

Annual Report

2024



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Our Vision

Is to make a positive difference in the lives of adults and young people who are, or at risk of becoming, perpetrators and victims of crime. Through supporting them to access Education, Training, Employment, and other support consistent with their needs, we will reduce the risks of re-offending and future victimisation. By continued learning and effective partnership working we will adapt our service delivery to meet the needs of clients we engage with in different geographical locations.

Our Mission

Is to support offenders, ex-offenders, victims and people at risk of offending and victimisation thereby improving their life chances and future prospects.



Another Year of Transformation:

CHAIR'S FOREWORD



This year has marked a pivotal period of strategic development and transition for PLIAS. Our Board of Trustees has been fully embedded in their roles—providing clear governance, strategic oversight, and operational support in line with Charity Commission guidelines. Their leadership has not only strengthened our internal structure but also ensured our alignment with evolving organisational priorities.

As part of this evolution, we are preparing for a planned restructure aimed at enhancing our infrastructure and sustaining both day-to-day operations and the introduction of new, future-proofed systems. A key moment in this transition has been the retirement of Norma Hoyte, one of PLIAS's founding members. Norma's vision, dedication, and leadership have been instrumental in shaping the organisation to its current form. We are pleased to mark this moment not only with gratitude but with continuity, as she transitions into a new role as an Advisory Board Member and Consultant, helping to steward PLIAS through this next phase.

Throughout the year, our trustees have taken on greater ownership of key projects, contributing their skills and insight to deepen our impact and prepare for the future. Their commitment has laid strong foundations for the changes ahead.

Community Impact and Project Highlights

This has been a year of continued growth, deepened community engagement, and meaningful partnerships. We have secured major funding from the City Bridge Foundation, Youth Futures Foundation, and others to sustain and expand critical services addressing domestic violence, youth unemployment, and mental health.

The extension of the Neon Project at Northwick Park Hospital and the strengthening of our collaboration with NHS charities reflect the increasing recognition of our work. Meanwhile, the return of the Prison Project at Wormwood Scrubs, the ongoing successes of the "I Am Brent" youth violence intervention programme, NCS (National Careers Service) and CSCS (Construction Skills Certification Scheme), as well as the continued progression of the P&ACT Project and HEPS (Brent Health Education Partnership Service) demonstrates our sustained responsiveness to community needs, especially for those historically underrepresented or underserved.

Our team has grown to meet the demands of these projects, including new staff and volunteers who bring fresh energy and commitment to our work.

Engagement and Advocacy

Last year's **Domestic Homicide Review, Domestic Violence and Abuse & Criminal Justice Summit** was a powerful reminder of the importance of centring survivor voices and driving system-wide change. The emotional and impactful contributions of speakers, panellists, artists, and survivors gave life to often-overlooked narratives and underscored the urgency of our work. This year, we are planning our second annual Summit, which will focus on **Mental Health through an Equitable Lens**. It will highlight the disparities experienced across domestic abuse, violence, and the criminal justice system; further strengthening our advocacy for systems change. Our partnerships with Brent Council and CVS Brent continue to enhance the reach and influence of these critical initiatives.

Looking Forward

As we plan for the future, our focus is on strengthening our digital infrastructure and improving how we connect with communities. Our recent Trustee and Staff Away Day at QPR's Loftus Road Stadium was an important opportunity to deepen collaboration and shape our strategic direction—most notably, progressing the redevelopment of our website.

We are also laying the groundwork for an expanded programme of **CPD-accredited workshops and training** that will support community development, enhance lifelong learning, and strengthen our offer to partner organisations.

On behalf of the Board, I extend sincere thanks to our funders, partners, staff, volunteers, and service users. Your continued belief in our mission enables us to deliver meaningful, lasting change. Together, we look forward to a future built on equity, opportunity, and resilience. Here's to continued success, progression and impactful change!

Jacqueline A. Hinds

Chair of the Board of Trustees

DIRECTOR'S REPORT

As we reflect on the past year, we do so with deep gratitude, pride, and humility. The year has brought remarkable achievements, valuable learning, and inspiring moments of resilience for both our charity and the communities we serve.

Thanks to the unwavering support of our funders, volunteers, partners, staff, and trustees, we have continued to make meaningful progress in advancing our mission. Our projects have provided vital support to people affected by the criminal justice system, including those with convictions, as well as to victims of domestic violence.

In 2024, we began delivering the I Am Brent project as part of a consortium of local partners, supporting young people at risk of violence in Brent. We also returned to HMP Wormwood Scrubs to provide pre-release training and post-release support. Alongside this, we were delighted to continue delivering the NEON project at Northwick Park Hospital and the Health Educators Programme.

In total, our projects reached 5,411 people in 2024. While this figure is a source of great pride, the number alone does not tell the whole story. Behind it are individuals and families, each with a voice, a journey, and aspirations that deserve to be heard. This truth was powerfully reinforced during our successful MATRIX re-accreditation, achieved in 2024, reflecting our ongoing commitment to continuous improvement.

The year was not without its challenges, the most significant being funding. Restrictions placed on a government contract reduced our payment-by-results funding, which in turn created waiting lists for some of our services. These challenges, while difficult, have prompted innovation and honest conversations about sustainability, resilience, and the evolving needs of our communities.

As we look ahead, we remain steadfast in our commitment to delivering high-quality services. We will continue to meet people where they are, offering the support they need to access opportunities aligned with their personal goals and aspirations.

Partnerships have been central to our progress, and in 2024 we worked alongside many valued organisations, including The Shaw Trust, John Lyons Charity, Youth Futures Foundation, Asian Women's Resource Centre, Brent Council, CVS Brent, The Violence Reduction Unit, Step Up Hub, United Borders, Sport at the Heart, Hilltop Circle, Connect Stars, Clinks, Sufra, Action West London, First Rung, Jobcentre Plus, Young Brent Foundation, Social Services, Ealing Council, HMP Wormwood Scrubs, Brent Youth Offending Service, Brent Probation, the Metropolitan Police, MIND, Ignite, NHS Northwick Park Hospital, SAFFI, and Brent Mencap. These collaborations continue to strengthen our work and deepen our impact.

This report would not be complete without recognising the outstanding contribution of Norma Hoyte, a founding member and outgoing Director of PLIAS Resettlement. Norma's dedication has been truly remarkable. From the early years of tireless hard work, sleepless nights, and personal sacrifice, through to today's achievements, her commitment has shaped the very foundation of this organisation. While this marks the closing of one chapter, our connection and shared journey are far from over. With heartfelt appreciation, love, and respect, I say farewell, but not goodbye.

Finally, to everyone who has shared in our journey this year, trustees, staff, volunteers, consultants, and supporters, thank you. Your compassion, generosity, and trust make our work possible. Together, we are not only addressing urgent needs but building lasting change.

With optimism and shared purpose, we look forward to another year of impact and progress.

Tom Chandler
Director

Staff Reports

Construction Pathways – CSCS, LANTRA and CITB Training

The CSCS Training programme has continued to provide an important entry point into careers within the construction industry. Delivered on a weekly basis throughout 2024, the one-day intensive course enables candidates to gain the *Green Labouring Card*, which is mandatory for anyone seeking work on a construction site.

To obtain a CSCS card, candidates must complete two stages. First, they attend the *Level 1 Health and Safety in a Construction Environment* training and pass the related exam on the same day. Second, they must prepare for and successfully complete the *CITB (Construction Industry Training Board) Operatives Test*.

This training is particularly beneficial for our target groups, including individuals with criminal convictions and limited work experience. Many participants are referred through Jobcentres in Ealing, Acton, Harrow, and Neasden, where we have representatives based. Additional referrals are received from Probation services across North West London, while a growing number of clients self-refer after hearing about the programme through family, friends, or community networks. The CSCS qualification provides participants with a valuable opportunity to take their first steps into employment, and with London facing a shortage of skilled professionals, it also creates pathways to apprenticeships, further training, and long-term career progression.

In 2024, 329 customers attended the Health and Safety training, of which 314 passed the *LANTRA Health and Safety in a Construction Environment* exam, representing a 95% pass rate, while 357 customers sat the CITB Operatives Test with 301 achieving a pass and 56 unsuccessful, equating to an 84% pass rate. The CITB exam remains the more challenging of the two, and we continue to respond by encouraging consistent practice, offering tests in multiple languages, and providing one-to-one support where necessary.

We have also observed that while initial attendance for the Health and Safety training remains strong, fewer candidates progress quickly to complete the CITB test. With no fixed timeframe for completing the second stage, some participants lose momentum, resulting in delays of several months or disengagement altogether. This accounts for the higher number of CITB registrations compared to LANTRA, as registrations include candidates from previous months.

To support employment outcomes, PLIAS Resettlement has established strong working relationships with a number of construction recruitment agencies. These partnerships enable us to refer candidates directly into work once both exams are completed. We continue to actively promote the CSCS training through Jobcentres, Probation offices, and job fairs, which has increased enrolments and expanded our network of recruitment partners. Most importantly, the programme is helping individuals, many of whom face significant barriers to employment, to secure their first step into work, build confidence, and begin shaping a more positive future.

Impact:

By equipping individuals with essential qualifications and practical support, the CSCS, LANTRA and CITB training has created real pathways into employment. For many participants, especially those with limited experience or criminal convictions, it represents a vital first step towards stability, independence, and a brighter future.

National Careers Service – Building Pathways to Employment and Learning

In 2024, we delivered the National Careers Service as a supply chain member for The Shaw Trust across London. Funded by the Department for Education, the National Careers Service is a high-volume contract providing careers information, advice, and guidance to adults aged 18 years and over. Our delivery focuses specifically on people with criminal records, ensuring they have access to accurate, up-to-date information to help them set short-, medium-, and long-term goals and maximise their chances of securing training and employment.

Working closely with key stakeholders, including Jobcentres in Acton, Ealing, Harlesden, Neasden, and Harrow, we provided services both on Jobcentre sites and at our main office each week. We also received regular referrals from Probation offices in Willesden, Hendon, and Ealing.

Throughout 2024, we engaged and supported 2,049 people, delivering MATRIX-accredited careers information, advice, and guidance. Approximately half of these individuals went on to achieve a positive learning or employment outcome.

The success of our work on this project reflects the strong and long-standing partnerships we have built with our stakeholders, underpinned by mutual trust and a shared commitment to creating opportunities for people facing barriers to employment. Most importantly, the service has helped individuals gain the confidence, skills, and direction needed to take meaningful steps forward in their personal and professional lives

Impact:

Through tailored guidance and support, the National Careers Service has helped individuals with criminal records build confidence, set achievable goals, and take meaningful steps into training and employment, turning barriers into opportunities for lasting change.

Kingsley Mbajuwa
Adviser



Data Administration - Strengthening Systems for Better Outcomes

In 2024, our focus was on maintaining and continuously improving established data systems, while also researching and testing new, innovative approaches to strengthen our processes. One key area of development was the introduction of automated processes, which enhanced the accuracy of our data and improved the efficiency of data collection.

With increasing demand for accurate and timely data, it was essential to ensure our systems remained robust and reliable. Our data management processes supported a wide range of stakeholders, including funders, external agencies, directors, and caseworkers, by providing accurate, GDPR-compliant information. These processes involved collecting, recording, organising, and securely sharing data, ensuring consistency and transparency across all areas of our work.

2024 Data Overview

Across all active projects in 2024, we received a total of **5,411 referrals**. May, June, and July accounted for the highest intake, representing approximately 39% of the total referrals for the year (Figure 1). On average, referrals lasted for five months, during which individuals accessed a wide range of tailored support including one-to-one casework, employability skills training, information, advice and guidance, and other personalised interventions.

The projects contributing to these figures included: the National Careers Service (NCS), Health Education Programme (HEPS), Construction Skills Certificate Scheme (CSCS), Northwick and Ealing Outreach Network (NEON), Back on Track (BOT), Prevention and Action Project (P&ACT), I Am Brent, Scrubs CSCS, and Phoenix Back 2 Work.

In total, approximately **1,517 education, training and employment (ETE) outcomes** were achieved during 2024, along with **127 employment outcomes** (Figure 2). The NCS project was the highest contributor, accounting for 60% of all ETE outcomes, followed by the CSCS project, which made up 36%. The NCS project alone supported 2,049 customers, with just under half achieving either a job or learning outcome (Figure 3).

The CSCS project continued to play a pivotal role in equipping individuals with the necessary qualifications to work safely on construction sites, offering proof of competence and opening pathways into employment. The programme requires candidates to pass both the *Health and Safety Level 1* test and the *Construction Industry Training Board (CITB)* exam. In 2024, pass rates remained consistently strong across the year, averaging **96%** for Health and Safety Level 1 and **86%** for the CITB exam (Figure 4).

Looking ahead, we remain committed to strengthening our data management practices by building on the lessons learned in 2024. By maintaining accuracy, efficiency, and compliance, and by embracing new approaches, we aim to further enhance the effectiveness of our systems and ensure our work continues to have a positive and lasting impact on the lives of those we support. Most importantly, our data management processes are not just about numbers, they directly shape the quality of services we provide, helping individuals access the right support at the right time and ultimately improving their chances of achieving meaningful, long-term outcomes.

Figure 1

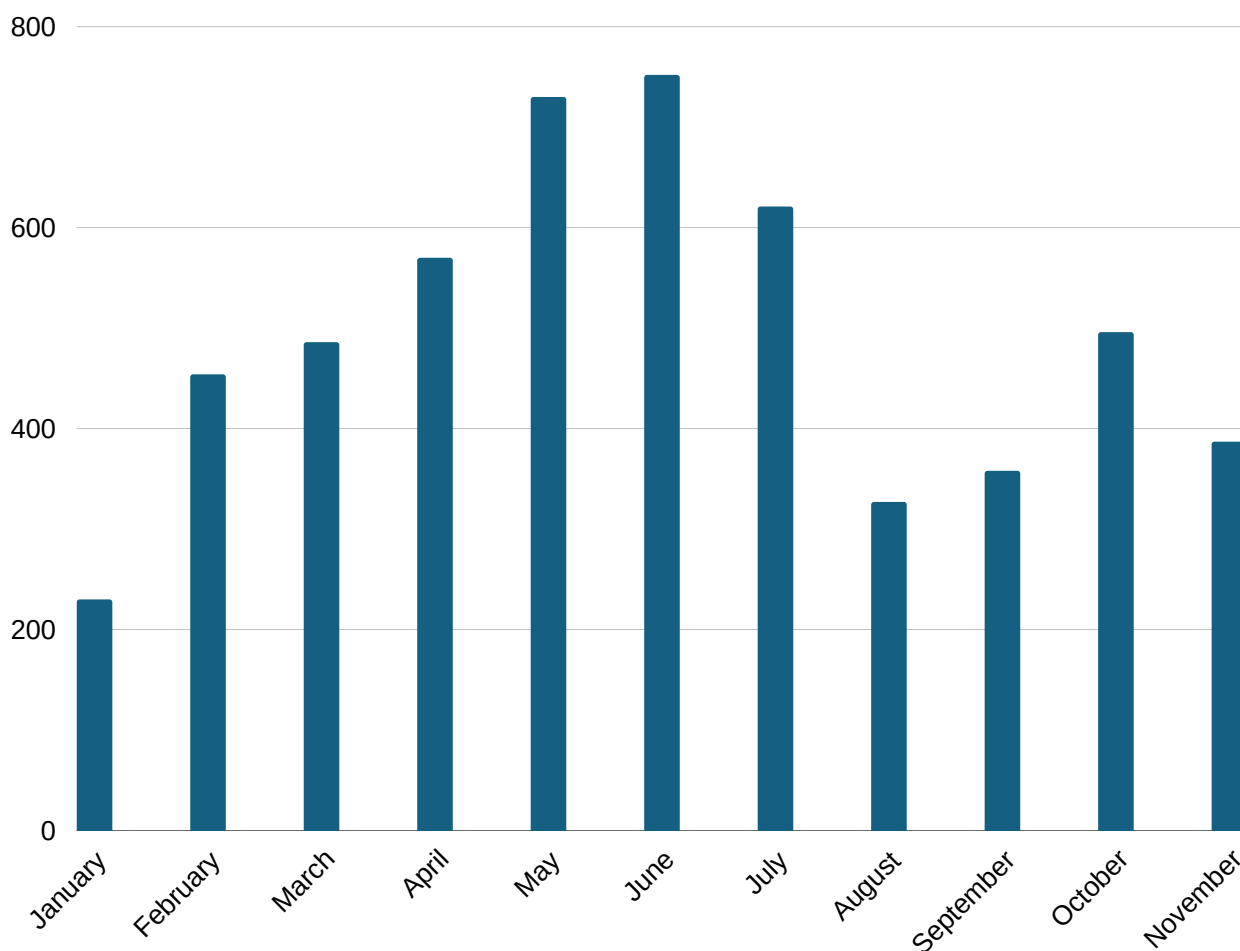


Figure 2

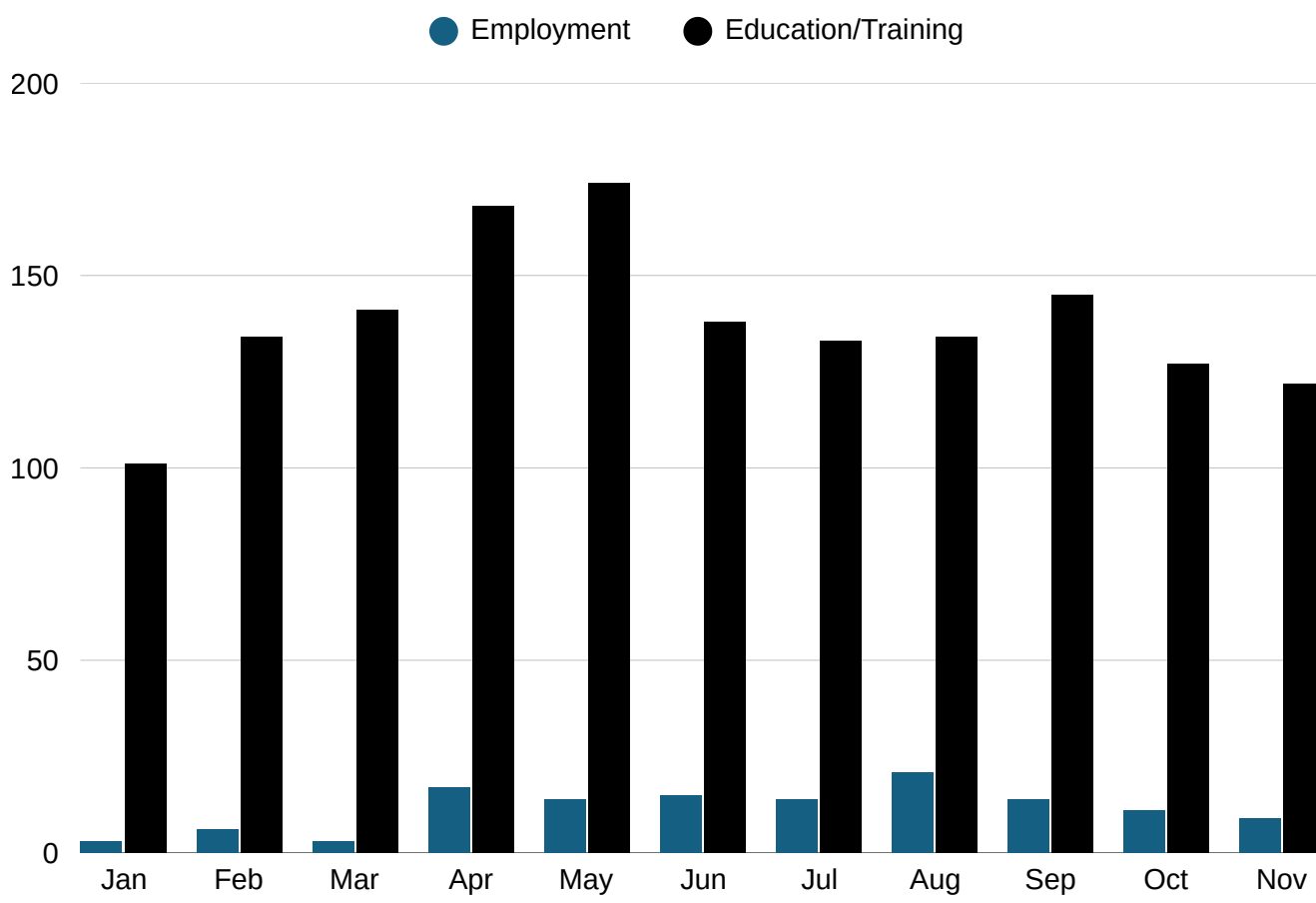


Figure 3

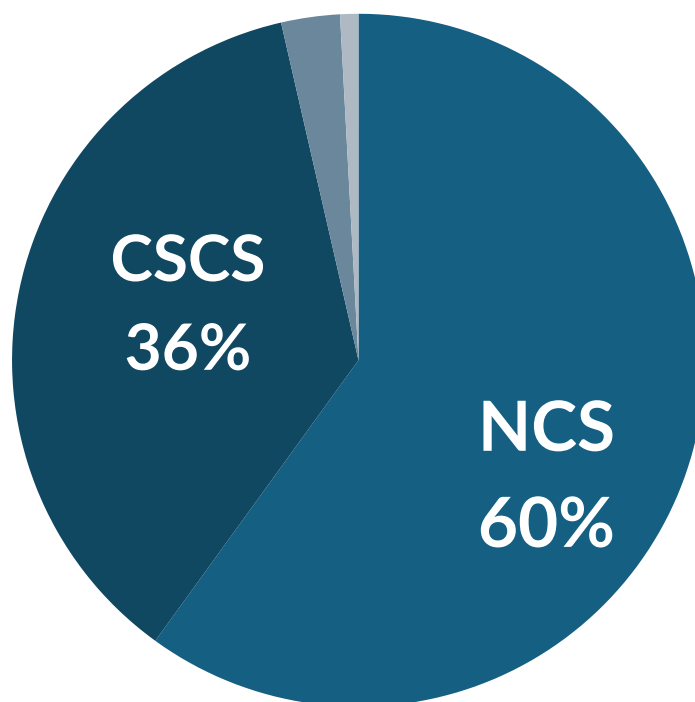
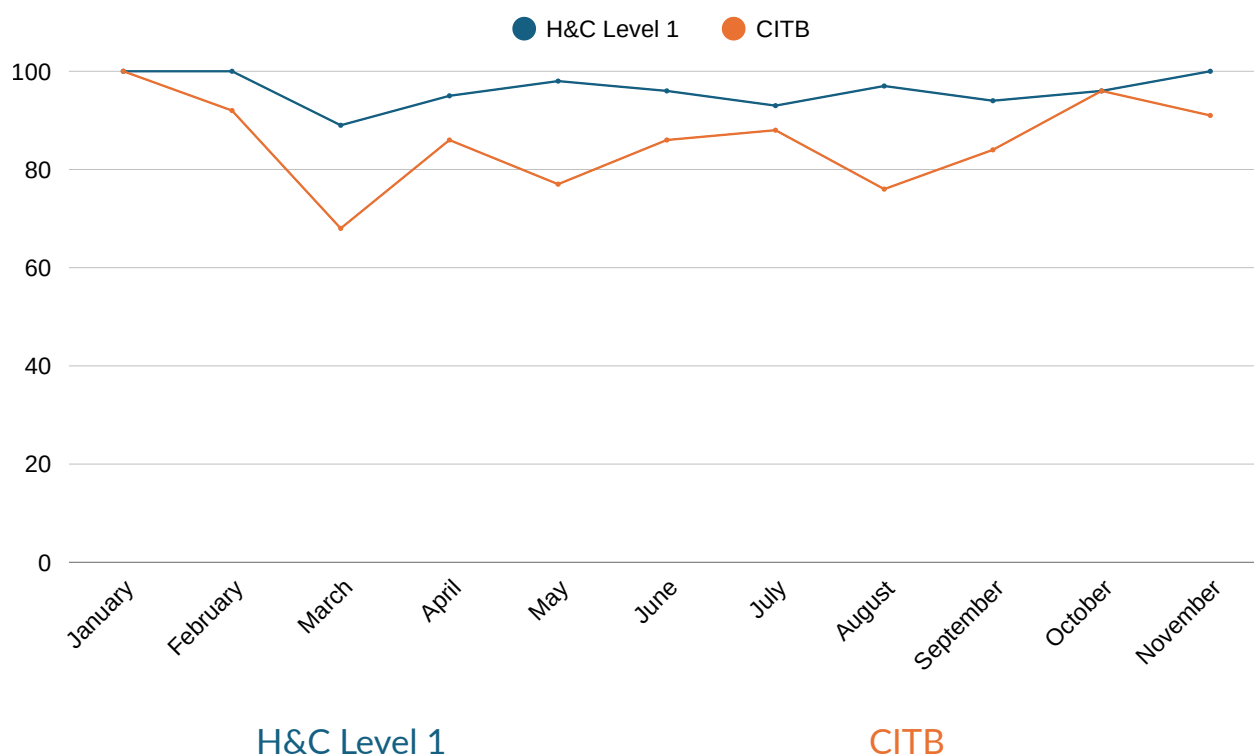


Figure 4



Impact:

By maintaining accurate, efficient, and compliant data systems, we ensure that services are responsive and well-targeted. This not only strengthens accountability to funders and partners but, most importantly, enables individuals to access the right support at the right time, improving their chances of achieving lasting positive outcomes.

Siobhan Stewart
Data Analyst

CSCS Training at HMP Wormwood Scrubs

In 2024, Ealing Council commissioned PLIAS to deliver CSCS training at HMP Wormwood Scrubs for prisoners within three months of release. This initiative was developed in response to government plans for the early release of prisoners, ensuring that those returning to the community would be better equipped to access employment.

In October, we were granted full security clearance, including access to keys, enabling us to work directly with prisoners on their wings. One week before each training session, we recruited up to eight eligible participants, focusing on those due to be released back into West London boroughs. All participants were risk-assessed before being brought to the Employment and Training Hub, where the training was delivered.

The course included a presentation and workbooks, designed to be interactive and engaging. Prisoners responded positively, creating a lively and encouraging atmosphere. At the end of the training, the room was set up under exam conditions and participants sat their tests, which were then sent off for marking.

Since October 2024, we have delivered training to 80 prisoners. Of those who have since engaged with us in the community, many have successfully moved into employment. This success has been made possible through effective partnership working with prison staff and Ealing Council.

Importantly, prisoners expressed their gratitude not only for the chance to gain a CSCS qualification, but also for the wider information provided about additional courses, work opportunities, and the extra support available beyond education, training, and employment. By opening the door to meaningful opportunities, this project has helped participants begin preparing for life beyond prison, reducing the risk of reoffending and supporting their reintegration into society.

Impact: This project has had a significant impact by equipping prisoners with a recognised qualification that increases their chances of securing employment upon release. Beyond the CSCS training itself, participants also benefited from information about other courses, work opportunities, and additional support available in the community. For many, this has provided hope, motivation, and a tangible first step towards rebuilding their lives, reducing the risk of reoffending and supporting successful reintegration into society.

Back on Track – Supporting Young People into Positive Futures

Year 3 of the Back on Track project began in September 2024 with the aim of providing one-to-one support for young people aged 18–25 who were at risk of offending or had previous involvement in the criminal justice system. The project focused on helping participants work towards qualifications that would increase their chances of gaining employment and building more stable futures.

Referrals came through Jobcentres, Probation teams, and local authorities. The majority of young people expressed an interest in construction, and we supported them by enrolling them onto our construction courses, providing training, and preparing them for their exams. We also offered financial guidance to help them budget for essential items such as PPE, travel, and lunches.

For those interested in alternative career paths, we organised CV workshops, explored industries of their choice, and connected them with local council ETE departments. We also provided interview preparation, including practice sessions, techniques, and appropriate clothing where needed.

Over a 12-month period, the project supported 39 young people. Of these, 39 completed training and gained a qualification, 15 secured employment, and 35 reported improved confidence as a result of the support received.

Impact: The Back on Track project has helped young people at risk of offending to focus on their futures, gain recognised qualifications, and access meaningful work opportunities. By building confidence and equipping them with practical skills, the project has given participants the tools to make positive choices, reduce the likelihood of reoffending, and take their first steps towards long-term stability and independence.

Yadwinder Khasriya
Adviser

NEON Project – Youth Support at Northwick Park and Ealing Hospitals

The Northwick and Ealing Outreach Network (NEON) is a hospital-based youth initiative providing psychosocial support to adolescents and young adults admitted to adult wards at Northwick Park and Ealing Hospitals. Developed in response to the need for holistic care, the project addresses the emotional, social, and educational challenges faced by young patients during hospitalisation.

NEON aims to reduce health and social inequalities by offering tailored, wraparound support. This includes emotional support, advocacy, signposting to community resources, and educational guidance, enabling young people to achieve better outcomes both during and after their hospital stay. The project adopts a trauma-informed, youth-centred approach and works closely with clinical teams to ensure support is embedded into the hospital environment.

The service is available to young people aged 13–25, particularly those experiencing mental health challenges, trauma, social isolation, or disrupted education. In addition to direct support for patients, NEON indirectly supports families, carers, and hospital staff by contributing to a more holistic model of care.

Collaboration with partners has been vital to the project's success. In 2024, NEON worked alongside hospital clinical teams, CAMHS, local authorities, Early Help services, schools, colleges, and voluntary and statutory organisations including Young Harrow Foundation and Young Brent Foundation. These partnerships helped to deliver joined-up, responsive care tailored to the needs of young patients.

Between January and December 2024, NEON supported 694 young people through one-to-one casework, advocacy, and psychosocial interventions. Outcomes included improved emotional wellbeing, successful reintegration into education and wider support networks, increased trust and engagement in clinical settings, and strengthened cross-sector collaboration. Feedback from patients, families, and professionals was consistently positive, highlighting NEON's transformative impact. Young people reported feeling seen and supported beyond their illness, parents expressed relief at the emotional support provided, and clinicians recognised the project as a vital contributor to holistic care.

Impact: The NEON Project has become a trusted source of support for young patients navigating the challenges of hospitalisation. By addressing not only medical but also social and emotional needs, it has helped young people build resilience, reconnect with education and community services, and feel valued during a critical time in their lives.

Sandra Absolam
Youth Worker

I AM BRENT – Tackling Violence and Creating Pathways for Young People

The I AM BRENT project began in April 2024 and was officially launched in May 2024 as a two-year initiative running until April 2026. Funded by the Mayor of London's Violence Reduction Unit (VRU), the project was established in response to high levels of violence within specific Brent communities. It focuses on hyperlocal areas most affected by violent crime, including the Chalkhill Estate, Church Road, Harlesden, and Stonebridge.

Delivered by a consortium of six grassroots organisations — Step Up Hub, Sport at the Heart, Connect Stars, Hilltop Circle, United Borders, and PLIAS Resettlement, the project provides a multi-layered approach to prevention and intervention.

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.

PLIAS Resettlement leads on the tertiary strand, working in partnership with United Borders. Together, we provide tailored one-to-one support, combining intensive mentoring with employment, training, and education (ETE) opportunities. This wraparound approach includes action planning, outcome tracking, and casework addressing wider issues such as housing, substance misuse, emotional wellbeing, and family relationships. Referrals are made to specialist services including New Horizon, EVVP, Turning Point, and St Giles.

Supporting Young People

The CSCS training pathway has proven especially popular, with many young people recognising it as a route into employment and apprenticeships despite having a criminal record. Alongside training, we provide practical support such as PPE, travel, and refreshments, ensuring participants can complete their courses safely and successfully, even where risks require additional safeguarding measures.

Our work is highly flexible to meet the needs of young people assessed as high risk. For some, this includes outreach in neutral spaces such as libraries, magistrates' courts, or Youth Offending Team offices. We also attend regular multi-agency meetings with statutory partners including case managers, social workers, CAMHS, and child protection teams, ensuring joined-up support and accountability.

Outcomes (May – December 2024)

- Pre-release engagement: 14
- Casework support: 23
- Employment: 3
- Education/Training: 5
- Intensive mentoring: 2
- Psychotherapy: 1
- Family mediation: 0
- Peer mentoring: 0

Challenges and Learning

Engaging young people in psychotherapy and family mediation remains a challenge, with many reluctant to seek mental health or relational support due to stigma and mistrust. Building trust takes time, particularly as many have previously been let down by systems. Nonetheless, persistence, flexibility, and creative approaches have enabled us to engage even the most high-risk clients in positive opportunities.

Impact:

Working together as a consortium has enabled us to provide a wide range of support, referrals, and opportunities. We have seen young people secure apprenticeships, gain employment, and avoid reoffending due to the positive interventions delivered.

- One young person, discharged from the Youth Justice Service in June, completed CSCS training with us and successfully secured a carpentry apprenticeship. He has not reoffended since and proudly shared: “I’m good now. I’m working hard, getting up early, and reminding myself that I’m gonna be a carpenter. Thanks for all the support.”
- Another young person, after two unsuccessful attempts at apprenticeships and college, persevered with our support. She eventually gained a childcare apprenticeship, having developed resilience and self-control through our sessions. She reflected: “I am happy that I am working and finally I will get my qualifications and a career.”

These individual stories highlight the transformative potential of the I AM BRENT project: by combining mentoring, education, and practical support with trust-based relationships, we are enabling young people to take control of their futures and build more positive, stable lives.

Angelina Cox

Youth Engagement Caseworker

Creating Safe Spaces, Transforming Lives

The P&ACT Project

Launched in 2020, the Prevention and Action Against Harmful Practices (P&ACT) Project forms 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 responds to the specific and often complex barriers faced by women and girls when seeking help. Cultural stigma, fear, and a lack of specialist services can leave survivors isolated and without options. P&ACT seeks to change this by creating safe, culturally sensitive spaces where women and girls can access support with understanding, dignity, and respect.

Courage to Create – A Core Element of Support

One of the cornerstones of the P&ACT Project is the Courage to Create Coffee Morning, introduced in the project's second year. This initiative recognises the power of creativity as a tool for healing, helping survivors of trauma to express themselves, process their experiences, and foster personal growth.

Held bi-weekly, the sessions provide consistency and routine in a welcoming, non-judgemental environment. They combine peer support with practical and creative activities, building a sense of community while offering space for reflection and resilience.

Many of the women attending these sessions are navigating multiple and often overlapping challenges, including:

- Domestic abuse (physical and emotional)
- Homelessness
- Fractured family relationships
- Female Genital Mutilation (FGM) or honour-based violence
- Mental health concerns such as depression and suicidal thoughts

Impact :

The P&ACT Project has shown the power of safe, culturally sensitive spaces in transforming lives. For many women, the Courage to Create Coffee Morning is the first time they feel truly heard, supported, and connected. Through creative expression, peer support, and tailored guidance, participants begin to rebuild confidence, reduce isolation, and take steps towards safety and independence. By addressing both the visible and hidden impacts of harmful practices, the project continues to empower women and girls to reclaim their lives with dignity and hope.



Activities Offered

The Courage to Create Coffee Morning provides a varied programme of activities designed to promote healing, self-expression, and personal growth. These include:

- Art therapy – using creative expression as a tool for recovery and emotional release
- Creative writing – encouraging reflection, storytelling, and the development of new perspectives
- Vocal workshops – building confidence and self-expression through voice and performance
- Vision board sessions – helping participants set goals, visualise aspirations, and plan for the future
- Group coaching – fostering resilience, peer support, and shared problem-solving
- Confidential one-to-one support – offering personalised guidance in a safe and trusted space

Together, these activities create opportunities for women to rebuild confidence, connect with others, and take meaningful steps toward healing and empowerment.

Case Study and Project Summary – P&ACT

Lolly's Story Lolly, a 62-year-old survivor of domestic abuse, joined Courage to Create while homeless and dealing with years of trauma. Initially reserved, she gradually engaged in paint therapy workshops, where her artwork reflected her personal growth and confidence. Today, she has secured safe housing, continues painting, and credits the programme with helping her reclaim her voice, her home, and her sense of purpose.

Scope of the Project

The P&ACT Project delivers a wide range of interventions to prevent and respond to harmful practices, including prevention workshops, survivor support groups, community engagement sessions, professional training, and awareness campaigns in partnership with schools and statutory agencies.

Advocacy – 16 Days of Activism

The project actively contributed to the global 16 Days of Activism campaign to end violence against women and girls. Activities included the production of a survivor-focused booklet, public art installations at major events and venues, and a dedicated coffee morning featuring survivor narratives and creative workshops.

Impact and Future Direction

P&ACT demonstrates the power of culturally sensitive, community-led approaches in transforming the lives of women and girls. By combining survivor support with prevention, advocacy, and systemic change, the project enables women to rebuild confidence, access targeted support, and move forward with renewed hope. Looking ahead, the project is committed to expanding prevention initiatives, strengthening community-based networks, and continuing to advocate for a future free from violence and oppression.

Yvonne Michele

Harmful Practice IDVA

Domestic Abuse Caseworker



HEALTH EDUCATORS PARTNERSHIP SERVICE PROJECT SUMMARY (JAN–DEC 2024)

In Partnership with: PLIAS – Brent Carers Centre – SAAFI – CB PLUS – MENCAP

Brent Project: Brent Health Matters

Project Background & Purpose

This project aimed to improve public health and reduce health inequalities across Brent, with a focus on prevention, lifestyle change, and raising awareness of key health issues particularly in underserved and hard to reach communities.

Key Objectives

- Raise awareness of type 2 diabetes and its risks
- Connect residents to local health services
- Provide 1:1 support to residents to encourage and sustain healthier lifestyle changes
- Run targeted programmes:
 - Diabetes Digital Inclusion
 - Peer Support
 - Sugar Awareness for Families



Stakeholder Engagement

- Brent Council
- Brent Health Matters
- Local GP practices
- Community organisations & faith groups
- Public health teams
- NWL ICS
- LNWH
- CNWL



Feedback / Testimonials

"I can now use my NHS app to check my results and book appointments myself."
"Learning to use my phone for health has made me more independent and confident." "Meeting others with the same condition made me feel less alone."
"I now understand my diabetes better and feel more in control of my health." "The support I got meant I went to hospital in time it saved my life."
"I felt listened to and supported with my health and my housing issues." "I told my whole family about what I learned – now we've all cut down on sugar."
"I never realised I was at risk. Now I've made changes and I'm encouraging my friends to do the same."



Target Beneficiaries

Brent residents aged 16+ with limited access to healthcare, including those who are digitally excluded, socially isolated, or living in deprived areas of Brent.



Reach & Delivery

252 BHM events attended
8 Events planned and delivered
2,372 residents engaged



Positive Outcomes

- Healthier lifestyle changes and better self-management of conditions
- Increased awareness and prevention of diabetes, stroke, and hypertension
- Residents supported with isolation, food poverty, housing issues, and homelessness
- 1:1 support reduced inequalities and built confidence
- Some residents identified and referred for urgent medical care, potentially preventing strokes and heart attacks
- Residents digitally enabled to access NHS services and health tools
- Peer support improved condition understanding and reduced isolation
- Greater trust in health services and improved access among underserved groups

Empowering Justice-Involved Youth Towards Brighter Futures Throughout 2024

Step Up Project:

We continued delivery of the Step Up Project, concluding the initial phase of our work. The project supported over 110 young people with criminal convictions or those at risk of offending. Our person-centred approach provided tailored one-to-one support, helping each participant address personal barriers to education, employment, and training. This enabled young people to access meaningful opportunities, secure sustainable work, and pursue their individual goals and aspirations.

A key aspect of the project was collaboration with employers to ensure smooth transitions into the workplace. These partnerships were vital in ensuring young people were not only job-ready but placed in quality, long-term employment. Funded by the Youth Futures Foundation, the Step Up Project was independently evaluated by the Institute for Employment Studies (IES). The evaluation focused on identifying effective strategies for supporting young people affected by the criminal justice system and contributing to a broader evidence base.

We are excited to continue this work alongside the Youth Futures Foundation and new partners:

RAND UK, Tonic, and Dartington Service Design Lab. Together, we will co-design and implement an innovative service model. This project provides us with an opportunity to contribute beyond the boundaries of our own organisation, adding value to the broader body of work aimed at supporting young people with experience of the criminal justice system. We look forward to building our relationship with the Youth Futures Foundation and collaborating with new consortium partners committed to advancing this vital area of work. Impact: The Step Up Project has created tangible outcomes for young people facing complex challenges. Through intensive, tailored support, we have:

- Empowered over 110 young people to move beyond criminal justice involvement
- Supported improved confidence, motivation, and life direction
- Facilitated access to sustainable jobs through employer partnerships
- Delivered practical skills and work-readiness support
- Reduced risk of reoffending through meaningful, community-based pathways
- Helped participants set and achieve personal goals aligned to their strengths

This work has transformed lives while contributing to national knowledge on “what works” in youth justice and employability. With our funders and evaluation partners, we are helping to build an evidence-informed approach to supporting justice-involved youth across the UK.

Transforming Lives in 2024

2024 has been a year of resilience, growth, and lasting impact for PLIAS Resettlement. Through our wide-ranging programmes, from the National Careers Service and vocational training in CSCS, LANTRA and CITB, to our expanding Data Administration provision, we have supported individuals to take confident steps towards employment, independence, and brighter futures.

Our work has reached hundreds of people across Brent and beyond, empowering young people, women, and those furthest from opportunity. Stories like Lolly's, who transformed her life through Courage to Create, remind us of the power of safe spaces, tailored support, and creativity in rebuilding lives.

Client feedback has been central to shaping our services, ensuring continuous improvement and responsive delivery. Participants consistently told us that our programmes not only increased their skills and confidence but also gave them a renewed sense of belonging and purpose.

As an organisation, we have strengthened partnerships, built trust with communities, and developed new opportunities for people to move from challenge to change. Our collective achievements in 2024 stand as a testament to the dedication of our staff, the resilience of our clients, and the unwavering support of our partners and funders.

Our partners and supporters:

