



Annual Review 2015

**EMBRACE DIFFERENCE.
MAKE A DIFFERENCE.
BE THE DIFFERENCE.**







Contents

Welcome from our Chair.....	01	METRO Youth	13
Message from our CEO.....	03	METRO HIV	15
EMBRACING DIFFERENCE	05	Finance Summary.....	17
METRO Sexual & Reproductive Health.....	07	MAKING A DIFFERENCE.....	19
METRO Community.....	09	Our Vision	20
METRO Mental Health & Wellbeing	11	Thank you	21
		BE THE DIFFERENCE	23

Welcome

"I support METRO because METRO embraces and celebrates difference – and I believe everyone is unique."





Welcome to our Annual Review. I trust that you will find this a useful insight into the successes we have celebrated and the challenges we have faced over the last year.

I am very pleased to report that METRO continues to embrace difference, and encourage people to make a difference, delivering vital work across our five inter-linked domains.

2013/14 has been a consolidation year, moving the organisation onto a stronger footing from which to deliver confidently and effectively. We have continued to build and refine our Strategic Plan 2014-18, and commenced innovative and collaborative processes for its implementation. I am very pleased that we have started to deliver confidently against this plan, which is firmly embedded across our teams after a series of facilitated Away Days.

I am delighted to welcome Dr Greg Ussher into his new role as CEO. Greg has been a guiding force within the organisation since joining the team in 2005. Myself and the rest of the Board would like to thank him for his endless enthusiasm and committed leadership.

This year has also seen the implementation of a carefully considered restructure of the management and senior management posts, cementing our commitment to integration, innovation and insight. Coupled with this, as Chair I have worked with the Board to fully engage with a broad range of committees, working groups and away days.

I have also undertaken a full skills and diversity survey of the Board, and we are now working to implement the recommendations from that survey, with a view to the Board reflecting the excellent

diversity of METRO's staff and volunteer team.

I would like to thank all of our friends and supporters – including commissioners, service users, trustees, volunteers, staff, associates and partners for their continued involvement in making us a charity that truly changes lives.

Join us and be the difference.

Dan McDonald, METRO Chair of Board of Trustees

Message from our CEO

"I work at METRO because I believe labels box people in and engender stigmas – and METRO is a charity that breaks down barriers so people can be out and free of stigmas."



2013/14 has been a benchmark year for METRO. The charity's amazing workforce of 63 staff and 73 active volunteers have delivered more services, with improved quality, across wider geographies to even more people. As a charity we know what we do, and what we do well: we are fundamentally a service providing charity, and we work at the grass roots across communities, with often vulnerable, marginalised or stigmatised communities, to make a difference. Over this year we have harnessed the intelligence and integrity of our workforce to continue to build and refine our Strategic Plan – and this will be our benchmark as we continue to grow, diversify, engage and serve varied communities across our 5 domains.

Additionally, we have been working closely with, and increasing our understanding of, the emerging



structures and arrangements within the health and social care environment. This includes acknowledging the transition of Public Health Units to Local Authorities, engaging with the new Health & Wellbeing Boards, consolidating our contract as host of Healthwatch Greenwich and collaborating with Greenwich Clinical Commissioning Group (CCG), of which I am a Lay Member. We have also engaged nationally with NHS England, Healthwatch England, Public Health England, and Health Education England.

Our work still has a very strong focus in our home borough of Greenwich, where we have had headquarters since 1983, and we continue to have an excellent relationship with the Royal Borough. We have continued plans to grow our services geographically with engagement in Kent and Medway

and Essex, complementing our existing provision in South East London. We continue as well to provide a range of pan-London services, often with partners, engaging 5 key communities to make a difference; LGBT people, people living with HIV, young people, people affected by mental illness and African and other BME people and communities.

I am delighted to report our achievement of Care Quality Commission (CQC) registration. We also achieved the London Healthy Workplace Charter, maintained our You're Welcome accreditation and re-gained our DoH Information Governance accreditation. Alongside this success is our significant role at a national level with our membership of the National LGB&T Partnership, the Sex Education Forum, the National HIV Prevention Network, the National HIV Policy Network,

the LGBT Consortium and our delivery as part of HIV Prevention England's national programme. I'm also personally delighted that our National Youth Chances project continues to change the lives of LGBTQ young people.

As well as growing our services and influence we have taken time to reflect and make improvements to the core of the organisation, including a rebranding of the charity, an improved website, stronger social media presence and more structured internal communications.

I would like to echo the thanks from our Chair to all of our supporters, funders, service users, volunteers, staff and partners. I'm so very proud of all that we achieve for the people who access our services.

Dr Greg Ussher, METRO CEO

EMBRACING DIFFERENCE

"I work at METRO because, as an employer they care for the growth and development of their staff. I'm inspired by METRO's efforts in the community and I'm proud to be part of an organisation that celebrates difference."

Sharon
Clinic Host





METRO is a leading equality and diversity charity, providing health, community and youth services across London and the South East with national and international projects.

METRO works with any member of the community experiencing issues related to gender, sexuality, diversity or identity across our five domains: **Sexual & Reproductive Health, Community, Mental Health & Wellbeing, Youth and HIV.**

Listening and responding to the needs of our service users means that we have developed a diverse range of person-centred services, all connected by our passionate belief in the importance of human relationships and connection and the individual and collective capacity for change and growth.

We are committed to providing excellent and inclusive services to support people to make a real difference in their own lives and the lives of others.

OUR SERVICE USERS

- 63% of all METRO service users identify as LGBT.
- 16% of all METRO service users identify as African.
- 50% of all METRO service users are under the age of 25.
- 7% of all METRO service users identify as HIV positive.

OUR STAFF AND VOLUNTEERS

- METRO has 63 full time, part time and sessional staff.
- METRO's 73 active volunteers provide nearly 16,000 hours of service each year.
- 63% of METRO's full time and sessional staff identify as LGBT.

METRO Sexual & Reproductive Health

"I work at METRO because we are part of making a difference in a person's life at crucial moments for them."

Sexual Health Administrator





METRO has always been committed to promoting positive sexual and reproductive health and wellbeing in the community. Originally aimed solely at the specific needs of LGBT communities, we have significantly expanded our services to offer more holistic sexual and reproductive health opportunities to a range of vulnerable communities. Our services include community screening and testing, advice and information, support and advocacy, sexual health promotion and outreach, condom distribution and contraceptive services that integrate clinical and behavioural interventions. We manage 16 sexual health clinics in London ranging from testing only clinics to full sexual health and contraception clinics.

There is an increasing need to support young people and their sexual and reproductive health needs in a range of settings that suit them. In extending our work in this area we will look particularly to support young women at risk of teenage pregnancy and young men who have very diverse and complex needs.

We believe that sexual and reproductive health is intrinsically linked to all aspects of health and wellbeing and that the primary aim of sexual and reproductive health services is to provide expert knowledge and choice for people in a non-judgemental way.

WHY?

Continuing high STI rates in England suggest too many people are still putting themselves at risk through unsafe sex, especially young adults and men who have sex with men (MSM).

- In 2013, there were approximately 450,000 diagnoses of sexually transmitted infections (STIs) made in England: The most common being chlamydia, with 208,755 diagnoses made in 2013.¹
- The number of gonorrhoea diagnoses increased by 15% between 2012 and 2013. With an even greater increase of 26% in the MSM communities.²
- Our Youth Chances research shows that less than 1 in 5 LGBTQ young people (18%) report that school was useful preparation for happy and healthy sex and relationships.³

¹ Public Health England, Health Protection Report Vol 8 No. 24 - 17 June 2014

² Ibid

³ Youth Chances: Summary of First Findings, Baker, D et al, Jan 2014

METRO Community

"I work at METRO because I want to see others who have been touched by prostate cancer have appropriate support and services that meet the diverse and different cultural journey that LGBT people experience around a diagnosis."

Simon

Peer Support Group Coordinator





Since its inception, METRO has been committed to community participation, involvement and engagement. Our success relies on the power of community organising, an area in which METRO has a long history, particularly with engaging people affected by HIV.

Our current service offers in this area include hosting Healthwatch Greenwich and sitting on the Board of Healthwatch Medway; peer support and social groups; service user involvement; youth fora; volunteering opportunities; community based participatory research and membership of Citizens UK.

One of our newest and most successful community programmes is Walnut, providing peer support, including buddying, for LGBT people living with prostate cancer.

We believe that everyone should have equal access to community involvement and participation in shaping communities and services and that services should be informed by service user need, experiences and voices.

We seek to empower service users to be active citizens in promoting health, wellbeing and equality and supporting healthy communities and we are committed to supporting disadvantaged communities to overcome barriers to participation.

WHY?

- It is widely acknowledged that involving people in their own health and social care is critical for improved outcomes and wellbeing.
- Some communities face challenges in accessing formal participation and involvement structures and additionally their needs are often ignored.
- Our Youth Chances research highlights particular areas where LGBT young people face difficulties in participating fully in their local communities.

METRO Mental Health & Wellbeing

"We are committed to delivering holistic mental health and wellbeing services."





We are committed to delivering holistic mental health and wellbeing services. Our services include LGBT counselling, peer support, group work, advocacy and crisis work, hate crime and domestic violence services, as well as the specific mental health and wellbeing support we undertake with the aim of HIV prevention and support for all affected communities.

METRO Mental Health and Wellbeing Service is predicated on the belief that specialist LGBT services are necessary for the good mental health and wellbeing of LGBT communities. At the root of our work is the belief that with support people can find the resources within themselves to go forward more positively with their lives.

Our mental health support for LGBTQ young people has seen a large increase in demand and we are planning to increase the capacity of these services.

WHY?

- 1 in 4 people in the UK experience mental health problems each year.⁴
- There are significantly higher reported levels of mental health problems including depression, self-harm and suicide ideation in LGBT communities.⁵
- Our Youth Chances research shows that over half of LGBT young people experience mental health problems
- Over half of LGBTQ young people have self-harmed.⁶

⁴ The Health & Social Care Information Centre, 2009, Adult psychiatric morbidity in England, Results of a household survey

⁵ LGBT Companion to the Public Health Outcomes Framework, Williams et al, 2013

⁶ Youth Chances: Summary of First Findings, Baker, D et al, Jan 2014

METRO Youth

"I work at METRO because I am committed to improving the lives of young LGBTQ people and believe the work we do is pivotal in making change."

Ben

Lead Youth Worker





A commitment to providing services for young people has been an integral part of our approach since the beginning. METRO Youth provides free and confidential services to LGBTQ (lesbian, gay, bisexual, transgender and those questioning their sexuality or gender) young people in South East London. Our work includes youth groups, work in schools to tackle LGBT-phobic bullying, alcohol advice and counselling, training and support combined with enabling access to education, employment and training.

We also work with whole populations of young people through a range of sexual and reproductive health services. In both our targeted and our broader work, we are committed to supporting and educating young people and empowering them to have greater control over their own lives.

We believe that young people's rights to participation, protection and provision should be respected through services informed by their needs and views. We aim to provide an integrated service model to ensure that the often complex and diverse needs of young people are caught and addressed in a way that will assure the best outcomes for them.

Our Youth Chances research is the outcome of our long history and expertise in providing youth services – a social research and influencing project, aimed at improving the lives of 16-25 year old LGBTQ young people across England by communicating their needs and concerns to the service providers and policy makers responsible for addressing them.

WHY?

- Four out of five LGBTQ young people know they are LGBTQ before the age of 16 years and two thirds of trans young people know they are trans before the age of 16 years.
- LGBTQ young people want emotional support and opportunities to meet other LGBTQ people when they are coming out – most are not getting the support they want.
- LGBTQ young people are at significantly greater risk of verbal, physical and sexual abuse.
- Nearly 1 in 10 LGBTQ young people (8%) have had to leave home for reasons relating to their sexuality or gender identity.⁷

⁷ Youth Chances: Summary of First Findings, Baker, D et al, Jan 2014

METRO HIV

"I work at Metro because it's a great organisation, which gives me a platform to do innovative work in HIV support services."

Camille

Advice & Assessment Worker





HIV prevention has always been at the heart of METRO's work. We remain the largest provider of community HIV services in London. Our HIV prevention and support work continues to include a diverse range of community, home and online testing options, one-to-one and group based behavioural change interventions, information campaigns and training, health promotion and outreach and condom distribution, as well as holistic support for people living with HIV (PLHIV), including advice & information and advocacy & support.

We aim for an integrated flow between testing and prevention and/or support, ensuring the moment of a positive or negative diagnosis is not the end of the client's journey.

METRO is committed to piloting innovative approaches to ensure our HIV services engage with even the hardest to reach communities. We have continued to work in partnership with community hubs ranging from LGBT venues through to churches.

Our approach to research around HIV and associated issues is becoming more sophisticated and innovate, for example empowering individuals to undertake research within their own communities, not only increasing understanding but also forming an effective intervention for those people they engage with.

WHY?

- An estimated 107,800 people were living with HIV in the UK in 2013.
- In 2013, 6,000 people were newly diagnosed with HIV in the UK with almost half (42%) diagnosed at a late stage of HIV infection.
- In 2013, an estimated 43,500 men who have sex with men (MSM) were living with HIV in the UK, with an estimated 7,200 undiagnosed.⁸

⁸ All stats from HIV in the United Kingdom: 2014 Report, Public Health England, November 2014

Finance Summary

Below is a summary of METROs finances from the period 1st April 2013 to 31st March 2014. For full details you can refer to our statutory Annual Report & Accounts 2013/14 which is available on request and online on our website and on the Charity Commission website charitycommission.gov.uk.

Independent Auditor's Statement to the Trustees of METRO Centre Limited

We have examined the summarised financial statements for the year ended 31 March 2014 set out on page 18.

Respective responsibilities of the trustees and the auditor

The trustees are responsible for preparing the summarised financial statements in accordance with applicable United Kingdom law and the recommendations of the Charities SORP.

Our responsibility is to report to you our opinion on the consistency of the summarised financial statements with the full annual financial statements and the Trustees' Annual Report.

We also read other information contained in the summarised annual

report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summarised financial statements.

We conducted our work in accordance with Bulletin 2008/3 issued by the Auditing Practices Board.

Opinion

In our opinion the summarised financial statements are consistent with the full annual financial statements and the Trustees' Annual Report of Metro Centre for the year ended 31 March 2014.

We have not considered the effects of any events between the date on which we signed our report on the full annual financial statements 22 December 2014 and the date of this statement.

Munro Audit Ltd

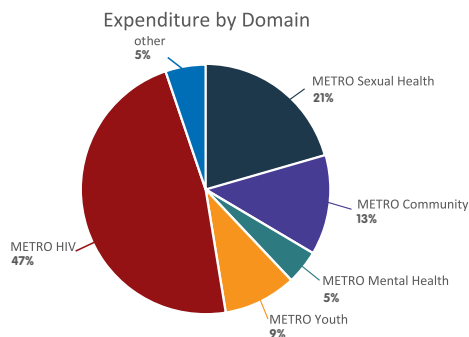
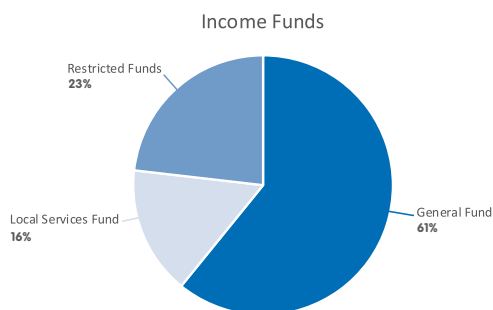
20th April 2015

Munro Audit Ltd

Chartered Accountants & Registered Auditors, 31 Stallard Street, Trowbridge

Trustees' Statement

The trustees confirm that the summarised financial statements are a summary of information extracted from the full





financial statements of the charity which were approved in December 2014 and submitted to Companies House and the Charities Commission. The summarised financial statements may not contain sufficient information to allow for a full understanding of the financial affairs of the charity.

20th April 2015
Dan McDonald
Chair of Board of Trustees

Observations

METRO's expenditure for the year was more than our income, which resulted in a deficit of £23,278. This is significantly smaller than the deficit from the previous year of £130,651. In the upcoming financial periods the Trustees plan to move the charity away from deficit and instead build on our reserves to again reach the desired level of between 3 months and 6 months of operating expenditure. METRO currently has unrestricted reserves of £259,812.

The £20,000 provision for liabilities above is for projected delapidation costs of our relocation from our previous premises in Norman House, Greenwich.

SUMMARY INCOME & EXPENDITURE

Incoming resources

Incoming resources from charitable activities

Grants & SLAs

2,424,947

2,156,154

Incoming resources from generated funds

Donations

10,965

18,996

Fees & Fundraising

1,120

2,261

Investment Income

215

2,058

Total incoming resources

2,437,247

2,179,469

Resources expended

Charitable activities

Salaries

1,491,799

-

Premises

186,104

-

Service Provision & Support

745,810

-

Salaries, Premises, Service Provision & Support Total 2013

-

2,273,188

Governance

36,812

36,932

Total resources expended

2,460,525

2,310,120

Net income for the year

-23,278

302,686

Total funds brought forward 1st April

302,686

Total funds carried forward 31st March

279,408

433,337

302,686

BALANCE SHEET as at 31st March

Fixed assets

Tangible assets

34,093

40,320

Current assets

Debtors & prepayments

260,051

112,484

Cash at bank & in hand

311,077

455,448

571,128

567,932

Liabilities

Creditors: amounts falling due within one year

305,813

285,566

Net current assets

265,315

282,366

Provisions for liabilities

20,000

20,000

Total net assets

279,408

302,686

Funds

Unrestricted funds (including designated funds)

259,812

272,906

Restricted funds

19,596

29,780

Total funds

279,408

302,686

MAKING A DIFFERENCE

METRO is providing more services than ever before to more people and with more impact.

Our services

- METRO on average provides 60,000 occasions of service⁹ per year.
- METRO registers over 5,000 individual service users every quarter.
- METRO provides over 100 discrete services across its 5 Domains.
- METRO has 97% adherence and compliance across all of its contracts and Service Level Agreements.

⁹ An occasion service mean every time we provide a direct service to an individual



Our Vision

Our Vision, Mission and Values reflect what METRO is all about and what we are trying to achieve collectively.

VISION

METRO's vision is for a world where difference is celebrated, respected and valued, where discrimination is eliminated and where optimum health and well-being for all is a collective goal.

MISSION

METRO promotes health and wellbeing through our transformative services to anyone experiencing issues relating to gender, sexuality, diversity or identity.

METRO uses its unique insight and our LGBT heritage and perspective to influence decision makers and to effect positive change.

METRO embraces difference and champions equality, and challenges others to do so too.

METRO works collaboratively with our staff, volunteers, users, partners and supporters to make a difference to people's lives.

VALUES

Integrity

METRO is true to its Mission and we believe in the transformative power of excellent and inclusive services, products and experiences.

Insight

Our services and our change agenda are informed by our understanding of the power of human connection and relationship AND our unique relationship with the people and communities we work with and for.

Innovation

METRO strives to deliver cutting edge and creative solutions to the individual and social problems we identify.

Our Vision, Mission and Values form the foundation of our Strategic Plan 2014-18.

STRATEGIC GOAL:

What we aim to achieve

The goal of our Strategic Plan 2014-18 is to grow and diversify deeply into our new vision, mission and values, and

to continue to consolidate and expand METRO as one congruent charity, so as to ensure consistent, high quality and integrated experiences for our service users.

STRATEGIC OBJECTIVES:

What we will do to achieve it

1. Innovation

We will deliver transformative services for our beneficiaries across all our areas of work, and we will improve the quality, diversity and reach of these services.

2. Insight

We will use what we learn from the delivery of our services to build our insight to influence policies, procedures and practices for the benefit of our services users and those we aim to serve.

3. Integrity

We will ensure that all structures, roles, functions, policies and processes within the organisation are transparent, accountable and robust to facilitate the achievement of Objectives 1 and 2.

Thank you

We cannot do what we do without the financial and other support of our individual and corporate supporters, funders and commissioners. Your money is invested in direct activity that makes a positive and lasting difference to the lives of the people we support and we keep our support costs very low.

Thank you to all our volunteers who give selflessly of their time and energy to support our work, including this year those who joined our new METRO Associates programme.





Thank you to the corporate partners who helped to steer the development of our METRO Associates programme, including representatives from:

Standard Chartered Bank
BP
IBM
KPMG
DeLoitte

Thank you to commissioners and funders or specific projects:

Big Lottery Fund
City Bridge Trust
Comic Relief
Croydon Council
Department for Education
Department of Health
Equality and Human Rights Commission
Essex County Council
Heritage Lottery Fund
HIV Prevention England
Kent County Council
LGB&T Partnership
LGBT Consortium
London Borough of Bexley
London Borough of Bromley
London Borough of Lambeth
London Borough of Lewisham
London Borough of Southwark
London Borough of Tower Hamlets
London Borough of Wandsworth
London Borough of Merton
MAC AIDS Fund
South London and Maudsley Trust
Medway CAB
Medway Council
Ministry of Justice
MOPAC
National African HIV Prevention Programme
NHS Bexley
NHS Greenwich
NHS South West London
Oxleas NHS Foundation Trust
London Boroughs contributing to the London HIV Prevention Program (LHPP)
Prostate Cancer UK
Public Health England
Royal Borough of Greenwich
Social Investment Business
South London Innovation Fund
Trust for London
University of Greenwich

Be the difference

Ways to help

Your support really helps us to make the difference to people's lives. There are many ways to get involved.

Give

We rely on voluntary donations to continue and support our work. You can make one off or regular donations or take part in fundraising events and activities metrocentreonline.org/donate

Volunteer

We believe very strongly in investing in our volunteer workforce and have developed a supportive and comprehensive

recruitment, induction and training programme.

metrocentreonline.org/work-with-us/volunteer

METRO Associates is a professional volunteering network of people committed to supporting our work by providing specialised help for specific time-bound projects. It is a mutually beneficial opportunity focused on projects and goals rather than more traditional volunteering roles.

metrocentreonline.org/work-with-us/metro-associates

Corporate support

Partner with us to achieve your business and Corporate Social Responsibility objectives. Working with us is an excellent opportunity to partner a respected charity brand and help even more people to better health and wellbeing.

Like us

facebook.com/METROCharity

Follow us

[Twitter.com/METROCharity](https://twitter.com/METROCharity)

Watch us

youtube.com/themetrocentre

youtube.com/METROHIV



"I volunteer at METRO because it gives me focus, and I get to meet and work with new and interesting people."

Julie
Communications Volunteer



METRO Greenwich

141 Greenwich High Road
London
SE10 8JA

METRO Vauxhall

N206 Westminster Business Square
1-45 Durham Street
London
SE11 5JH

METRO Kent & Medway

331 High Street
Rochester
ME1 1DA

Healthwatch Greenwich

New Haddo
29 Tarves Way
London
SE10 9JU

METRO Ashford

Vicarage Lane
Ashford
TN23 1NJ

METRO Essex

Outhouse East
19 East Hill
Colchester, Essex
CO1 2QX

metrocentreonline.org

Company Registration No. 2716101 | Charity Registration No. 1070582