



ANNUAL **REPORT** **2023**

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ANNUAL REPORT 18

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CHAIR'S FOREWARD

This year's Annual Report illustrates the dynamic evolution within our organisational infrastructure and showcases the broad enhancement of our service offerings. Through strategic initiatives and dedicated efforts, we have successfully navigated challenges and celebrated substantial achievements.

Strategic Development and Leadership Transition

This year marked an important milestone as we celebrated PLIAS Resettlement's 18th anniversary. Our history of providing essential support and new beginnings has been enriched by the invaluable contributions of outgoing and incoming trustees. We bid farewell to David Truswell, our outgoing Chair, whose strategic foresight and leadership have been instrumental in steering our organisation through phases of significant transformation; his dedication has set a robust foundation for future endeavours.

We also express our deep appreciation to Noreen Muir and Tajeon Hutton for their committed service. Their contributions have significantly shaped PLIAS's capacity to impact lives positively. We welcomed five new trustees, whose diverse skills have seamlessly integrated with our mission, enhancing our organisational capabilities and outreach.

Community Impact and Project Highlights

Our projects this year have led to impactful community engagement and substantial service delivery improvements. Notable initiatives such as the Back on Track and Moving On Up projects have directly contributed to reducing re-offending and improving employment outcomes for young black men, reflecting our commitment to addressing systemic challenges and enhancing community well-being.

The Phoenix Back-2-Work and Step-Up projects have also seen remarkable progressions and success, connecting vulnerable individuals with meaningful opportunities and support. These programmes highlight our holistic approach to rehabilitation and community integration, fostering environments where individuals can thrive.

Engagement and Advocacy

We continue to strengthen our community ties through proactive engagement and advocacy. Our involvement in Domestic Homicide Reviews (DHR), particularly highlighted by the tragic case of Denise Keane-Simmons, demonstrates our dedication to improving outcomes and advocating for necessary changes in community wellbeing, safety and support frameworks.

Additionally, our collaboration with local authorities and partners like the Mayor of Brent, has enriched our community projects, enabling us to extend our reach and deepen our impact. The support from Cllr Orleen Hylton has been invaluable, and we look forward to continuing this partnership.

Looking Forward

As we announce the upcoming Domestic Homicide Review (DHR), Domestic Violence and Abuse (DVA), & Criminal Justice Summit in November 2024, we are positioned to further our impact and continue our advocacy for those we serve. This event is set to be a pivotal moment in our ongoing efforts to address critical community issues.

The coming year promises new opportunities for innovation, growth and progression. We are poised to leverage the insights gained from our robust data analyses and stringent management, which includes the powerful narratives shared by our clients, to drive future initiatives that will benefit our community profoundly.

As we look to the future, we are inspired by the collective spirit of our, trustees, directors, staff, funders, and stakeholders whose unwavering support and dedication fuel our mission and drive to succeed. Together, we are committed to further build upon our achievements, whilst continuing to make a positive difference in the lives of those we serve.

Join us as we celebrate our past, embrace our present, and eagerly anticipate an even brighter future.

Here's to continued success and impactful change!



Jacqueline A. Hinds
Chair of the Board of Trustees

MANAGEMENT TEAM REPORT

Celebrating 18 Years of Impact at PLIAS Resettlement

As we mark PLIAS Resettlement's 18th anniversary in December 2023, we celebrate a journey filled with challenges, growth, and significant achievements. Over the years, PLIAS has become a vital lifeline, offering support and new beginnings to those in need. This milestone allows us to express our gratitude to all contributors, past and present, whose dedication and support have been instrumental. We recognise the goodness and faithfulness of God, which has guided us through every step of our journey.

Please join us in toasting to our past, acknowledging our present, and looking forward to a future filled with promise and potential. Raise your glass to where we have come from, celebrate where we are today, and embrace the belief that the best is yet to come. Cheers to continued success and impact.

This year, we expanded our team, welcoming new trustee Jacqueline Hinds and domestic abuse caseworker Yvonne Michele, both of whom have brought valuable perspectives and expertise to our organisation.

We are immensely grateful to our dedicated staff, trustees, clients, funders, and stakeholders, whose unwavering support and collaboration have been instrumental in our success. None of this work would be possible without each and every one of our dedicated and generous supporters. We hope that as you read this report, you see the impact that you have had on the lives of so many.

Project Highlights: A Year of Progress and Impact

1. Northwick & Ealing Outreach Network (Neon Project):

This innovative care model, piloted for 16–24-year-olds at London North West University Healthcare (NHS Trust) (LNWH), has been a cornerstone of our efforts.

2. Domestic Abuse Awareness in Black Majority Churches:

Funded by Brent Council's NCIL, the 'Stepping Up' project has elevated domestic abuse awareness within Harlesden's black majority churches.

3. Domestic Homicide Reviews: Advocating for Change

This year, PLIAS has taken a significant role in advocating for improvements in Domestic Homicide Reviews (DHR), spurred by the tragic death of Denise Keane-Simmons.

Looking Ahead

As we prepare for 2024, we will focus on enhancing our service delivery and expanding our reach. The ongoing collection of organisational data and compelling community stories will strengthen our platforms and highlight the profound impact of our work.

2023 has been a year of notable achievements and solid groundwork for future endeavours. With continued support from our community and partners, we are excited to forge ahead, driven by our mission to provide impactful support and empower those we serve. Thank you to everyone who has been part of this journey, your support and belief in our mission have been invaluable.

Norma Hoyte & Tom Chandler

STAFF REPORTS

Transforming Lives: SL's Journey from Caregiving to Construction

In this annual report, we are excited to showcase the inspiring story of SL, whose journey exemplifies the transformative impact of PLIAS Resettlement's support. SL came to us during a challenging transition in her life. Having been a dedicated caregiver to her mother for the past decade, she found herself navigating the grief of her mother's recent passing while also facing the daunting task of re-entering the workforce.

During our initial meeting, it was clear that SL was at a crossroads, unsure of her next steps but certain she wanted a career that allowed her to work outdoors rather than in a conventional office setting. As we delved deeper into her interests, SL's creativity shone through. She expressed admiration for the artistry of plastering, particularly the technique of creating marble effects on walls, which revealed her keen eye for detail and appreciation for craftsmanship.

Recognising her potential, I encouraged SL to enrol in our CSCS course to pave her way into the construction industry. SL was a frequent visitor at our offices, diligently preparing for her exams by completing mock tests daily. Her hard work paid off swiftly as she passed her assessments with flying colours, enabling us to secure her CSCS card and the necessary personal protective equipment to start her career safely.

In pursuit of the perfect opportunity for SL, I reached out to various organisations and explained her unique situation. Our persistence was rewarded when a company expressed interest in diversifying their team by welcoming a female apprentice. SL's preparation included a thorough mock interview with our team, boosting her confidence to excel in her real interview.

SL's success in securing the apprenticeship was a moment of pride for everyone involved. Today, SL is not only thriving in her apprenticeship but is genuinely passionate about her new career path in construction. She has repeatedly expressed her gratitude for the support provided by PLIAS Resettlement, which she credits with empowering her to embark on this fulfilling new chapter of her life.

SL's story is a powerful reminder of the impact compassionate guidance and dedicated support can have on an individual's life. It highlights the core mission of PLIAS Resettlement: to empower individuals to navigate life's transitions successfully and start new journeys with confidence.

Yadwinder Khasriya
Adviser

COMMUNITY HEALTH INITIATIVE: BRENT HEALTH MATTERS PROGRAMME

This is an initiative by Brent Council, which is aimed at enhancing community health and reducing health disparities. My work focuses on promoting health awareness and supporting individuals and communities in adopting healthier lifestyles, with a particular emphasis on combating diabetes.

ACTIVITIES

- health awareness sessions
- educational events and health presentations
- health promotion activities
- interdisciplinary meetings to devise strategies



JOURNEY TO BETTER HEALTH

To address significant challenge of diabetes in the black community, this initiative aimed to:

- increase awareness
- implement prevention strategies
- empower and education
- Strengthen community ties
- promote sustained health

MINISTERIAL AND COMMUNITY INVOLVEMENT

Local church ministers were urged to:

- host and promote health sessions
- use church platform to spread awareness
- provide continual feedback to tailor sessions
- offer spiritual support



Engagement Outcomes

The initiative saw active participation from local church ministers and congregations facilitating health sessions within their churches, leveraging church networks to promote health education. This collaborative effort not only enhanced the reach of our health messages but also reinforced the communal support framework, essential for sustainable health improvements.

Impact and Reflection

This past year has seen profound growth in community engagement and health education, thanks to the Brent Health Matters programme and the supportive framework of local churches. The success of the 'Journey to Better Health' initiative demonstrates our commitment to addressing immediate health issues, as well as fostering an environment where healthy choices are encouraged and supported.

Vision

As we move forward, I am inspired by the progress we have made, which reaffirms my dedication to advancing our mission to improve community health through education, support and collaborative action.

Norma Whyte

Health Educator

TESTIMONIAL

NATIONAL CAREERS SERVICE

After a prolonged period of unemployment, I decided to seek help from the National Careers Service at PLIAS, where I met with an adviser on a number of occasions. Together, we focused on revamping my CV and exploring opportunities that aligned with my interests, specifically in the construction sector.

Through these sessions, I enrolled on a CSCS course designed for individuals aiming to enter the construction industry. My adviser provided a clear, step-by-step guide on how to proceed, which included detailed job profiles that helped tailor my job search and training efforts.

As a result of this guidance, I successfully passed my Level 1 Health & Safety in a Construction Environment and CITB exams. I am currently awaiting my certificates, which are essential for applying for my CSCS card—a critical step towards gaining employment in the construction field.

This engagement with the National Careers Service has significantly clarified my career path. I now have a well-defined direction and understand the steps I need to take to achieve my goals in the construction industry. The advice and support I received have improved my job prospects by equipping me with the necessary credentials and boosting my confidence.

The most impactful aspect of the service was learning how to navigate the process of obtaining my CSCS card, which is pivotal for my desired career path. Additionally, the sessions enhanced my confidence, particularly overcoming the initial hesitation I had about re-entering the workforce in a new industry.

I would highly encourage others seeking career guidance to reach out to the National Careers Service. I feel more equipped and confident about my future thanks to the invaluable support from the National Careers Service.

OUTREACH

ACTON AND EALING JOB CENTRES

PLIAS Resettlement has had a dynamic year extending its outreach initiatives to include consistent engagement at Acton and Ealing Job Centres. Our presence at these centres has been instrumental in bridging the gap between job seekers and opportunities, especially for those with unique barriers such as criminal records. This system allows Job Coaches to schedule appointments for our team to meet with an average of 14-18 clients daily.

During these sessions, our team provides a comprehensive range of services:

- **Guidance on Disclosure of Criminal Records:** empowering clients with the knowledge to disclose their records confidently.
- **Construction Career Pathways:** offering advice and enrolment assistance for our CSCS courses, which are a stepping stone into the construction industry.
- **General Careers Advice:** tailoring career strategies to individual needs and aspirations.
- **Local Job Opportunities:** connecting clients with immediate employment options within their community.
- **Apprenticeships:** guiding clients through the process of securing apprenticeship positions across various sectors.
- **Signposting to Training:** directing clients to specialised training opportunities that align with their career goals.
- **Basic Housing Advice:** assisting with preliminary housing concerns to ensure clients have stable living conditions conducive to employment.

Our outreach not only caters to a diverse age range from 18 to 65 but also plays a crucial role in enhancing the employability and life stability of our clients. Through these efforts, PLIAS continues to make significant strides in supporting individuals in navigating the complexities of reintegration into the workforce, ensuring every interaction adds value to their journey towards sustainable employment.

P&ACT PROJECT

BUILDING ON ESTABLISHED FOUNDATIONS

Since the inception of the Domestic Abuse Caseworker role at PLIAS Resettlement in 2020, the team has continuously built upon the solid groundwork laid by initial caseworkers. With the arrival of the new domestic abuse caseworker in July 2023, the project has expanded, making significant strides in several critical areas including enhancing operational tools, leading impactful awareness campaigns, and forging key partnerships.

The domestic abuse caseworker is pivotal in managing the day-to-day operations of the P&ACT Project, focusing on achieving performance targets and safeguarding vulnerable women. This role is integral to enhancing the organisation's capabilities in strategic planning, operational oversight, and community engagement. Responsibilities include designing and facilitating programmes that empower women and girls, equipping them with the necessary tools and resources to rebuild their lives and break the cycle of abuse. These dedicated efforts strengthen our commitment to delivering impactful support and fostering lasting change in the lives of those we serve.

In collaboration with the Data Analyst, the new online referral forms and Mayor's Office for Policing and Crime (MOPAC) forms were implemented. These tools have been crucial in streamlining the referral process, ensuring individuals in need can access our services swiftly and securely.

Collaboration has been a cornerstone of our approach to addressing domestic abuse. Supported by Bozena Easter, our Office Administrator, the team organised the "16 Days of Activism against the Elimination of Violence against Women and Girls," a global campaign that runs from November 25 to December 10. Our joint efforts with Brent Council significantly heightened the campaign's impact, driving awareness and encouraging action against violence targeting women and girls.



A key development was the Commemorative Booklet, part of celebrating the Forgotten Black Heroes of the Second World War. A series of exhibitions were organised to pay tribute to the enormous contributions of exceptional Black men and women who rose above discrimination and adversity. Held in partnership with the Mayor, Cllr Orleen Hylton, the Royal Air Force, and the Peabody Housing Trust, this initiative led to the creation of the PLIAS Memorial Pin, a tribute that offers hope to survivors of violence and honours the legacy of Black heroes. The Forgotten Heroes Exhibition at the Brent Civic Centre attracted substantial community engagement and participation, emphasising the campaign's relevance and impact.



In 2023, we further fortified our efforts, achieving significant milestones in enhancing the support network for victims of domestic abuse and gender-based violence. Through strategic collaboration, innovation, and strong advocacy, we have established a robust foundation for continued initiatives aimed at eradicating violence against women and girls. Our unwavering commitment ensures that their safety, dignity, and rights are not only protected but actively upheld.

CASE STUDY

Navigating Towards Stability – The Resilience Journey of Client Q

Client Q, a 26-year-old Asian woman, faced severe emotional and psychological distress due to prolonged domestic abuse by her now-incarcerated husband. This trauma was exacerbated by her struggles with depression, self-harm, and suicidal thoughts. Amid these challenges, the potential removal of her one-year-old child by social services loomed, increasing her anxiety. With limited social support and significant responsibilities as a mother, Client Q engaged with the P&ACT Project, participating in nine targeted emotional support sessions.

These sessions aimed to improve Client Q's emotional regulation, stabilize her mental health, enhance her parenting skills, and build a supportive community network. Employing various therapeutic techniques and dialogues, these meetings helped her address and reshape her harmful thought patterns. An essential component of her recovery was developing a comprehensive safety plan to manage self-harm impulses and thoughts of suicide, alongside practical parenting support to ensure a secure environment for her child.

Throughout her therapy, Client Q demonstrated considerable improvement. She reported a significant reduction in the frequency and intensity of her suicidal ideations and learned effective coping strategies that decreased her self-harm behaviours. Her newfound confidence empowered her to make safer life choices, reconnect with family members, and engage with a local support group, diminishing her isolation.

Despite these advancements, the shadows of her past abuse persist, compounded by the imminent release of her husband from prison and ongoing financial hardships, which continue to be monitored by social services. Client Q's journey, as captured through her involvement in the 1-2-1 sessions, highlights her remarkable resilience and the positive strides she has made towards stability. She now finds herself in a better position to provide a nurturing and stable environment for her child, significantly reducing the likelihood of family separation and enhancing her overall quality of life. Her case, now concluded, leaves a legacy of recovery and resilience.

THE NEON PROJECT

This year, our NEON project provided crucial support to a range of young patients facing significant challenges. Among them was a 22-year-old female admitted to the hospital due to a severe sickle cell crisis.

Immediate Action and Coordinated Care

Upon learning of her circumstances, our team swiftly coordinated with a multidisciplinary group including her doctor, the hospital's safeguarding team, social services, her housing officer, and a family member to ensure her safety. The primary concern was that she feared returning home, where the locks remained unchanged despite her precarious situation.

Collaborative Efforts for Safety

Our Paediatric Youth Worker/Coordinator promptly initiated a comprehensive support plan. This involved:

- notifying the patient's medical team about her vulnerability, ensuring that her living conditions were secure before her discharge.
- confirming with social services that an urgent safeguarding assessment had been conducted.
- arranging for the locks on her doors to be changed through constant communication with housing services, ensuring the involvement and agreement of the patient and her family.

Ensuring a Safe Return Home

Through our diligent efforts and constant liaison among medical and social service professionals, the necessary changes were made to her home. This coordination ensured that she could return to a secured living environment post-discharge.

Further Support and Referrals

To address the trauma of domestic abuse, we referred her to the Phoenix Project for ongoing support and counselling. Additionally, we connected her with MIND and other online support resources like www.kooth.com for continued mental health support.

This case highlights the NEON project's commitment to not only address the immediate medical needs of young patients but also to extend its support to encompass their broader safety and wellbeing. Our collaborative approach across various sectors facilitated a safe discharge and ongoing support, reflecting our dedication to holistic care.

Sandra Absolam

Youth Worker

CASE STUDY

R.R's Journey to Employment Stability

R.R came to us early in 2023 amidst financial struggles, eager to secure employment promptly. He was honest about his frustration and anxiety due to his urgent need for a job. Having already completed part of the Construction Skills Certification Scheme (CSCS) focused on health and safety, he needed to finish the remaining segments to fully qualify. R.R diligently submitted all his required documents and excelled in a practice test after our initial meeting.

Determined to succeed, R.R attended regular practice sessions and agreed to work with a mentor who helped him navigate through his preparation. His dedication paid off when he passed his test. Although he was thrilled with his progress, the wait for his official CSCS card and certificate heightened his anxiety, sometimes making him seem aggressive due to his eagerness to start working and stabilise his financial situation.

Upon receiving his CSCS card, R.R promptly found a construction labouring job. He collected his personal protective equipment (PPE) the following day and began earning an income. To further support him, we engaged R.R in weekly telephone check-ins, as he preferred voice conversations over texts, which helped him build a strong, supportive relationship with his mentor. These calls significantly reduced his anxiety and improved his professional demeanour.

A few months later, R.R expressed interest in expanding his skillset into the security sector. We enrolled him in a security training course scheduled, aiming to diversify his employment opportunities. R.R maintained his construction job while pursuing training with Diffusion, a company that later provided him with further training in traffic marshalling and plans for CCTV operation training.

R.R's proactive approach continued to pay dividends as he successfully transitioned to a security role by the end of, 2023, allowing him to work night shifts at a central London train station. This schedule suited his personal life, enabling him to care for his dog. R.R now enjoys his new role and actively refers others to PLIAS Resettlement, grateful for the support and opportunities he received.

POSITIVE TURNAROUND PROJECT

As an integral member of the Positive Turn Around Project from its inception, my role has been to mentor and support individuals over the age of 18 who have completed their licensing and probation periods, facilitating their transition into education, training, and employment.

Customised Client Engagement: I organised regular one-to-one workshops and crafted personalised action plans for each client, tailoring my approach to meet individual needs. My collaboration extended across various sectors, including construction, retail, logistics, and educational institutions, ensuring a broad spectrum of opportunities for our clients.

Administrative Excellence and Continuous Improvement: The project demanded meticulous administrative management, which I addressed by maintaining detailed records and creating spreadsheets to monitor client progress. Regular team meetings and coordination with London Training and Employment Network (LTEN), who managed the project, were essential for staying aligned with our goals and adapting strategies as needed. I also prepared quarterly performance reports to evaluate our success against targets and identify areas for improvement.

Building Trust and Achieving Results: The cornerstone of my work has been establishing trust and empathy with clients, which I consider the most rewarding aspect of my role. Witnessing the transformative journeys of individuals from challenging circumstances to successful and fulfilling paths has been profoundly gratifying.

This project has not only positively impacted the lives of many but has also enhanced my professional and personal growth, reaffirming my commitment to making a meaningful difference in the community.

Bharat Soni
Adviser

CASE STUDY

TG's Journey

TG participated in an IAG session and, during our initial assessment, expressed a strong interest in receiving information, advice, and guidance on returning to employment, particularly within the construction industry. At that time, TG was receiving Universal Credit and was seeking full-time work. With no prior experience in construction, we explored opportunities as a construction labourer, which TG was keen to pursue. He was enrolled in CSCS training, which upon completion, would allow him to obtain a CSCS card valid for five years, enabling him to work on construction sites as a labourer.

TG attended the CSCS training and successfully passed the Lantra Level 1 exam in Health & Safety in a Construction Environment. However, he initially failed the CITB Operative's exam. To support him, we encouraged TG to practice by taking mock tests at the office and provided additional one-to-one support. I reviewed his incorrect answers with him to help him understand his mistakes. Despite this support, TG failed the CITB exam again on his second attempt and was feeling quite stressed and discouraged.

I reassured TG, commending his success with the first exam and encouraging him to persevere, noting that he had missed passing the second exam by just one mark. Motivated by this encouragement, TG worked hard and began scoring high marks on mock tests. I scheduled his next CITB exam only when he felt confident. On his third attempt, TG passed the exam and was thrilled and relieved. He thanked me for the support throughout his journey.

TG has now received his CSCS card and been provided with a list of construction employers to contact.

Safina Akbar

CITB Administrator

A YEAR OF IMPACT

As we reflect on the past year, PLIAS Resettlement stands at the forefront of transformative change and notable progress in data management and client support. In 2023, we continued to uphold our mission to positively impact the lives of adults and young people, enhancing their opportunities and overall well-being through dedicated support services.



Back on Track Programme Our second year of the Back on Track programme successfully supported 57 young individuals, both male and female, between the ages of 16-24. This group, consisting of individuals with criminal records or those at risk of re-offending, received comprehensive support over 12 months. Through our efforts, 26.3% entered employment, with an additional 28% engaging in education or training. Notably, 45.6% of the participants did not re-offend within 6-12 months, a testament to our effective intervention strategies. Our holistic approach not only helped reduce re-offending rates but also significantly boosted the participants' confidence.

Step Up Project The Step Up Project made considerable strides by supporting 66 young people at risk of offending. This initiative focused on community engagement across several boroughs, achieving impressive outcomes with 95 education, training, and employment (ETE) results, surpassing our target of 94. Our collaboration with organisations like Diffusion Elite Security and Berry Recruitment played a crucial role in these achievements, offering tailored support to meet individual needs.

Strides 2 Progression Project The Strides 2 Progression project continued to make significant impacts by supporting 90 males over ten months, with 36% gaining employment in key industries. This initiative is a clear reflection of our continuous effort to align our services with the evolving needs of our community.

Moving On Up Project The Moving on Up project, aimed at improving employment outcomes for young black males, concluded in the third quarter of 2023. Supporting 27 individuals, this project addressed employment inequalities and the over-representation of black men in the criminal justice system. An outstanding 48% of participants secured jobs in various sectors, highlighting the effectiveness of our targeted support.

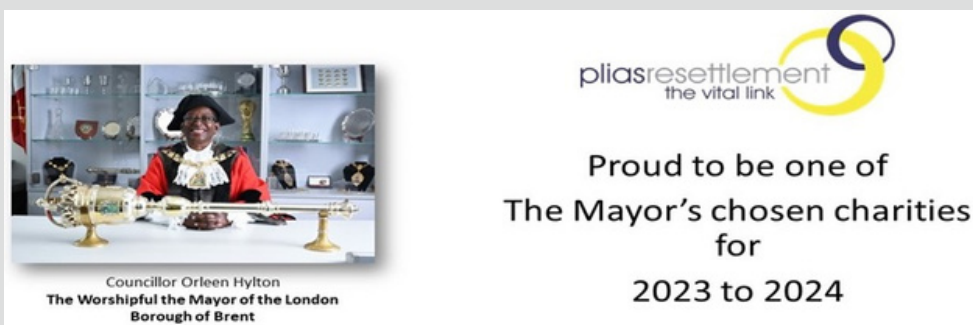
Phoenix Back 2 Work Project Our Phoenix Back 2 Work Project focused on assisting 19 women, with 16% successfully entering employment sectors such as education and retail. Additionally, 21% completed training courses, primarily in construction, showcasing our commitment to providing diverse and relevant skill-building opportunities.



A YEAR OF IMPACT

Client Feedback and Continuous Improvement Throughout the year, we maintained a robust feedback system, allowing us to gather insights from our service users. This feedback has been overwhelmingly positive, with 100% of clients feeling that PLIAS Resettlement met their needs and boosted their confidence. The willingness of our clients to recommend our services further motivates us to enhance our offerings and continue making a difference.

2023 has been a year of substantial growth and effective impact at PLIAS Resettlement. We have not only met but exceeded many of our strategic objectives, thanks to the dedication of our team and the resilience of our clients. As we move forward, we remain committed to listening to and learning from our community, ensuring that our future initiatives will continue to foster meaningful change and provide essential support where it is most needed.





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