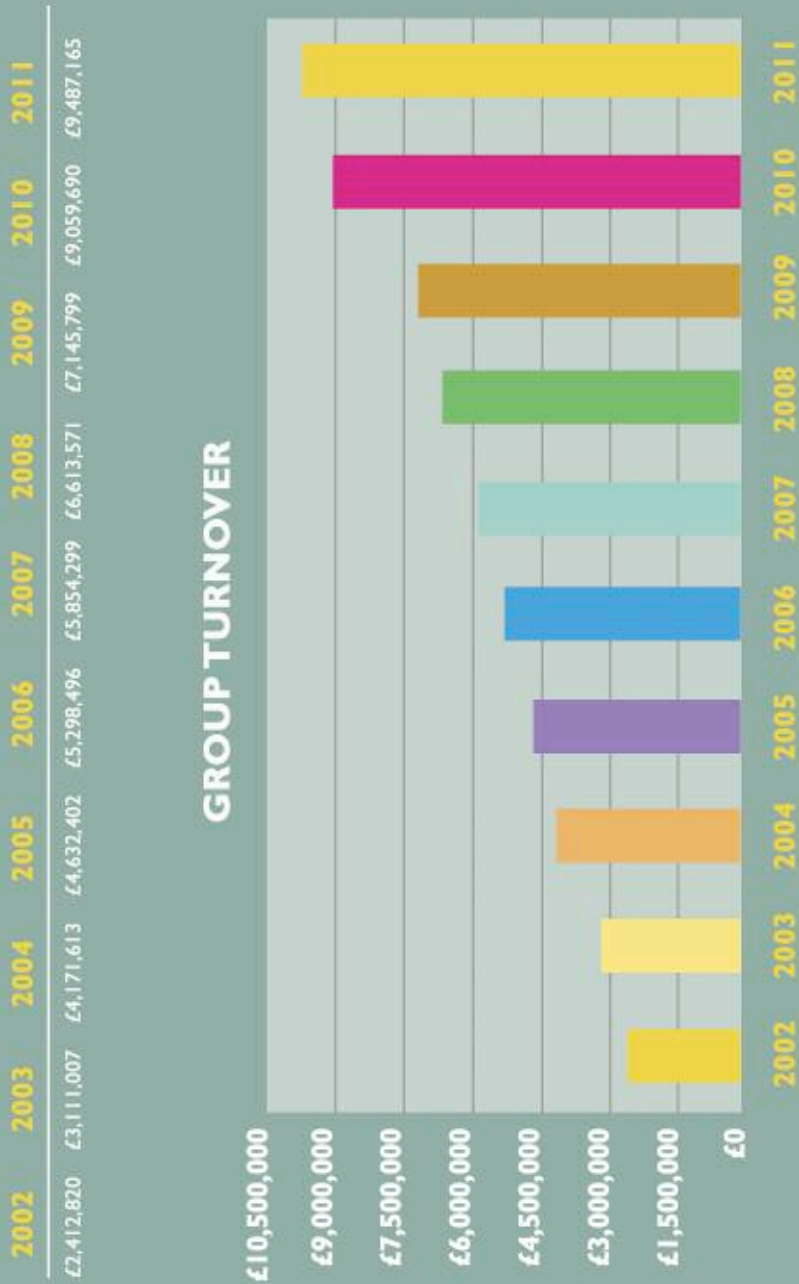
NECA CONSOLIDATED ACCOUNTS

INCOME	2010	2011
Grants	913,419	456,408
Donations	225	23,025
Other Income	8,156,046	9,007,732
Total	9,069,690	9,487,165
EXPENDITURE		
Salaries	5,756,745	6,182,401
Overheads	2,765,041	2,853,944
Total	8,521,786	9,036,345
Surplus	547,904	450,820

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



Funders

Darlington PCT
 DISC
 Durham & Darlington NHS
 Durham DAAT
 Finchale Training College
 Gamcare
 Gateshead Council
 Gateshead NHS PCT
 Jobcentre Plus
 Newcastle PCT
 Newcastle City Council
 North Tyneside DAT
 North Tyneside PCT
 Northumberland DAT
 Northumbria Probation Service
 South Tyneside Council
 South Tyneside MBC
 South Tyneside PCT
 South Tyneside Social Services Dept
 South Tyneside DAAT
 Sunderland City Council
 Sunderland DAT
 Sunderland PCT
 Tees Esk & Wear Valley NHS Trust

Donations

Camerons Brewery
 Clients
 Greggs
 James Associates
 Sherburn House
 Square Circle

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



Notes



