

ANNUAL REPORT

PLIAS Resettlement

Supporting And Serving The Community



www.pliasresettlement.org.uk

Report 20



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VISION & MISSION

Vision

Our vision is to create safer, stronger communities where people can rebuild their lives, overcome disadvantages, and access the support they need to thrive.

We work in partnership with individuals, families, community organisations and local authorities to reduce harm, improve social inclusion and ensure that people regardless of their past or circumstances have hope and opportunities for positive change.

Mission

Our mission is to reduce re-offending, support victims of crime, domestic abuse and violence, by breaking the cycles of harm by providing tailored guidance, practical support, and access to positive opportunities. We aim to improve life chances, strengthen wellbeing, and help individuals build safer, more stable futures across North and West London.



CHAIR'S FOREWORD:

Challenge, Change, & Progression

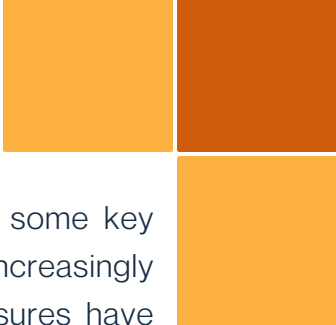


This year has marked a significant period of strategic development, change and transition for PLIAS. It has been a year that has required resilience, adaptability and, above all, a strong sense of collective responsibility from our Board of Trustees and staff. Against a backdrop of organisational, financial and personal challenges, we have continued to navigate change while remaining focused on our purpose, our core values and the communities we serve.

Our Board of Trustees are fully embedded and active within their roles and responsibilities, providing strengthened governance, strategic oversight and operational support in accordance with Charity Commission guidance. Trustees have taken greater ownership of key areas of work, bringing their knowledge, skills and experience to support both the organisation and its staff. Their commitment has been particularly important during a period when difficult decisions and new ways of working have been necessary.

Our organisational development is progressive, but it is also necessary. We are strengthening our infrastructure, reviewing our systems and introducing new ways of working to ensure that PLIAS can sustain its day-to-day responsibilities, maintain business continuity and build a stronger foundation for the future. Change of this nature is never without challenge, and we recognise that with progress there can also be a sense of loss.

This year, PLIAS has experienced loss both organisationally and personally. We have sadly lost a valued member of staff, while colleagues have also experienced bereavement and significant personal loss within their families. At such times, the importance of compassion, understanding and looking after one another becomes even more evident. I am proud of the way our staff and Trustees have continued to support each other through these experiences, demonstrating that our commitment to PLIAS extends beyond the work we deliver to the people and relationships that make the organisation what it is.



We have also experienced considerable financial uncertainty. Funding for some key projects has come to an end or has not been renewed, reflecting the increasingly challenging funding environment across the charitable sector. These pressures have inevitably affected our staffing capacity and required us to think differently about how we sustain our services. Yet rather than allowing these challenges to diminish our commitment, they have encouraged us to strengthen our partnerships, deepen our community engagement and seek new opportunities.

The appointment of our dedicated fundraiser is an important investment in PLIAS's future. Their work will support us to diversify our funding base, develop new opportunities and ensure that the organisation is better positioned to sustain and grow the essential work we undertake.

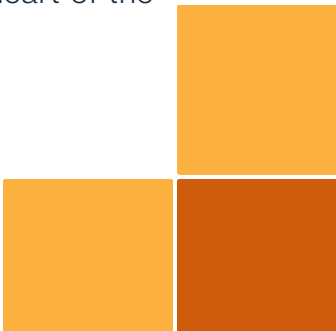
Throughout these challenges, our staff have demonstrated remarkable commitment and flexibility. Colleagues have supported projects beyond their immediate areas of responsibility, helping to bridge gaps created by staff changes and shortages and ensuring that essential services remain responsive to the needs of our communities. Our emerging ethos of **“a win for one is a win for all”** reflects this collective spirit. It speaks to a culture in which success is shared, colleagues support one another, and no individual or project stands alone.

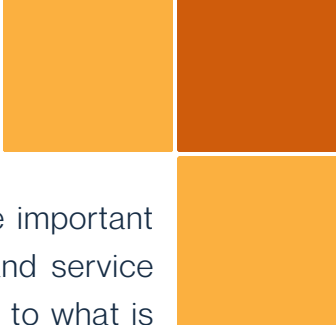
We continue to be encouraged by the progress and impact of our projects and partnerships. Despite the challenges, PLIAS remains committed to providing meaningful support, creating opportunities and responding to the changing needs of the communities we serve. The fresh energy, new ideas and commitment emerging across the organisation give us confidence that there is much to look forward to.

Looking Forward

The next chapter for PLIAS will be innovative, creative and transformative. We recognise that transformation is not simply about changing structures or systems; it is about creating a culture and infrastructure that enables our people to thrive and our organisation to remain sustainable, relevant and responsive.

Our forthcoming Summit, centred on **“The Voice of the Child, Young Person and Service User,”** reflects this commitment. Bringing the Summit back to the heart of the community at Brent Civic Centre is particularly significant.





Following the tragic loss of two young lives within Brent recently, it is more important than ever that we create spaces where children, young people, families and service users are heard, valued and supported. We must continue to listen not only to what is being said, but also to what may remain unspoken.

As we move forward, our ambition is to build on our existing services while developing new **CPD-accredited workshops and programmes, alongside EQ Certification opportunities**. These initiatives will strengthen our contribution to lifelong learning, professional development and emotional intelligence development, while creating further opportunities for individuals, practitioners and partner organisations to enhance their knowledge, skills and personal and professional capacity. Through this expanded learning and development offer, PLIAS will continue to create opportunities for collaboration, empowerment and meaningful community development.

There is still much work to do. However, this year has demonstrated the strength, compassion and determination that exists within PLIAS. We have faced uncertainty, experienced loss, navigated difficult change and continued to deliver. We have done so because of the dedication of our staff, the commitment of our Trustees, and the continued belief of our partners, funders, volunteers and service users.

On behalf of the Board of Trustees, I extend my sincere appreciation to everyone who has contributed to PLIAS throughout this challenging but important year. Your commitment reminds us that transformation is not achieved by any one person; it is built collectively, through courage, compassion, collaboration and a shared belief in what is possible.

Together, we will continue to **empower lives, amplify voices and build safer, stronger and more resilient communities**.

Jacqueline A. Hinds

Chair of the Board of Trustees

National Career Service:

Jan-Dec 2025

PLIAS Resettlement has continued to deliver the **National Careers Service (NCS)** across West, North and South London, working through a range of settings including Probation offices, training organisations, prison leaver services and local job centres. Delivery has included **Ealing, Neasden, Acton and Harlesden job centres**, with a particular focus on supporting individuals who have had contact with the criminal justice system or who may be at risk of offending behaviour.

NCS support is centred on understanding each individual's circumstances, aspirations and short- and longer-term goals, helping them to identify realistic pathways towards positive change and improved life opportunities. During the reporting period, **PLIAS engaged and supported 1,184 clients**, with **562 progressing into employment or completing an accredited training course**. These outcomes demonstrate the contribution of the service in supporting individuals to develop skills, increase employability and take positive steps towards greater stability and independence.

Through confidential and tailored one-to-one sessions, the PLIAS team provides practical careers and progression support, including **employment advice, general careers guidance, apprenticeship advice, basic housing guidance and signposting to specialist training providers**. This holistic approach recognises that barriers to employment and progression can extend beyond skills and qualifications and that individuals may require wider support to achieve their goals.

The service continues to provide accessible careers guidance to individuals aged **18–65**, supporting people within local communities as well as those referred from outside the immediate area. Through responsive, person-centred advice and partnership working, NCS remains an important pathway for helping individuals navigate employment, education and training opportunities and move towards more positive and sustainable futures.

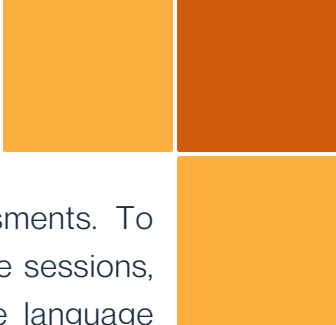
Kingsley Mbajuwa
NCS Team Leader

Construction Pathways: CSCS – Lantra & CITB Examinations

The CSCS Training Programme provides an excellent route into employment within the construction industry. The programme equips individuals with the qualifications needed to work safely and confidently on construction sites. The CSCS Green Labourer Card is a recognised entry-level qualification that enables candidates to access employment opportunities and begin a long-term career in construction. Throughout 2025, PLIAS Resettlement continued to deliver this one-day intensive training course on a weekly basis, supporting individuals from a wide range of backgrounds, including those facing barriers to employment.

To obtain a CSCS card, candidates must successfully complete two assessments. The first is the Level 1 Health and Safety in a Construction Environment training course and examination, followed by the CITB (Construction Industry Training Board) Health, Safety and Environment Test. The programme is particularly valuable for our target group, with most referrals coming from Jobcentre Plus offices and Probation Services, alongside self-referrals through family and friends. We have also seen an increase in the number of women joining the programme through Jobcentre Plus, youth centre and community referrals, reflecting the growing opportunities for women within the construction industry. For individuals with limited work experience, employment gaps or criminal convictions, labouring roles often provide an accessible entry point into construction. A CSCS card is essential, as it is required for access to most construction sites. With ongoing skills shortages across the sector, candidates can begin in labouring roles and progress through further training, apprenticeships and long-term career development.

In 2025, a total of **249 candidates** attended the Health and Safety training course, with **239 successfully passing** the Level 1 Lantra Health and Safety in a Construction Environment examination. This represents a **96% pass rate**, with only 10 candidates not achieving the required standard. Following completion of the Level 1 qualification, **199 candidates** were registered for the CITB Health, Safety and Environment Test. Of these, **178 candidates** successfully passed and **21 were unsuccessful**, giving an **89% pass rate**.



The CITB test continues to be the more challenging of the two assessments. To maximise success rates, PLIAS provides additional support through practice sessions, revision materials and one-to-one guidance, helping candidates overcome language barriers, build confidence and improve their chances of success. We have observed that while many candidates complete the initial Health and Safety training, fewer progress immediately to the CITB test. As there is no set timeframe for completing the second assessment, some candidates delay taking the test for personal reasons, while others disengage after passing the first examination. This partly explains why the number of Lantra registrations exceeds the number of CITB registrations.

PLIAS Resettlement has developed strong partnerships with construction recruitment agencies, enabling us to refer successful candidates directly into employment opportunities once they have achieved both qualifications. We continue to actively promote the CSCS programme through Jobcentre Plus offices, Probation offices and job fairs. As demand for skilled construction workers continues to grow, PLIAS Resettlement remains committed to supporting individuals into training, qualifications and sustainable employment opportunities within the sector.

Safina Akbar

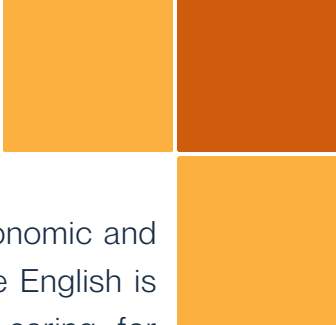
Adviser / CSCS Coordinator

CSCS Training, Engagement & Progression

The CSCS training programme continues to attract a diverse range of candidates from different educational backgrounds and with varied career aspirations within the construction sector. While the majority of participants progress towards the **Green Labourer Card**, candidates have also achieved the **Blue Skilled Worker Card, White Academically Qualified Person Card and Black Manager Card**, reflecting the breadth of progression pathways available. Referrals are received through a range of partners, including **Ealing, Acton and Harlesden Job Centres**, enabling the programme to reach candidates with differing needs, circumstances and employment goals.

Information, guidance and enrolment appointments are provided to referred candidates to ensure they understand the programme requirements and the steps involved in obtaining their CSCS card. Once enrolled, participants progress through three key stages. The first involves health and safety training in a construction environment, supported by a study pack and successful completion of a mock examination. Participants then progress to the **LANTRA examination** and, following successful completion, undertake preparation for and sit the **CITB examination**. Candidates applying for the Academically Qualified Person or Manager Card undertake the relevant Managers examination in place of the CITB examination. Successful completion of the required examination enables participants to apply for their CSCS card.

Since January 2025, **389 candidates** have been enrolled through referrals from Ealing, Acton and Harlesden. Of these, **219 have attended the training centre and actively engaged** with the programme. To date, **48 participants have completed the full CSCS training programme and obtained their CSCS card**, while **92 have successfully passed the LANTRA examination**. Of those who have passed LANTRA, **44 are currently preparing for the CITB examination**, with a further **127 participants progressing through the first stage of training**.



Engagement with the programme can be influenced by a range of socioeconomic and personal circumstances. These include language barriers, particularly where English is not a participant's first language, as well as childcare responsibilities, caring for dependents and wider family commitments. Health and wellbeing challenges, including periods of recovery from surgery, anxiety and low motivation, can also affect a participant's capacity and consistency in engaging with training. Recognising these barriers is important in ensuring that participants are not disadvantaged by circumstances beyond their control.

A key strength of the programme is its **flexible approach to learning**, enabling participants to progress at a pace that reflects their individual circumstances. This flexibility can support continued engagement and encourage participants to re-engage when wider personal or family circumstances temporarily affect their ability to participate. Participants receive support throughout each stage of the process, helping them to remain focused on progression and employment goals.

The programme has also developed partnerships with construction companies to strengthen the pathway from training into employment. These partnerships provide opportunities for **employment, apprenticeships and work experience**, alongside pre-employment support designed to enhance participants' skills, confidence and employability. By connecting training and qualification with practical employment opportunities, the programme seeks to provide participants with a realistic and supported pathway into the construction sector and sustainable employment.

Stacey Samuel

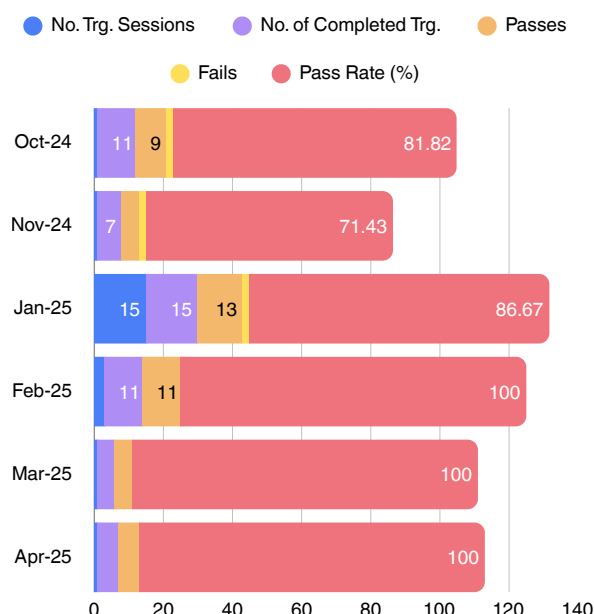
Employment & Training Broker

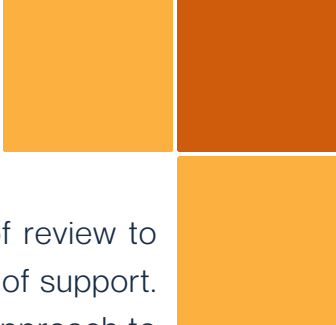
HMP Wormwood Scrubs:

CSCS Training & Pastoral Support

In 2024, Ealing Council commissioned PLIAS to deliver CSCS training at HMP Wormwood Scrubs for individuals within three months of release. The initiative was developed in response to the Government's plans for the early release of prisoners, with the aim of ensuring that those returning to the community were better equipped to access employment and begin rebuilding their lives. Up to eight eligible participants were recruited one week prior to each training session, with a particular focus on individuals due to be released into West London boroughs. All participants were risk-assessed before being brought to the Employment and Training Hub, where the training was delivered.

The programme combined presentations, workbooks and interactive learning to create an engaging and supportive environment. Participants responded positively to the training, contributing to a lively and encouraging atmosphere. At the conclusion of the course, the room was prepared under examination conditions and participants completed their tests, which were subsequently submitted for marking. The impact of the programme extended beyond the achievement of a CSCS qualification. Participants valued the opportunity to learn about additional training and employment opportunities, as well as the wider support available to them beyond education, training and employment. For many, this provided hope, motivation and a tangible first step towards preparing for life beyond prison.



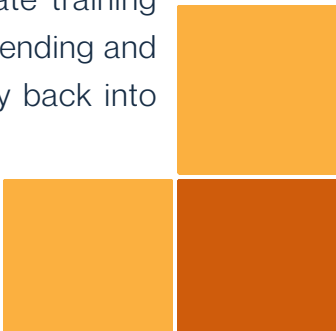


Developing the Journey Beyond Training: PLIAS has entered a period of review to consider how the learning from this programme could inform the next stage of support. This review period has provided an opportunity to consider a more holistic approach to individuals' journeys towards rehabilitation, reintegration and sustainable resettlement. A key area being explored within the new proposal is the inclusion of pastoral care and faith-based support as part of the wider journey. PLIAS recognises that individuals enter the criminal justice system with different experiences, beliefs and relationships with faith. Some may have an established faith before incarceration, while others may discover or reconnect with faith during their time in custody. For some, faith may become an important source of identity, hope, reflection, purpose and personal transformation.

The intention is therefore not to prescribe a particular faith or belief system, but to recognise and support the individual's own journey. Where faith is meaningful to an individual, pastoral care can provide an additional layer of compassionate support alongside education, training, employment, wellbeing and resettlement services.

Through the proposed development of the programme, PLIAS seeks to ensure that individuals are supported not only to acquire practical skills and qualifications, but also to develop the confidence, resilience, values and support networks necessary to reintegrate successfully into society. This includes supporting individuals to continue their respective faith-based journeys, where appropriate, as they develop new skills, strengthen their sense of purpose and prepare for life beyond prison. This represents an evolution of the work undertaken through the CSCS programme: moving beyond a focus solely on employment readiness towards a more holistic, person-centred approach to rehabilitation and reintegration. PLIAS recognises that successful resettlement is not simply about securing employment; it is about supporting individuals to rebuild their lives, reconnect with community, develop positive identities and relationships, and access the support they need to sustain meaningful change.

Impact: The CSCS programme has demonstrated the value of providing individuals with practical qualifications and access to information that can increase their opportunities for employment following release. The next phase provides an opportunity to build on this foundation by bringing together skills development, employment, wellbeing, pastoral care, faith and community support as complementary elements of an individual's journey. By continuing to invest in people beyond the immediate training intervention, PLIAS aims to continue contributing to reducing the risk of reoffending and supporting individuals to make positive, sustainable transitions from custody back into their communities and wider society.



INCLUDE:

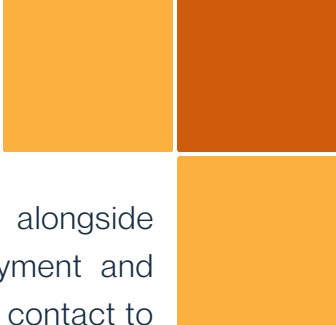
Supporting Young People into Employment

INCLUDE supports young people aged 16–25 who have had contact with the criminal justice system, helping them move towards stable, meaningful employment and improved future prospects. PLIAS Resettlement delivers INCLUDE as part of a national consortium led by the **Youth Futures Foundation**, with **RAND Europe** undertaking the independent evaluation. This reporting period marked PLIAS's first year of delivery.

During the year, more than 25 young people were screened and assessed, with 19 participants supported across two cohorts. Participants received regular, personalised one-to-one support through telephone contact, face-to-face meetings, drop-in sessions and messaging. The programme achieved an **80%** retention rate, representing a positive outcome given the range of complex barriers experienced by participants, including housing instability, mental health, substance misuse and limited previous work experience.

Employment and training outcomes demonstrate the programme's contribution to improving participants' progression opportunities. Three participants secured paid employment in events logistics, data analytics and insurance. One participant completed the LANTRA Level 1 Health and Safety qualification, successfully passed the CITB test and obtained a CSCS card within three training sessions, while two further participants are progressing towards their CSCS cards. Apprenticeship applications are also being progressed with **Wates Group**, **Thames Water** and **Jacobs Engineering**, creating additional pathways into sustainable employment.

Support was tailored to the individual circumstances and needs of each participant and extended beyond employment preparation where wider barriers affected progression. This included support with housing, mental health, substance misuse and identification documents, alongside practical assistance such as arranging a GP referral for a medication review. In one case, partnership working with other agencies was also undertaken to safeguard a participant identified as being at risk of exploitation.



A key strength of INCLUDE has been its focus on building confidence alongside employability. One participant, who had never secured long-term employment and lacked confidence in his abilities, was supported through regular caseworker contact to recognise his strengths, strengthen his CV, prepare for interviews and develop professional networks. This support contributed to him securing a **Data Analyst role with a technology company**, where he continues to receive in-work support to help sustain his employment.

Partnership working has been central to the programme's delivery and progression opportunities. Wates Group provided construction site visits and workshops and supported participants with apprenticeship applications. PLIAS also worked collaboratively with **Anchor Logistics, Transport for London, CITB** and **LANTRA Awards**, strengthening access to industry insight, training, qualifications and employment pathways. These partnerships have helped bridge the gap between support, skills development and real-world opportunities for young people.

Alfred Ekpenyong

INCLUDE Lead

I AM Brent:

Tackling Violence & Creating Pathways for Young People

The I AM BRENT project commenced in April 2024 and was officially launched in May 2024 as a two-year initiative, initially running until April 2026. The programme has since been extended to three years, reflecting the continued need for targeted violence prevention and intervention across Brent. Funded by the **Mayor of London's Violence Reduction Unit (VRU)**, the project was established in response to high levels of violence affecting specific communities and focuses on hyperlocal areas experiencing the greatest impact, including **Chalkhill Estate, Church Road, Harlesden and Stonebridge**.

Delivered through a consortium of six grassroots organisations: **Step Up Hub, Sport at the Heart, Connect Stars, Hilltop Circle, United Borders and PLIAS Resettlement** — I AM BRENT provides a collaborative, multi-layered approach to violence prevention and intervention. The partnership brings together local knowledge, community expertise and specialist support to address the underlying factors contributing to violence and strengthen opportunities for individuals and communities to thrive.

Project Delivery: The I AM BRENT model works across three levels of intervention:

- Primary prevention: early intervention to prevent violence before it occurs.
- Secondary intervention: targeted support for parents, carers, and young people at risk of problematic behaviours or violence.
- Tertiary intervention: intensive support for young people aged 16–25 already engaged in violent offending or at high risk, focusing on long-term change.

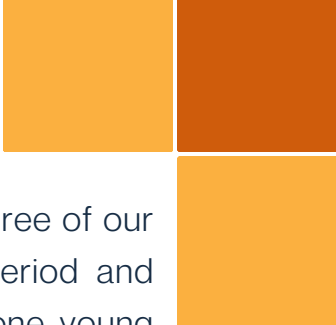
Tertiary Support and Intervention: PLIAS Resettlement leads the **tertiary strand** of the I AM BRENT project in partnership with United Borders, providing tailored one-to-one support to young people through intensive mentoring and access to Education, Training and Employment (ETE) opportunities. This wraparound approach combines individual action planning, outcome tracking and casework to address wider factors that may impact a young person's stability and progression, including housing, substance misuse, emotional wellbeing and family relationships. Where specialist support is required, referrals are made to appropriate services, including New Horizon, EVVP, Turning Point and St Giles.

The **CSCS training pathway** has proved particularly popular, with many young people recognising it as a viable route into employment and apprenticeships despite having a criminal record. Alongside training opportunities, practical support such as PPE, travel assistance and refreshments helps remove barriers to participation and enables young people to complete their courses safely and successfully. Our approach remains flexible and responsive to the needs of those assessed as high risk, including providing outreach in neutral and accessible settings such as libraries, magistrates' courts and Youth Offending Team offices. Regular multi-agency engagement with statutory partners, including case managers, social workers, CAMHS and child protection teams, further supports coordinated intervention, safeguarding and accountability.

Service Adaptation and Learning: The project has continued to evolve in response to the needs, preferences and engagement of young people. Family mediation and psychotherapy were initially included within the delivery offer; however, engagement was limited, prompting PLIAS to review the available resources and adapt the approach to ensure interventions were accessible, relevant and more likely to achieve meaningful engagement and outcomes. As part of this ongoing development, the project has introduced a new psychotherapy service provider with significant expertise and a highly skilled, holistic approach. This has strengthened the overall service offer, enabling psychotherapy to be delivered as part of a more integrated and seamless model of support. The approach complements the wider interventions available through the project and provides young people with more responsive, coordinated and holistic support aligned to their individual needs.

The project has also experienced profound challenges, including the tragic loss of a young person to knife crime. This was particularly difficult as the individual had been engaging positively with the project and making encouraging progress. While this loss highlighted the complex and persistent risks faced by young people affected by violence, it also reinforced the importance of flexible, relationship-based and preventative interventions that can respond to individual circumstances and provide sustained support.

CSCS and Progression Outcomes: The CSCS training pathway has continued to provide a valuable route into employment, education and apprenticeships for young people supported through the project. During the reporting period, **9 young** people successfully passed their CSCS qualification, with **3** progressing into apprenticeships and a further **8** returning to college. These outcomes demonstrate the value of combining practical training with tailored support to help young people overcome barriers and progress towards sustainable education and employment opportunities.



Individual outcomes further demonstrate the impact of this support. Three of our young people completed their CSCS qualifications within a short period and subsequently enrolled on and commenced a plumbing course, with one young person also gaining valuable work experience through their family's construction business. Another young person successfully secured a nursery apprenticeship and has now sustained her placement for a year, demonstrating the potential for the programme to support young people towards meaningful and sustained employment pathways.

Angelina Cox

Youth Engagement Caseworker

Women's Services: P&ACT & City Bridge Foundation

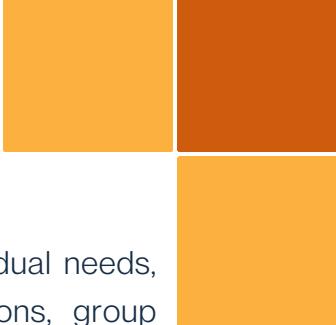
Launched in 2020, the Prevention and Action Against Harmful Practices (P&ACT) Project is a key strand of the Ending Harmful Practices Partnership, a collaboration of 12 specialist organisations led by the Asian Women's Resource Centre.

Within this partnership, PLIAS Resettlement plays a leading role in raising awareness of domestic abuse and harmful practices, with a particular focus on African and Caribbean communities. The project was developed in response to the specific and often complex barriers that women and girls face when seeking support. Cultural stigma, fear, isolation, and limited access to specialist services can prevent survivors from accessing the help they need.

P&ACT seeks to address these challenges by creating safe, culturally sensitive spaces where women and girls can access support with understanding, dignity, and respect. Through awareness raising, advocacy, and community engagement, the project empowers women to make informed choices and access the resources needed to rebuild their lives. Approximately 50 new referrals were received to support women with various support needs and presenting issues. **22%** of the total referrals received were self-referrals, **18% of referrals** received were from Brent council and **12% from VAWG organisations** within Brent; with just under **70%** of the total **50 referrals** from Brent and **30%** were coming from the boroughs of **Harrow, Ealing and Barnet**.

Women referred to the service represented a range of ethnic backgrounds. The three largest referral groups were Black or Black British – Caribbean (**44%**), Black British or Black African (**20%**), and Asian – Other (**10%**). This reflects the diverse communities reached by the service and reinforces the importance of providing culturally responsive and inclusive support.

Some of the main support needs of the clients ranged from Housing support, Mental health and wellbeing support, ETE support and financial support. Approximately **70%** of the total 50 referrals had Domestic Abuse as a presenting issue upon first point of referral.



Caseworkers provided a range of tailored interventions according to individual needs, including one-to-one support, advocacy and casework, case consultations, group sessions, one-off interventions, prevention and early intervention, education and diversity activities. Where a referral fell outside the scope or capacity of the service, individuals were appropriately signposted or referred to external specialist agencies and organisations to ensure they could access the most appropriate support for their circumstances. This approach enabled PLIAS to maintain a person-centred response while strengthening pathways to specialist services across the wider support network.

City Bridge Project (Launched in 2025): Empowering Black and Minoritised Women to Overcome the Impact of Domestic Abuse Through Tailored Support and Advocacy
The Phoenix Unity Initiative, funded through the City Bridge Project, was established to provide specialist support for Black and minoritised women affected by domestic abuse.

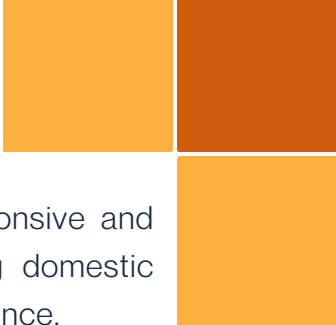
Over the past 12 months, the project has delivered strong outcomes despite a period of organisational change and increasing demand for specialist domestic abuse services. While challenges relating to staffing transitions, service capacity, and a challenging funding environment were encountered, these were successfully managed through a collaborative and unified approach across the organisation.

One of the project's greatest achievements has been its ability to maintain a high standard of service delivery while navigating significant organisational change. Adjustments to organisational infrastructure initially presented challenges to day-to-day management and staff wellbeing. However, through strong leadership, teamwork, and a shared commitment to supporting survivors, the project continued to thrive.

As a result, the project not only achieved many of its planned outcomes but exceeded several original targets. Most notably, referral targets were surpassed, with support provided to **40 women**, double the original target of **20 women**.

In addition, the project continued to deliver a comprehensive range of services, including:

- Workshops and awareness-raising sessions
- One-to-one advocacy support
- Community outreach activities
- Counselling provision
- Partnership and referral initiatives



These interventions have significantly increased access to culturally responsive and trauma-informed support for Black and minoritised women experiencing domestic abuse, helping women to improve their safety, wellbeing, and long-term resilience.

Transforming Lives Through Safe and Inclusive Support: Together, the P&ACT and City Bridge Projects demonstrate the power of culturally responsive services in addressing domestic abuse and harmful practices. By creating safe spaces, amplifying women's voices, and removing barriers to support, both projects continue to transform lives and strengthen communities.

For the City Bridge Foundation-funded project, approximately **24 new referrals** were recorded during 2025. As data collection for the project commenced in July 2025, this has been used as the project's reporting start date. The majority of referrals (**95%**) were from Brent, with a further **4%** from Ealing, reflecting the project's primary reach within the local community.

The referrals reflected a diverse range of ethnic backgrounds. The three largest groups were Black or Black British – Caribbean and Black or Black British – African, each accounting for just under **30%** of referrals, followed by Black or Black British – Other Black Background, at just over **12%**.

Referrals were received through a range of pathways, demonstrating the importance of partnership working and accessible routes into support. Approximately **25%** were received from Brent Council, with **17%** each coming from Children's Services, self-referrals and VAWG organisations.

As with the P&ACT service, the most common areas of support required were housing, mental health and wellbeing, education, training and employment (ETE), safeguarding and safety planning. Domestic abuse was the presenting issue for approximately **80%** of referrals, highlighting the continued need for specialist, trauma-informed and holistic support for women experiencing abuse and associated vulnerabilities.

Jennifer Parris-Buckley

Domestic Abuse Caseworker

Women's Services: Events & Client Testimonies



Hi Jennifer,

I honestly don't know if "thank you" is enough.

You were the voice in my ear telling me to keep going, especially during some of my hardest moments. You became like the auntie I needed — someone who encouraged me, believed in me and reminded me not to give up.

Now, turning 30, I have my own home and I'm so excited to welcome you into my space and show you what all that support helped me achieve.

The work you do is honestly a blessing, and I'm so grateful that you've chosen to dedicate your life to helping people like me and so many others.

Thank you for being part of my journey. ❤️
I can't wait to show you my new home! 🏠✨

With so much love and gratitude,
Adwoa



Dear Jennifer,

I hope you're doing well.

I just wanted to let you know that I collected the keys to my new home yesterday and will be moving in on Monday. I'm so happy and grateful that everything has finally come together.

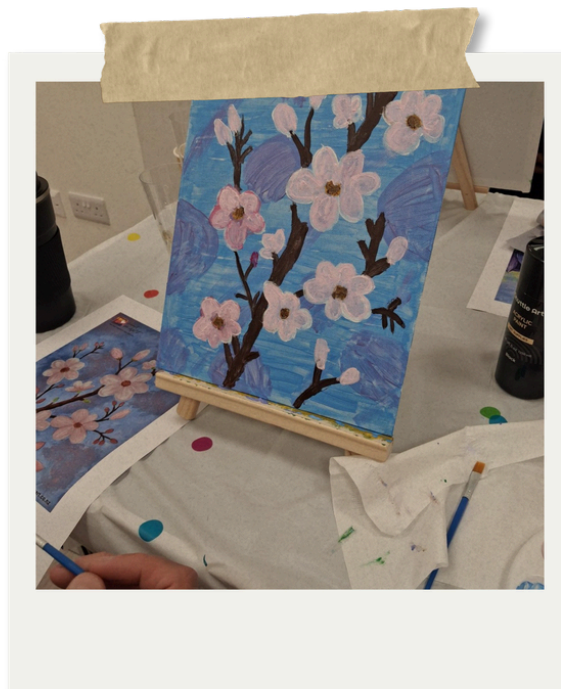
I also wanted to say a huge thank you for all of your support throughout this journey. Your kindness, encouragement and emotional support meant so much to me during what was a very stressful time. Having someone to listen, reassure me and guide me through the process really made a difference, and I'm truly grateful for everything you did.

This is such an exciting new chapter for my son and me, and I couldn't wait to share the good news with you.

I'd love to stay in touch and hopefully come along to one of the workshops or catch up over a coffee at my new place.

Thank you again for everything, and I wish you all the very best.

Kind regards,
Hani Mahamed





HER TIME TO HEAL

This workshop is a safe and empowering space for women who are ready to begin focusing on their own healing.

These sessions include:

- Understanding and navigating emotions./ journaling workshop.
- Breath work and guided meditation session.
- Sip and paint and reflective activities .

AWRC warmly invites you to join four supportive sessions created for you to think, feel, and begin to heal.

Surround yourself with empowering women, share your experiences in a safe and supportive environment, and gain practical tools to help you navigate the next steps of your healing journey as well as partaking in group sessions and activities focused on YOU!



7th, 14th, 21st and 28th of
April
Time - 10am - 12pm



108 Craven Park Road, NW10
8QE

Please confirm your attendance with:
Rumaysa@awrc.org.uk

Brent Health Education Partnership Service (HEPS)

Health Educator Partnership Service work to improve public health and reduce health inequalities across the borough. PLIAS delivers Health Educator provision as part of a wider partnership of local charities and community organisations, working closely with the Brent Health Matters team to engage residents and ensure support reaches communities who may experience barriers to accessing health information and services. The service provides community-based health education, health information, one-to-one support, signposting to relevant services and opportunities to engage with local health initiatives. It also delivers targeted programmes focused on diabetes, digital inclusion and healthier lifestyle choices.

Key Objectives:

- Increase health knowledge and awareness.
- Improve access to health and wellbeing services.
- Promote prevention and healthier lifestyle choices.
- Support people living with diabetes to improve knowledge and self management.
- Improve digital confidence and access to online health services.
- Reduce barriers to healthcare and health information. Contribute to reducing health inequalities.



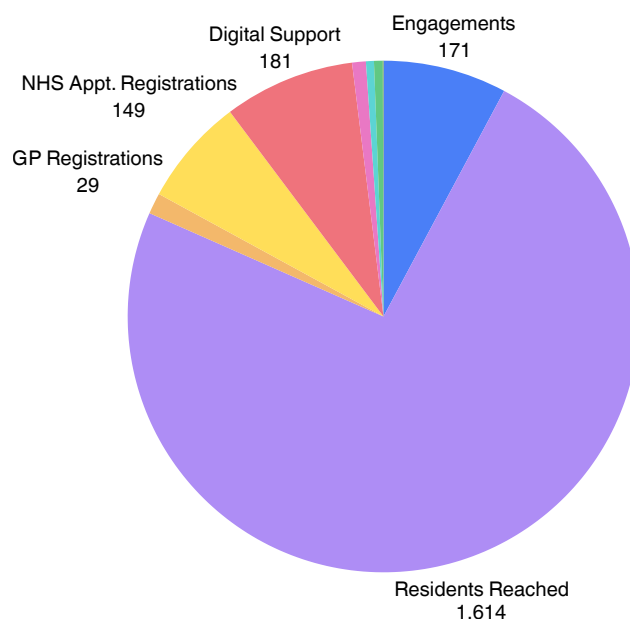
Target Beneficiaries: The Harlesden Health Educators focus on underserved and harder-to-reach residents, including vulnerable parents and carers, women, families and young people, people living with or at risk of diabetes, residents experiencing digital exclusion, and individuals facing barriers to accessing health information or services. exclusion, and individuals facing barriers to accessing health information or services.

Diabetes Peer Support Programme: The six-week Diabetes Peer Support Programme provided a holistic approach to supporting people living with diabetes. The programme covered understanding diabetes and the role of the healthcare team, emotional wellbeing and the impact of life circumstances on health, healthy eating and reducing sugar, understanding medication, and the importance of physical activity. The sessions encouraged participants to share experiences, increase their knowledge and identify practical and sustainable lifestyle changes to support better diabetes management and overall wellbeing.



Diabetes Digital Inclusion Programme: The six-session Diabetes Digital Inclusion Programme supported participants to develop the confidence and practical skills needed to use digital technology to manage and access health services. The programme covered using smartphones, tablets and computers, accessing the Know Diabetes online platform, searching for reliable health information, using email and online public services, staying safe online, managing health online, and using platforms such as Zoom and WhatsApp to stay connected and access support.

Together, the Diabetes Peer Support and Digital Inclusion programmes combined health education, peer support, digital inclusion and lifestyle advice, helping residents build the knowledge, skills and confidence to take greater control of their health, make informed choices and access appropriate health and support services.



Positive Outcomes & Overall Impact: The Harlesden Health Educators brought preventative health support closer to residents through health checks, one-to-one support, diabetes programmes, digital inclusion and community engagement.

Key outcomes included **29 GP registrations, 149 NHS App registrations, 181 digital support interventions, at least 85 health checks and 12 social value outcomes.**

Stakeholder Engagement: The Harlesden Health Educators worked as part of the wider Brent Health Matters network, engaging with local health, public health and community partners to improve access to health information, services and preventative support.



Brent Health Matters Delivery Partners:

- Brent Council
- Brent Health Matters
- Local GP practices Community organisations and faith groups
- Public Health teams
- London North West University
- Healthcare NHS Trust (LNWH)
- Central and North West London
- NHS Foundation Trust (CNWL)

Key Community Partners:

- All Child Charity
- Let's Unite for Autism
- Free the Forgotten
- Barnardo's
- The White Stars Centre
- Sufra Food Bank
- Brent Family Hubs
- Women's Matter Group

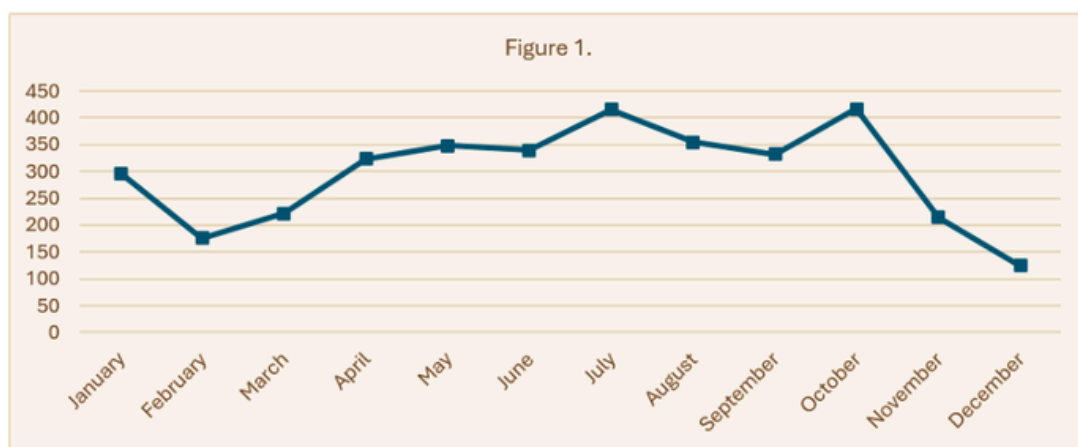
This partnership approach enabled the Harlesden Health Educators to connect residents with appropriate health services, provide preventative health support in trusted community settings, and reach residents who may otherwise experience barriers to accessing mainstream health services.

Data Administration & Management

Introduction: 2025 has been a year of continued development, transition and resilience within data administration. We have reviewed and strengthened our data processes to ensure they remain relevant, meaningful and aligned with PLIAS's strategic and operational needs. This has included refining data fields within our CRM system and adapting our data collection processes to meet the additional monitoring and reporting requirements arising from new projects, including City Bridge Foundation-funded activity. Ensuring that the right information is available at the right time has remained central to supporting effective project delivery and informed organisational decision-making.

Despite systemic challenges, including limited resources and changing requirements, we have maintained a consistent approach to data administration and service support. Robust data management systems have enabled greater continuity and resilience, while collaborative working with caseworkers has helped ensure that information and processes effectively support frontline delivery. Clear communication and practical guidance around changes have also been essential in maintaining effective workflows, strengthening data quality and supporting a shared organisational vision as PLIAS continues to evolve.

Data Overview: During 2025, PLIAS received approximately **3,561 referrals** across all projects. Referral volumes peaked in July, August and October, which collectively accounted for just under **34%** of all referrals received during the year (**Figure 1**).



During 2025 we had a total of nine active projects being delivered which included; I AM Brent, Back on Track (BOT), Prevention and Action Project (P&ACT), City Bridge, Construction Skills Certificate Scheme (CSCS), National Careers Service (NCS), Northwick and Ealing Outreach Network (NEON), Health Education Programme (HEPS) and Scrubs CSCS; the City Bridge Foundation being our newest addition.

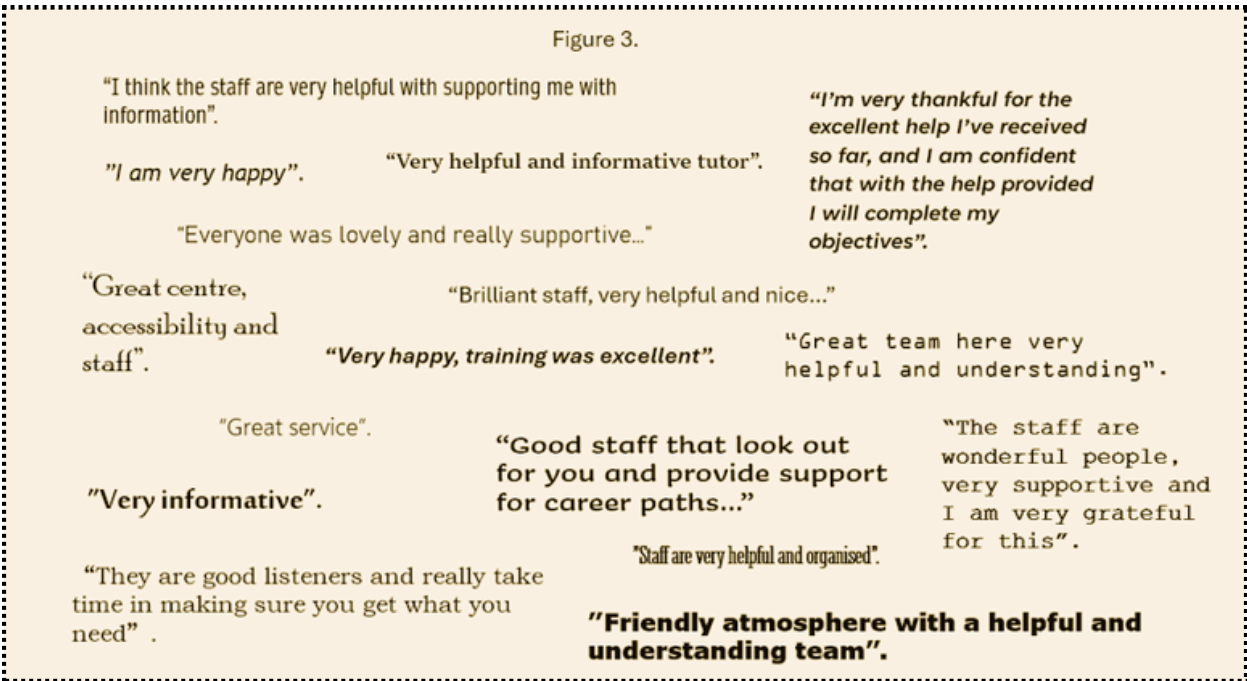
Education, Training and Employment (ETE) Outcomes: These outcomes are an important measure of service-user progress, providing an indication of increased stability, personal development and improved future prospects. They can also contribute to reducing social exclusion, addressing barriers to learning and employment, and supporting positive pathways away from crime and reoffending for those with experience of the Criminal Justice System.

During 2025, PLIAS achieved approximately **94 employment outcomes** and **979 education and training outcomes**. These outcomes demonstrate the progress made by service users and the contribution of our programmes to rehabilitation and positive life opportunities. The **National Careers Service (NCS)** project was the largest contributor, accounting for just over **50% of total ETE outcomes**, followed by the **CSCS project**, which contributed just under **40%**. **(Figure 2.)**



Client Feedback and Service Improvement: Client feedback remains an important tool for continuous improvement, enabling PLIAS Resettlement to monitor the quality and effectiveness of service delivery and ensure that it continues to meet service-user needs. During 2025, **100% of respondents** agreed or strongly agreed that the service had met their needs, while **97%** reported increased confidence about their next steps following support. In addition, **100%** of respondents stated that they would recommend PLIAS Resettlement to others.

Alongside these strong results, the qualitative feedback provided valuable insight into the experiences and impact of our services (**Figure 3**). This feedback enables us to better understand the difference our support makes to service users, recognise areas of good practice and identify opportunities for further development. Continued engagement with service-user feedback therefore remains central to strengthening the quality, relevance and impact of our service delivery.



Looking Ahead to 2026: PLIAS will begin a significant transformation of its data management systems, with a focus on streamlining data collection and storage, improving access to shared information and further developing a more responsive and personalised CRM system. These developments will strengthen data quality, expand the scope of data collection and enhance reporting tools to support a more efficient and effective operating environment.



A key priority will be ensuring that timely and meaningful data is available to support management and the Board in monitoring performance, identifying trends and informing strategic decision-making. By strengthening our data infrastructure and reporting capabilities, we aim to create a more integrated system that supports service delivery, organisational learning and continuous improvement.

Impact: One of our key objectives is to ensure that clients access appropriate support that is responsive to their individual needs. Improving and maintaining the quality of our data will provide greater insight into the needs of those we support and the types of support and services that are most effective. This will enable us to better understand the impact of our work, identify areas for improvement and ensure that service delivery continues to be informed by meaningful evidence and client need.

Siobhan Stewart

Data Analyst

Our Funders & Partners



CITY BRIDGE
FOUNDATION



Brent Carers Centre
Where Carers are valued and supported



PLIAS P&ACT PROJECT

UNITED
BORDERS

Step Up Hub
Promoting equality, social justice and fairness

MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

TONIC

shaw trust



EUROPE



DARTINGTON
SERVICE
DESIGN LAB



