



Impact Report 2021 / 2022





Vision

A world where people living with HIV and other long-term health conditions live long and healthy lives, free from poverty, stigma, prejudice and discrimination.



Mission

To enhance the quality of life for people living with HIV and other long-term health conditions.



Values

- **Inclusive**
- **Respectful**
- **Non-Judgemental**
- **Person-Centred**
- **Responsive**



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brigstowe

positive change together

An Overview from our CEO – Rami Ghali

The last year has been eventful and exciting, including the launch of several new services and national recognition for Brigstowe's work.

The year started well with news from the National Lottery Community Fund that they had awarded us a further five-year grant towards: our HIV peer mentoring; HIV awareness training and general awareness raising; and our peer support group. We're very grateful for the certainty this gives us to continue to develop these services. One of the first changes we made, in consultation with people living with HIV, was to train HIV positive "Peer Facilitators" to start running our "All In" peer support group sessions.

In January 2022, we launched a new year-long pilot of an Engagement Support Service working closely with HIV clinicians at Southmead Hospital. The worker provides support to people living with HIV who are experiencing difficulties in adhering to their prescribed medication or attending appointments. We are grateful to the Rank Foundation and Bristol City Council Public Health Team who are funding this service.



After a great deal of partnership and co-production work, our Common Ambition Bristol (CAB) project interventions went live at the end of this financial year (April 2022). The project aims to increase HIV testing and reduce HIV stigma amongst African & Caribbean heritage communities. You can find more information at www.commonambitionbristol.org.uk.

There has been a lot to celebrate this year. In January 2022, we found out that Brigstowe was one of ten organisations from around the UK who won the GSK Impact Awards 2022. Find out more about this further on in this report.



Shortly afterwards in March 2022, we marked Brigstowe's 25th Anniversary (belated due to COVID) with a wonderful celebration looking back at the many developments over the years and the outstanding contribution of staff, volunteers and trustees.



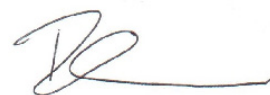
The Peer Partnership (www.peerpartnership.org) is our new brand, delivering services and providing consultancy to other organisations around peer support. In January 2022, we set up our Long COVID peer support service, working in partnership with Sirona Care & Health to provide peer support groups and workshops. We are also continuing to develop our mentoring service for people with Type 2 diabetes, also in partnership with Sirona Care & Health. We also have several consultancy projects underway with a lot of interest in the services we can provide.

Brigstowe are committed to promoting Equity, Diversity and Inclusion (EDI) in all aspects of our work and also in wider society. In order to do this, from October 2021 to May 2022 we carried out an EDI audit with the support of an external consultant funded by Lloyds Bank Foundation. For more information, please see pages 6 and 7. We are now planning to complete and publish an EDI Strategy which includes a three-year action plan.

We have had more staff and trustee changes during this year than previous years. We've welcomed four new members of staff, said a fond farewell to Annie Pollock who retired in June 2021, and also said goodbye to two trustees (Henroy Brown and Jane Nicholls) whose contribution has been greatly valued.

We're excited about what the future holds.

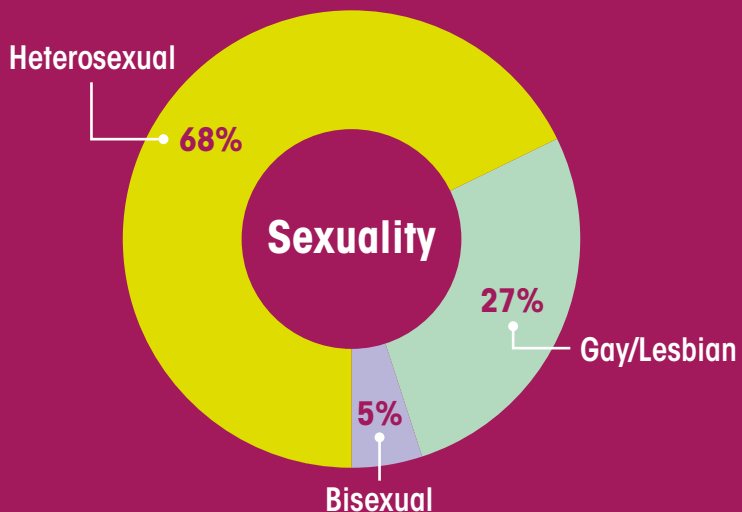
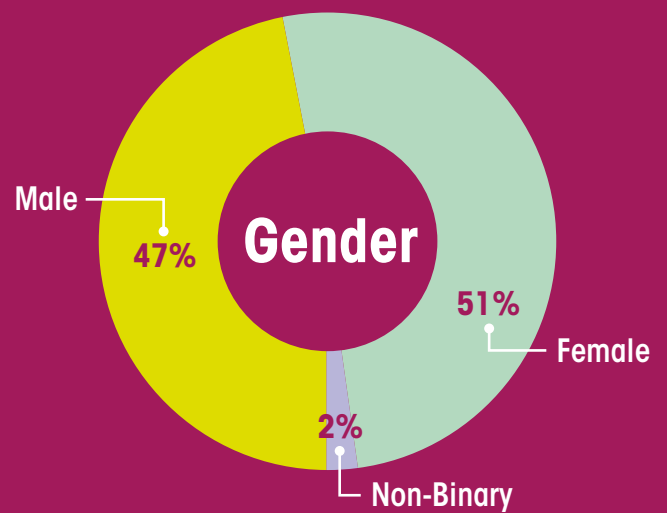
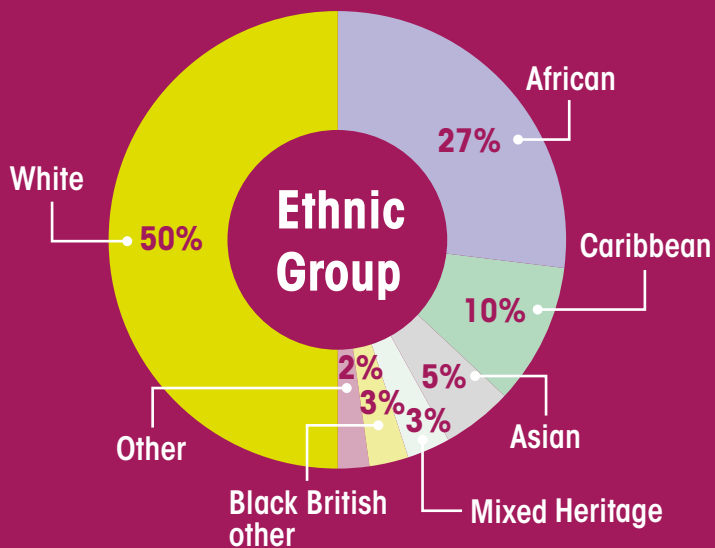
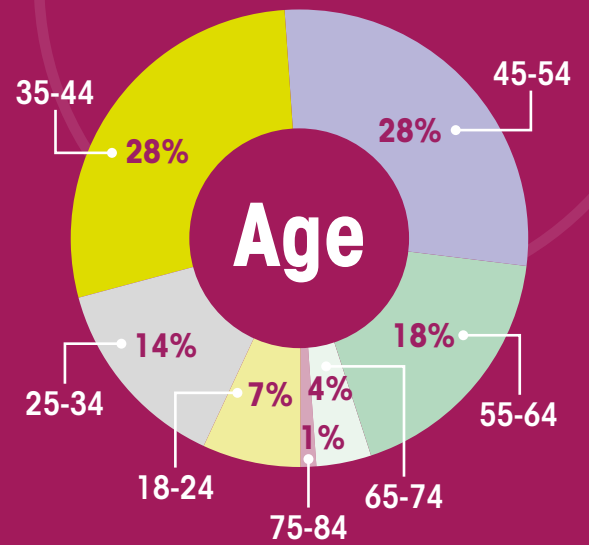
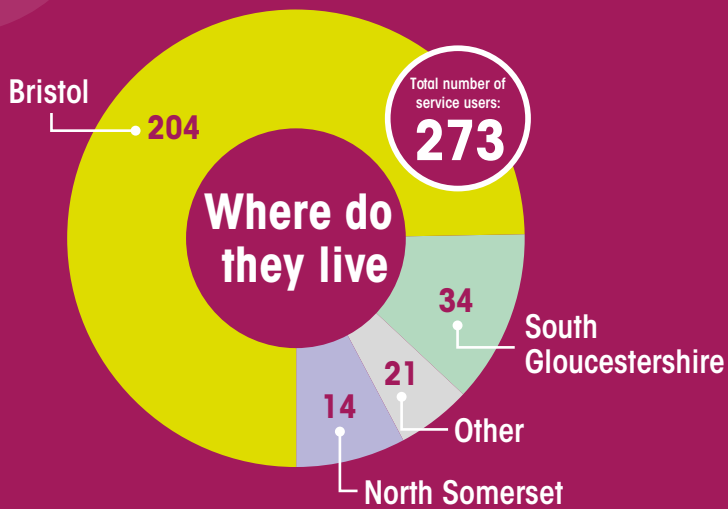
I would like to end by saying a big thank you to all our staff, volunteers, trustees, clients, partners and funders on whom we depend and who enable us to achieve our goals.



Rami Ghali, Chief Executive Officer



Who are our Service Users



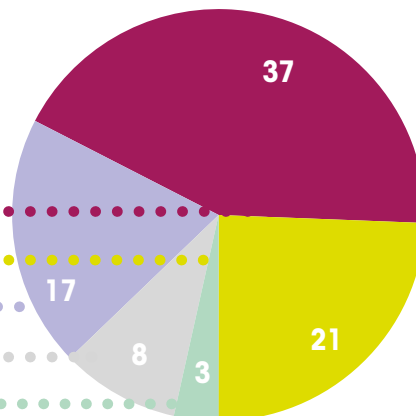
Equity, Diversity and Inclusion Report 2022

From November 2021 to May 2022, Brigstowe undertook an Equity, Diversity and Inclusion (EDI) review of our organisation as a whole. Equity, Diversity, and Inclusion is important in all of the work Brigstowe does and we want to make sure we are doing all that we can in this very important area. If you were one of the 89 people who completed the survey or one of the people who attended the two focus groups we want to say a big THANK YOU. We really appreciate you taking the time to share your thoughts and experiences.

Participants

As part of our EDI review, we released a survey to all our clients, volunteers, trustees, and staff. We received a total of 89 responses.

- **37 Clients**
- **21 Staff & trustees**
- **17 Volunteers**
- **8 Volunteers who are also clients**
- **3 Prefer not to say**



Learning from Survey

92%

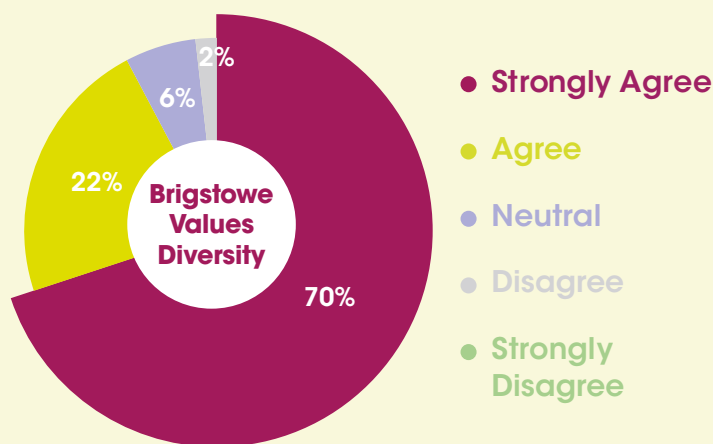
Think Brigstowe Values Diversity

87%

Think Brigstowe Values My Identity

82%

Think Brigstowe Offers Equal Opportunity

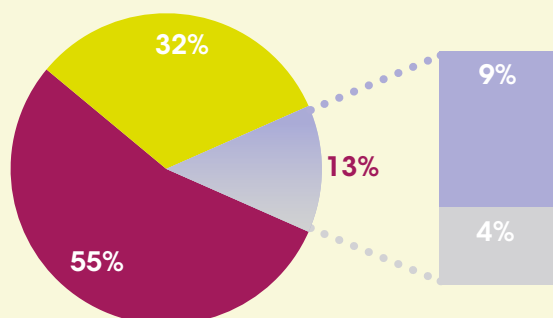


"Brigstowe definitely makes everyone feel welcome and does a good job of this. They obviously take time to think about how to make sure they are inclusive as an organisation."

Volunteer, 2022

Our survey participants overwhelmingly view Brigstowe as valuing diversity, valuing the personal identities of the individual, and offering equal opportunities for people to advance their lives.

Brigstowe Values My Unique Identity



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

EQUITY

The quality of being fair and impartial

brigstowe

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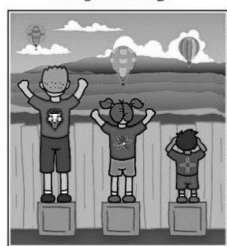
DIVERSITY

Including people from a range of different backgrounds

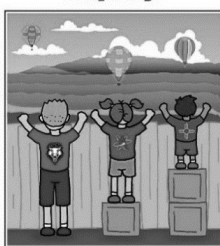
INCLUSION

The action of including or being included in a group or structure

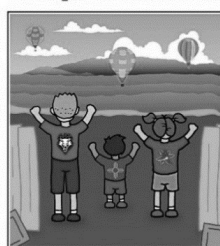
Equality



Equity



Empowerment



Room for Improvement

We were really pleased to hear you feel Brigstowe are doing well, but we also recognize we still have work to do in this very important area, as some of you said:

- **You're doing a great job, though would like to see ALL types of diversity take the lead on events you are doing**
- **Ensure staff and volunteer roles are advertised as widely as possible to encourage diverse applications**
- **Include diversity training as part of induction of volunteers**
- **Focused work to be done for the organisation to be more trans-inclusive**

"As a married HIV+ heterosexual male, I don't seem to see much information relating to me."

Client, 2022

We are busy writing a **strategy** and detailed **action plan** to help us progress in equity, diversity and inclusion for all our clients, volunteers and members of staff. We really value the constructive feedback we have received which will inform this process.

Advice and Support Service

Our advice and support service can help with a range of matters from financial to housing to employment and other issues. The service can be accessed by anyone living with or affected by HIV as many times as they need. We offer a person-centred service, which can range from one-off advice to regular meetings for those who need ongoing support. Our aim is to improve the quality of life and independence of those we assist.



"People living with HIV, especially in different communities and black communities, haven't accepted HIV and Brigstowe is somewhere you can talk about it"

"My (support) worker really supported me in a way I could not imagine, her support and her help is everything. I'm really glad she supported me"

"I value almost everything, when you have a problem and someone understands you and then helps as much as they can by giving you all the support all the time. It's very good support"

Engagement Support Service A brand new service!

Following consultation between Brigstowe and the Brecon Unit (Southmead Hospital's HIV department), a need was identified to create a holistic support service for patients with a regular pattern of non-attendance or non-adherence to medication, resulting in non-suppressed viral load. Funding for a 12-month pilot project was obtained through the combined generosity of Bristol City Council's Public Health Team and The Rank Foundation.

The resulting Engagement Support Service at Brigstowe works closely with Brecon to address the hurdles clients face in engaging with their HIV treatment. These are often not directly related to their HIV treatment. Housing, substance misuse, financial pressures, stigma, accessibility, and mental health are just some of the wide-ranging factors we work closely with clients to overcome. The aim of the service is to improve the individual's attendance at clinic and ultimately achieve an undetectable viral load through consistent adherence to medical treatment.



Migrant and Asylum Support Service

This is a specialist service for individuals seeking asylum, experiencing immigration issues or who have been trafficked and are living with HIV. This service offers a safe, confidential and supportive space and can offer ongoing emotional and practical support.



"They have granted my leave!!!! I am thrilled, it has been a long road but now it is over. I want to thank you for all the help you have given me, I know for a fact that without your assistance we would still be fighting for my immigration status. Thank you is such a little word, it doesn't seem anywhere near big enough for all the support and help you have given us in our very dark times. Thank you from the bottom of our hearts for getting our lives back."

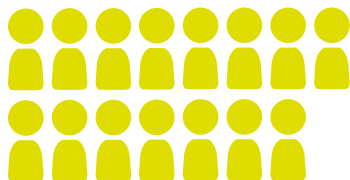
positive voices

Positive Voices

This service encompasses a range of different programmes all designed and delivered with people living with HIV to help and support other people living with HIV. Learning to live with HIV can be difficult and even overwhelming at times. It can help to speak to someone who has been in the same position and experienced similar challenges. With the COVID-19 pandemic still having an undeniable impact during this reporting year, we are proud of what we have still been able to achieve. A huge thank you to all of our volunteer Peer Mentors for being so understanding and adaptable whilst maintaining their unwavering passion and dedication to supporting people living with HIV.

One-to-One Peer Mentoring

This service allows individuals to meet regularly with a mentor who is living well with HIV. They can share experiences, provide emotional support and discuss coping strategies, all in a safe and confidential space.



15 mentors



4 senior mentors



4 new mentors recruited



4 mentors attended the National Conference of People Living with HIV & the National Peer Mentor Development Day



"I was a bit lost, and now I feel like I'm back on track with making decisions and being comfortable with my status because of all the tips, support and options I was given."

Peer Mentee

CHIVA (Children's HIV Association) worked in partnership with Southmead Hospital's HIV clinicians to launch a unique service for young people transitioning from paediatrics to adult care. The Youth Clinic runs quarterly, and Brigstowe trained a young adult as a Peer Mentor to contribute to the support available at the Clinic.



"The workshop helped me to be able to open up when I am dating as well as helping me think about when to disclose or not"

HIV & Dating Workshop Attendee

"All In" Peer Support Group

All In is our HIV peer support group which is run in partnership with THT (Terrence Higgins Trust).



6 Peer Facilitators recruited



2 Social Events



4 Skills-Based Workshops



2 HIV-Focused Sessions

Peer Support Self-Reported Outcomes (One-to-One Peer Mentoring and "All In" Peer Support Group):



Reported an increase in confidence and self-esteem
- **28 people**



Reported an increase in forming close supportive relationships and a reduction in isolation - **26 people**



Reported an increase in confidence in sharing their HIV status - **10 people**



Reported an increase in skills or knowledge - **16 people**



Reported an increase in understanding of HIV and related issues - **12 people**

HIV Awareness Training

HIV-related stigma is one of the main challenges facing people living with HIV. Involving those with lived experience sharing their story, this training busts many myths, dispels fear and educates participants so people living with HIV can live in a world that doesn't discriminate. In response to the pandemic, we developed a digital training offer. Training was delivered either digitally or face-to-face this reporting year. Delivery of digital training has been very successful and all training has been well received. Sessions continue to be delivered with a Positive Speaker sharing their experiences of living with HIV.

10
sessions
delivered

96%

of attendees reported an increase in knowledge on how to get an HIV test

93%

of attendees reported an increase in knowledge and understanding of HIV issues

93%

of attendees reported a positive change in attitude around HIV issues

"The speaker was able to share their personal experience as well as more nuanced options pertaining to the stigma against HIV/AIDS that allowed me to understand how it can negatively impact people's lives - including those who do not have HIV"

HIV Awareness Training
Participant

The Peer Partnership

The Peer Partnership launched in November 2020, with the goal of taking the model of peer support that we have used for HIV over the past 7 years, and applying this approach to other long-term health conditions and protected characteristics. This past year we have undertaken new service delivery, consultancy work and training.

Please contact info@peerpartnership.org if you would like to know more about the services we can offer.

The Peer Partnership

Lived experience improving lives

Service Delivery Type 2 Diabetes Peer Mentoring

Our Type 2 diabetes peer mentors meet with individuals to share their own experience of living with the condition. They provide them with the right information and support to help them learn more about Type 2 diabetes and live well. Sessions have continued to be delivered by a blended approach, i.e. digital and face-to-face. In partnership with Sirona Care & Health, this year our peer mentors have started having a presence at the Type 2 diabetes course 'Living with Diabetes'. These are delivered by Sirona Care & Health to people diagnosed with Type 2 diabetes within the last 18 months. This past year we have undertaken service delivery (Type 2 Diabetes and Long COVID), consultancy work and training.



Sirona
care & health

21

**completed
relationships**



6

**new mentors
recruited**



19

**current
mentors**



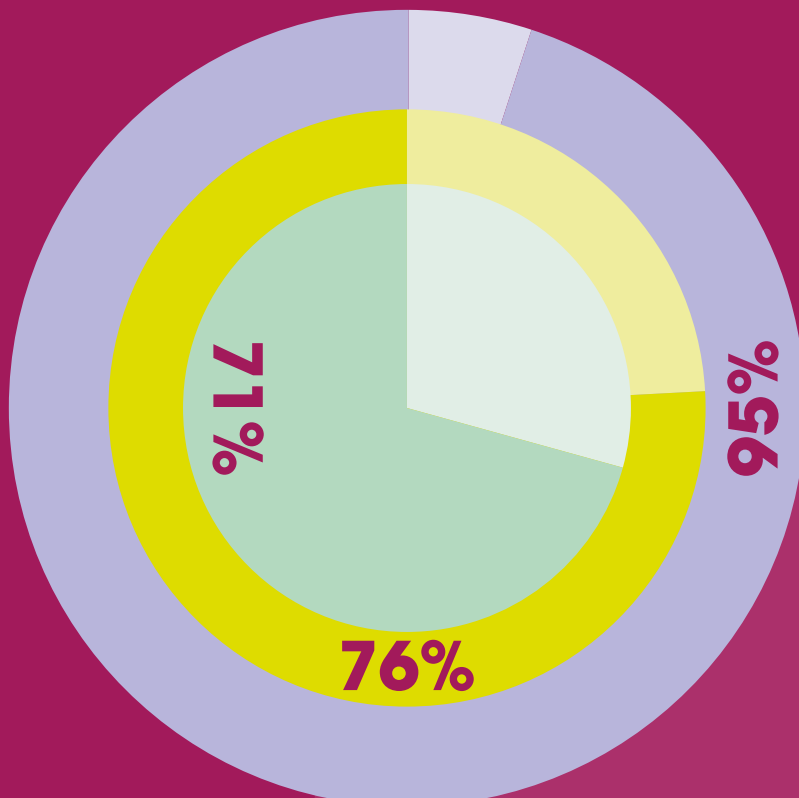
"My knowledge and understanding around diabetes, health and diet has increased significantly. I am better equipped to make decisions about food, which I wasn't prior to having a mentor"

Mentee

"Before the mentoring I ate what I wanted, sugar and everything. XXX [mentor] has given me guidance on what to eat and not to eat. I have lost 20kg through walking, being active and eating well. I take no sugar in tea or coffee now. I am aware that I am young, I have a long time to live with diabetes, and now I really understand it. The mentoring has also really helped me with my mental health, I have been isolated and XXX [mentor] has helped me get out and go into the community"

Mentee

Type 2 Diabetes Peer Mentoring - Outcomes



71% of mentees reported an increased ability to maintain lifestyle changes

76% of mentees reported an increase in their knowledge of how to prevent problems with their health

95% of mentees reported increased confidence in being able to manage their diabetes

Service Delivery

Long COVID – Our Long COVID service started in November 2021, and went live in February 2022, following a 3-month lead-in period. We are now providing peer support workshops and structured peer support groups in partnership with Sirona Care & Health. This contract runs until January 2023, with the possibility of extension.

The logo for Sirona care & health, featuring the word 'Sirona' in a large, stylized purple font, with 'care & health' in a smaller, lowercase purple font below it.

"What I've taken from this session is that I am not isolated, that others have had their lives impacted, that good people are helping us."

Long COVID
Workshop Attendee

Consultancy

Step Together Volunteering - We have supported the development of peer support for female ex-offenders in Manchester, including 4 days of consultancy and outside supervision for their peer support coordinator. Step Together were very happy with the service.

"The Peer Mentoring training delivered to our staff and volunteers was very well received, as well as the external supervision provided to our new Peer Support Coordinator. The drafting of our Terms of Service over several meetings enabled us to consider our needs every step of the way and we now have an extremely useful document to support our pilot programme, from recruitment and training, through to delivery."

Operations Manager, Step
Together Volunteering

University of Bristol – We began our consultancy contract with UoB in June 2022 to provide students who identify as trans or non-binary with one-to-one peer support at the university. We have completed focus groups and will be helping university staff to develop the service.

Training

The Peer Partnership has provided 6 core training sessions within Brigstowe and 1 external core training (Step Together), with an additional 1 internal (Long COVID), and 1 external (University of Bristol) planned before September 2022. A total of 36 days has been spent organising and delivering training.



Common Ambition Bristol

Common Ambition Bristol (CAB) is a 3-year community-powered project led by Brigstowe and the African Voices Forum (AVF), working in partnership with Unity Sexual Health, Bristol City Council and the University of Bristol (UoB) to improve HIV and sexual health services for people of African and Caribbean heritage in Bristol.



Improving sexual health

Achievements this year



1x logo designed - incorporating all the colours of African and Caribbean flags brought together in a heart and the ribbon symbolising the bringing together of communities.



6x Community Researchers recruited



8x areas of focus



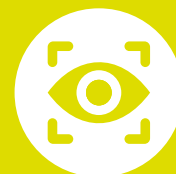
Public consultation - this directly fed into our areas of focus, evidencing that we truly are a community-led project.



Launch of the website - the website is a one-stop shop for accurate, informative and essential information.



Areas of focus for the next stage of this project are:



Testing - including clinic, community and at-home (self-test)

Barbershop/Men's outreach - Specific outreach tailored for men

Women's Events - Specifically designed to ensure a safe space for women

CAB Table Talks - Events where we host round-table discussions

Event Presence - Attending community events

Roadshows - Events Common Ambition Bristol organise specifically around our aims

Resources - Creation of leaflets, posters, educational materials etc.

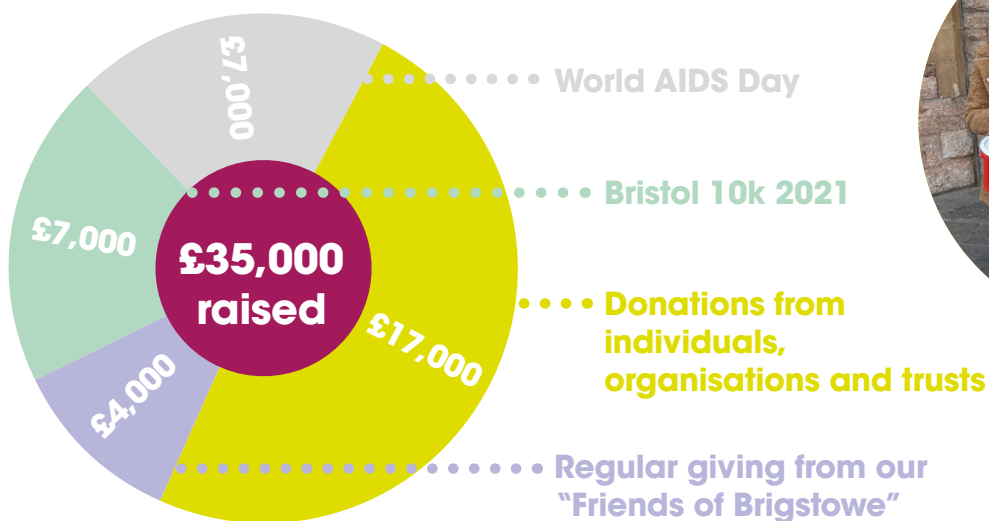
Multimedia - Social media, website, films, shorts etc.

Keep updated with all of our news by following us on socials or by visiting the website:

www.commonambitionbristol.org.uk



Fundraising and Campaigns



This was a truly outstanding year. We would like to take this opportunity to thank all those individuals and organisations who have donated, fundraised and volunteered to help us achieve this phenomenal total which will help us to continue to meet the needs of people living with HIV and other long-term health conditions.



World AIDS Day 2021

10x events - Our online and in-person events were the heart of our World AIDS Day programme. All of these events included at least one positive speaker sharing their powerful and inspirational stories. We pay tribute to all those individuals who had the courage to share their personal experience.

2x headline sponsors - Bristol Health Partners & GMB Union (Avon & Wessex Branch)

7x lunch and learn sessions - Through exceptional corporate leadership, 7 lunch and learn sessions were delivered to: RPC, EPIC, DAC Beachcroft, Triodos Bank, Bank of Ireland, Burges Salmon and University Hospitals Bristol and Weston NHS Foundation Trust.

£2,000 raised from community fundraisers - A huge thank you to Don't Tell Your Mother and Queenshilling for your amazing support.

22 fundraising volunteers - Not all heroes wear capes. This inspirational team helped us raise nearly £600 at Bristol Temple Meads.

"Thank you both so much (for the lunch & learn), we can aspire for more participants next year to hear your stories and insights as they were truly inspirational"

Chief Nurse and Midwife UHBW NHS Foundation Trust

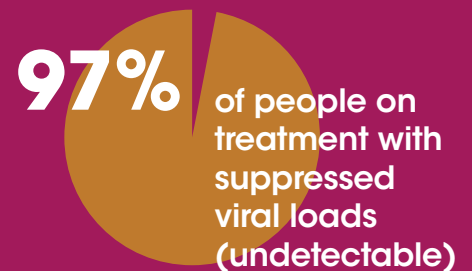
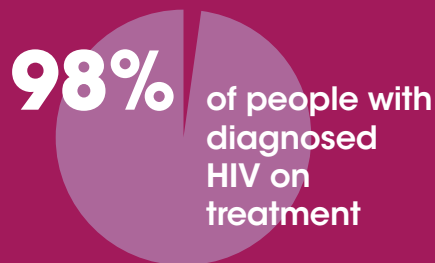
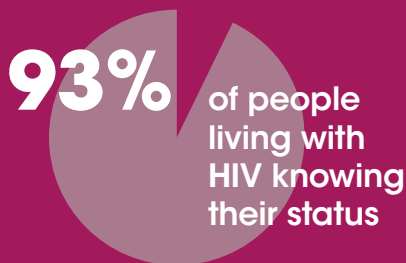
Fast-Track Cities Bristol Initiative

Now in Year 2 of delivering on our action plan, Fast-Track Cities (FTC) is a global initiative to end the AIDS epidemic by 2030. By being a Fast-Track City, Bristol commits to:



- **Work to exceed the UNAIDS 95:95:95 HIV targets:**
 - 95% of people living with HIV knowing their status,
 - 95% of people with diagnosed HIV on treatment,
 - 95% of people on treatment with suppressed viral loads
- **End new HIV infections in the city**
- **End HIV-related stigma and discrimination: Zero Stigma**
- **End preventable deaths from HIV-related causes**
- **Work to improve the health, quality of life and well-being of people living with HIV in the city**

Bristol is currently achieving:



Fast-Track City Bristol:

- Presented work on Peer Support at the annual UK & Ireland Fast-Track Cities Conference
- Presented work on reducing HIV stigma at the Europeans AIDS Clinical Society (EACS) Conference
- Partnered on an HIV Prevention England funded pilot project called 'Hearts and Minds' aiming to reduce HIV stigma within healthcare
- Launched the 'More Than 3 Letters' campaign - a campaign to promote U=U (Undetectable=Untransmittable) using the stories of people living with HIV and what they would say to themselves on the day they were diagnosed
- Bristol-wide HIV Stigma log initiated where any incidents of stigma can be recorded
- HIV Awareness Training and Policy Strategy developed - the strategy was written in consultation with people living with HIV and our FTC Bristol partners. The aim of the strategy is to outline the best way to use our limited resources to reduce the stigma and discrimination experienced by people living with HIV.

Fast-Track Cities Bristol Initiative - What's Next

- **Work with Bristol City Council and their homecare agencies and North Somerset Council and their licensed tattoo and piercing premises to reduce HIV stigma by delivering HIV Awareness Training and policy work**
- **A billboard campaign to promote U=U (Undetectable=Untransmittable)**
- **Undertake a Bristol-wide public knowledge and attitudes survey on HIV**



**More
Than
3 Letters**

GSK 2022 IMPACT Awards

Brigstowe won a major national award for our work to support people living with HIV and other long-term health conditions.

The GSK IMPACT Awards, run in partnership with The King's Fund, are designed to recognise the outstanding work of community-based healthcare and wellbeing charities.

Following a rigorous selection and assessment process, Brigstowe was chosen from more than 350 charities across the UK as one of the 10 winners. The award judges were particularly impressed with Brigstowe's strong focus on supporting some of the groups and communities most vulnerable to the potential impacts of an HIV diagnosis.

Judges comments were: "Brigstowe's work is user-led and rooted in the experiences of people living with HIV, delivering a range of support services including its exceptional peer-support model. Its small but extremely passionate and skilled team has recently expanded their services to support people with other long-term conditions, including Type 2 diabetes and Long COVID. We were also particularly impressed by the strong partnerships the charity has built with health service commissioners, Bristol City Council and local businesses. Brigstowe is really punching above its weight and has been a catalyst for change for HIV services in Bristol."

As a winner, we received £40,000 of unrestricted funding, a video produced of our work and an invitation to take part in a tailored leadership development programme run by The King's Fund.

To watch our video please visit: <https://www.youtube.com/watch?v=p7a7pecKhGE>

We would like to take this opportunity to thank our funders



brigstowe⁺
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Web: www.brigstowe.org

Email: info@brigstowe.org

Twitter: @brigstoweinfo

Facebook: www.facebook.com/brigstoweinfo

Registered Company No: 03107835

Registered Charity No: 1049945



Become a Friend of Brigstowe

Everyone needs friends and we at Brigstowe are no different.

Just £10 a month (the price of a cup of coffee a week) could be used to provide transport costs to one of our most destitute clients to access community services.

To donate please visit:

www.brigstowe.org/donate

Support people living with HIV and help raise awareness of HIV in Bristol by making a regular monthly donation to Brigstowe.