

IN 2009/10
OPEN ROAD
HELPED 2,037
PEOPLE IN ESSEX
TO COMBAT
THEIR DRUG
AND ALCOHOL
ADDICTIONS

**OPEN ROAD WORKS IN PARTNERSHIP WITH ESSEX DRUG & ALCOHOL ACTION TEAM, ESSEX POLICE,
NHS, ESSEX PROBATION SERVICE, LOCAL AUTHORITIES AND THE GOVERNMENT'S CRIME & DISORDER
REDUCTION PARTNERSHIPS TO MINIMISE THE EFFECTS OF DRUG AND ALCOHOL PROBLEMS RELATED TO
CRIME WITHIN LOCAL COMMUNITIES.**

OPEN ROAD

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20
YEARS

The Bright Side of the Road – 20 Years of Changing Lives

2009/10 ANNUAL REVIEW

Reducing the harmful impact of drugs and alcohol on
users, their families, partners and society

OPEN ROAD

‘Open Road gave me my life back. I now have the strength to deal with it. I am now living, not just existing.’ **20 YEARS** ‘Without Open Road I would definitely still be using a lot of drugs.’ **20 YEARS** ‘Although Open Road has had no direct contact with my family, the benefits of help given to me have transferred to my family – they trust me.’ **20 YEARS** ‘Through Open Road I was able to turn my life around.’ **20 YEARS** ‘My family is very happy with the way Open Road has helped me.’ **20 YEARS** ‘My experience with Open Road helped me so much. After about three weeks I stopped the drugs and never had them since. It was the best thing I ever did.’ **20 YEARS** ‘I’m so happy in my flat now, I work full time, have loving family around me and some good mates. I thought this had all gone at one point in my life.’

Word cloud of most common words and comments from service users (2010 Impact Report)

OPEN ROAD IS THE
LEADING CHARITY IN
ESSEX FOR PEOPLE
WITH DRUG AND
ALCOHOL PROBLEMS

Our Chair of Trustees & Chief Executive



2010 marks our 20th Anniversary of working with people and their families who have been or are affected by drugs and alcohol. How Open Road has grown and expanded over these 20 years. Starting as a very small service operating out of a living room in a small house in Colchester, Open Road now covers the whole of Essex, with the exception of the two unitary authority areas (Southend & Thurrock), and has over 85 employed staff and self employed contractors and over 100 volunteers.

There have been many challenges along the way, but everyone involved in Open Road, both past and present, should be congratulated for their contribution to the success of our organisation. As Chief Executive I personally have been involved for the last 17 years and have enjoyed every minute of it – well naturally it has had its moments, but I have had a great time and much support from colleagues and particularly our Chair and Board of Trustees.

During the year 2009/10 we secured a contract for community re-integration – now named New Horizons, which has enabled us to offer a wider range of services and support to our clients, assisting them in training, education and employment after they have successfully completed a programme of treatment.

Our sub contractors ADAS in Harlow decided to terminate the contract that they had with us at the end of December 2009, so we now also cover West Essex and are currently developing services in this area with the support from Harlow CDAT, West Essex PCT and of course our main partners, Essex Drug & Alcohol Action Team (DAAT).

Finally, I would like to thank all the clients who have contributed to our service development, our volunteers whom without them, we would not be where we are today and all the employed staff and self employed contractors who assist so many clients to make positive changes in their lives. The very final thank you has to go to our commissioners at Essex DAAT, all our other funders both statutory and non-statutory and far too many to mention individually – without this financial support, we would not be able to continue to offer a wide range of services and projects to many vulnerable adults and their families.

Established 20 years ago in 1990 by Bridie and Richard Ashrowan Open Road has developed into the major Essex charity it is today (see Our History pages 8-9).

We provide comprehensive drug and alcohol treatment services to people affected by substance misuse in 12 Essex local district authority areas: Basildon, Braintree, Brentwood, Castlepoint, Colchester, Chelmsford, Epping Forest, Harlow, Maldon, Rochford, Tendring and Uttlesford.

Our services include:

- **one to one support** and advice to service users like counselling; complementary therapies; and structured activities aiming towards their community re-integration including volunteering and preparation for further learning and employment (New Horizons);
- **‘whole family’ support** (MPACT) and range of work to prevent harm to children, young people and families affected by alcohol and drug misuse
- **‘drop-in’ and Needle Exchange** facilities.

We aim to reduce the harmful impact of drugs and alcohol on service users, their families and the wider community.

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Trustees in 2009/10 include:
Robert Smith ● Mary Francis ● David Barron ● Susan Fogarty ● Martin Mears ● Arthur Catterall ● Keith Cuthbertson.
Patrons: Douglas Carswell MP ● Richard Howitt MEP ● Bob Russell MP



Sarah Chambers

Sarah Chambers
CHIEF EXECUTIVE



Robert Smith

Robert Smith
CHAIR OF TRUSTEES

Every year Open Road contacts service users to assist in measuring the impact of services that they have received. We asked them what impact Open Road had on them, their families and the wider community. These are the results.

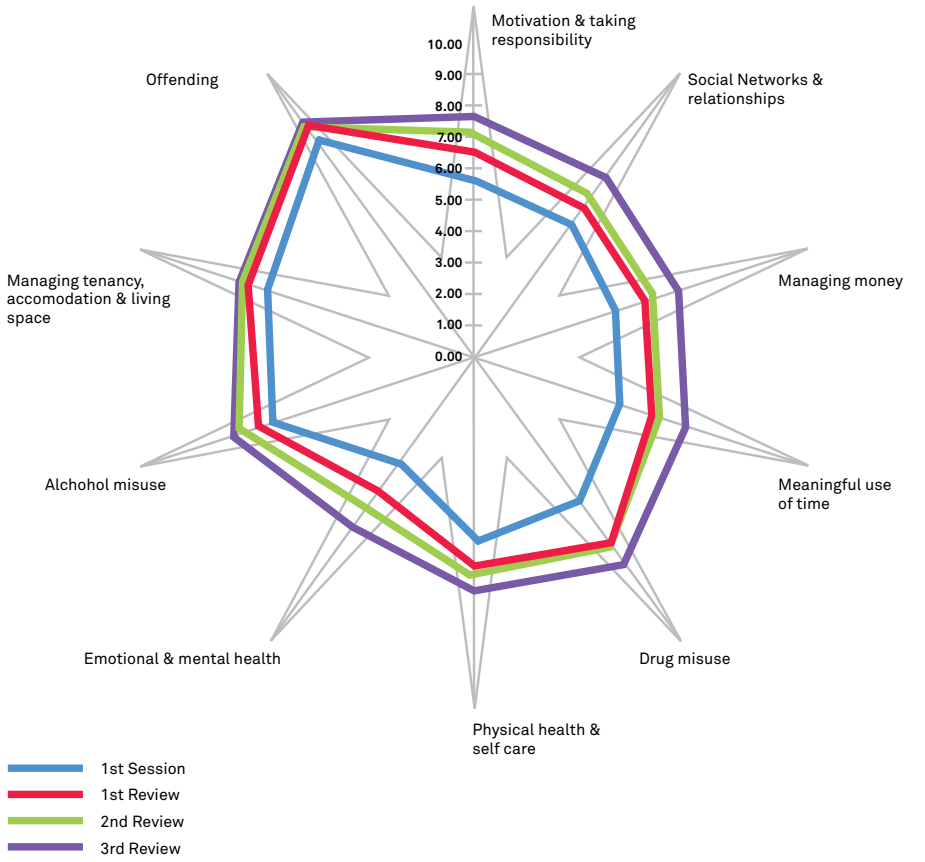
Is your life better? **76%** of respondents believed that Open Road had helped to reduce the harmful impact of drugs and alcohol on their lives, making them feel better

Is your family's life better? **74%** of respondents believed that their family life had improved

Is your community's life better? **62%** of respondents thought that their treatments had resulted in reducing the harmful impact of drugs and alcohol in their community.

OUTCOMES STAR
In addition, Open Road is continually assessing the results of three monthly service user reviews. The Outcomes Star data enables staff and service users to focus on those aspects of their lives where they identify the need for support enabling them to get back on track. There are 10 areas which service users rate on a scale of 1 to 10 depending on where they feel they are on their personal journey of change. From the analyzing of all the results (see table below) our greatest impact is in tackling service users drug misuse, improving their emotional and mental health, and also their meaningful use of time. There is less progress with improving their physical health.

OPEN ROAD FOCUSES ON KEY PERFORMANCE INDICATORS AND TARGETS, AND EXAMINES WAYS OF DEVELOPING INNOVATIVE WAYS OF DELIVERING SERVICES AND DEMONSTRATING TREATMENT EFFECTIVENESS.



‘My keyworker and counsellor worked hard to gain insight to the underlying causes of my drug and alcohol habit, and suggested ways of cutting down and then eliminating completely. To date I have been in total abstinence for 6 months and 17 days.’

“I have a client who has done exceptionally well over the past year who I thought readers of the Annual Review might want to hear about:

I have been seeing Jack since January 2009, he has had long-standing problems with heroin, cocaine and alcohol and eventually hit rock bottom when he lost his job and home in April 2009. He has since completed his treatment with Open Road and is now stabilized on a heroin substitute programme, which he is gradually reducing with the intention of becoming completely drug-free. As client welfare advisor I have supported him in various ways such as dealing with outstanding debts, budgeting, housing, training and employment.

I referred him to NACRO Housing who offered him a 1-bedroomed flat and as a result of being a model tenant; he has now been upgraded to a small house! Jack also attended various courses at the Adult Education Centre and now speaks fluent English, his first language being French.

When he first attended Open Road, he used to bring his brother to act as interpreter but is now much more confident and able to speak for himself. Jack was desperate to get back into work and I managed to find him a part-time job with a glazing company where he has now been for the past six months and I have received very positive feedback that he is reliable, hardworking and enthusiastic. His long-term goal is to secure full-time employment and to this end, we obtained a New Horizons bursary for a course of driving lessons, as a full driving licence will enhance his employment prospects.

Having his own home and job has given Jack a real boost and the difference it has made to his appearance and self-esteem is remarkable. It has also given him the incentive to remain clean and stable. At one time his own family did not want anything to do with him and now he has re-established family ties and is getting the support he deserves as he really has worked hard for it and is so grateful to Open Road for everything we have done.”

Sue Peachey



EXTERNAL EVALUATION – STIMULANT SERVICE

After almost two years of operation the pioneering Stimulant Service, based in north Essex was externally evaluated by James Baddeley Consulting. The results were remarkable.

According to the evaluation report the Stimulant Service’s benefits were clearly evidenced and identified by beneficiaries and other professionals from partner agencies.

Furthermore, there are some outstanding examples of success and achievement deserving showcasing so that they can act as role models for other project participants.

Key findings included:

63 substance abusers accessed the Stimulant Service (50% over target for the period)

43 clients (68%) successfully completed the programme and became drug free (36% over target for the period)

81% of clients improved their mental and emotional health by the time they left the programme

100% of clients who were involved in criminal activity before entering the programme stopped taking part in such activity by the time they left the programme.

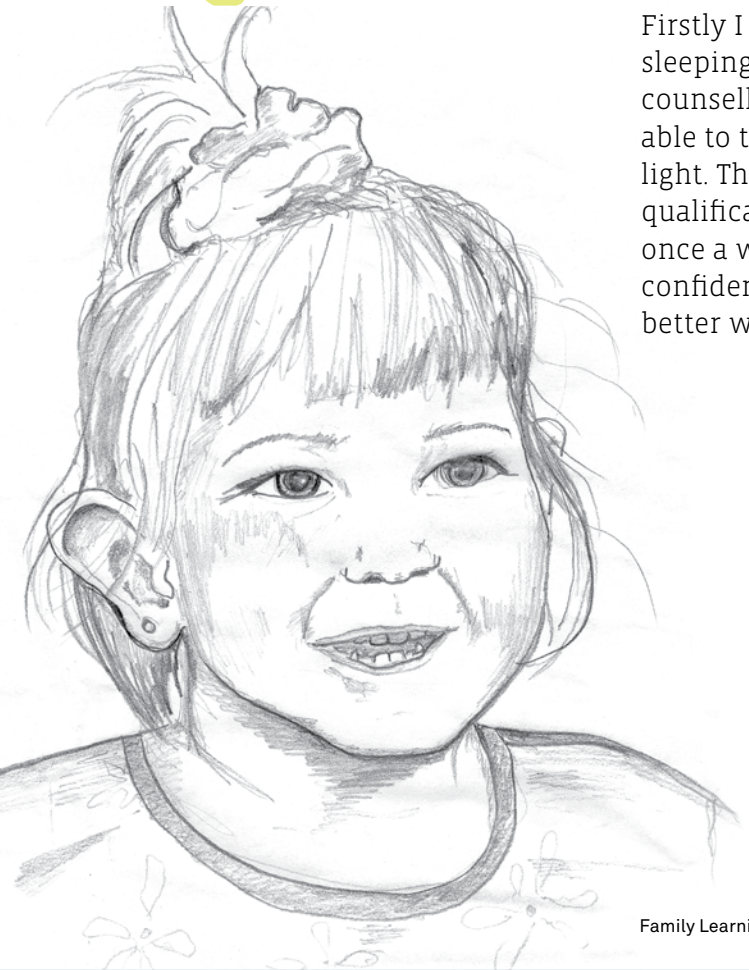
75% of clients improved their health and self-care by the time they left the programme

19% of clients gained paid employment during or after completing the programme.

The Tudor Trust, Fowler, Smith & Jones Charitable Trust and the Big Lottery Fund funded the Stimulant Service.



“I found plenty of evidence of high quality delivery taking place and strong outcomes being achieved”. James Baddeley



Open Road now provides an extensive range of drug and alcohol treatment services, with centres in Basildon, Braintree, Brentwood, Burnham on Crouch, Colchester, Harlow, Chelmsford and Clacton, plus further outreach facilities across the County.

In past year a brand new service has been set up for West Essex (covering Harlow, Uttlesford & Epping Forest). New premises have been secured and are now occupied in Mansard House, New London Road, Chelmsford.

Services focus on a harm minimization programme with counselling, client welfare, therapies, well-being initiatives and a host of practical support. Structured activities are also provided as part of Community Re-integration work undertaken by staff. Needle Exchange facilities are provided – helping to prevent the spread of HIV and hepatitis.

“When I approached Open Road for help I was truly made welcome. Firstly I received (auricular) acupuncture, which helped with sleeping and appetite. Secondly my keyworker and then my counsellor helped me re-gain some self-confidence, and being able to talk about my problems made me look at myself in a better light. Through Open Road’s financial support I gained a butchery qualification, and now a year later, I still use the drop-in about once a week for support but I now have returned to work with confidence and a spring in my step as I can focus my life in a better way.”

IN 2009/10 500 DRUG USERS ACCESSED THE NEEDLE EXCHANGES IN OPEN ROAD’S CENTRES, AND OVER 40,000 NEEDLES WERE DEPOSITED AND EXCHANGED.



Family Learning Project - service user drawing - detail

MOVING PARENTS AND CHILDREN TOGETHER (M-PACT)

In 2009 / 2010 Open Road launched a new M-PACT programme working directly with parents and their children. Initially this is being run as a two-year pilot project focused on the Colchester and Tendring areas. This is delivered in partnership with Essex Young Peoples Drug Advisory Service.

M-PACT works with families where parental substance misuse is severely affecting children and young people and / or the ability of the family to function in a positive way. The main aim is to improve the children and young people’s experience of living in the family and this is achieved through a systematic approach with the whole family.

Families are identified through adult drug services and undertake a 12-week programme, which consists of weekly group sessions. Throughcare and aftercare services are involved to ensure families are reintegrated back into the community in a positive way. To date seven families have been involved in the programme.

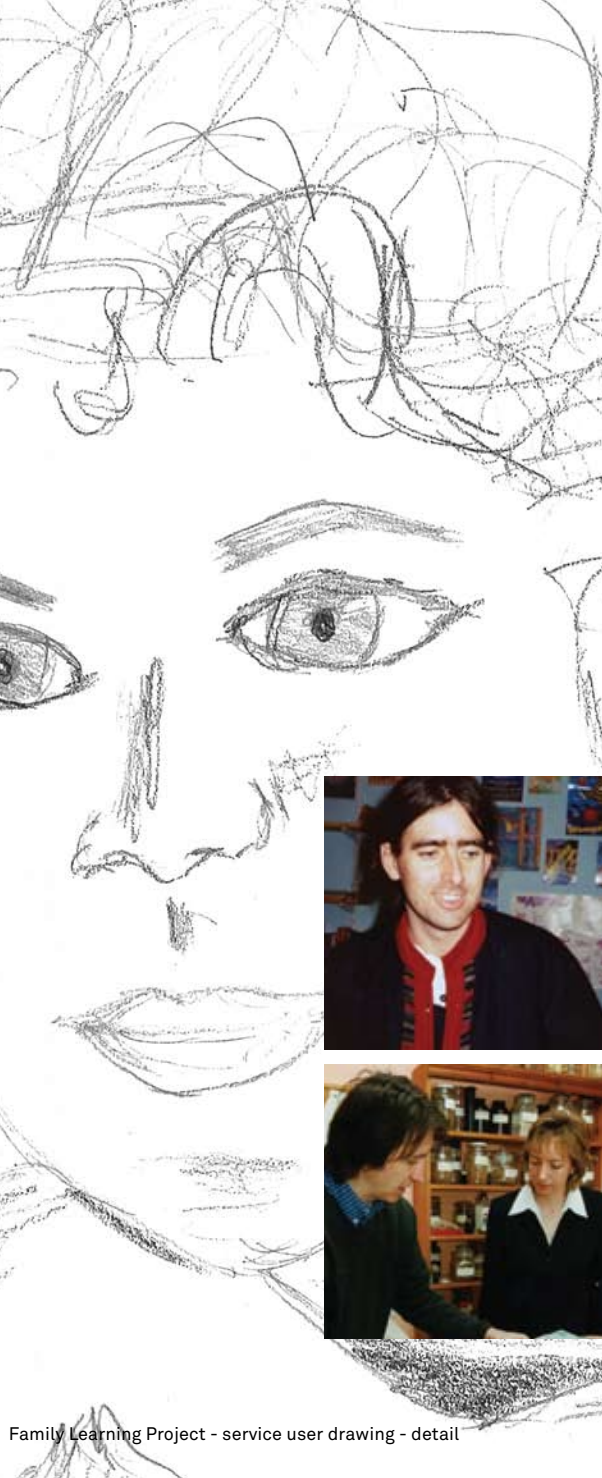
OPEN ROAD PROACTIVELY INVOLVES SERVICE USERS, THEIR FAMILIES IN THE DEVELOPMENT OF SERVICES.

SOS COMMUNITY BUS

Throughout the year Open Road has continued to manage a pioneering SOS Community Bus, in partnership with other agencies, with the aim of reducing the negative impact of the nighttime economy in Colchester. This has helped over 800 people, and provided a significant community resource for a range of agencies during the day. The SOS Bus is managed by two members of staff and helped by the incredible energies of 30 volunteers (as listed on page 10).

Word cloud of most common words and comments from service users (2010 Impact Report)





“I really like the way you have nurtured Open Road over the years.”

OPEN ROAD – PAST TRUSTEES, STAFF AND VOLUNTEERS

Two decades on and Open Road has developed into a major service provide of drug and alcohol treatment services. It has changed the lives of thousands. Looking back over the charity’s Incident Books (early to mid 1990s) charting day-to-day activities with service users provide a rich insight to the difficulties and dilemmas faced by staff and volunteers. This is rewarding work, but it is often tough and challenging. In the Incident books there are tales of broken office windows to be repaired, complaining neighbours to be placated, knives hidden in the toilets to be retrieved. Every day tearful service users requiring comfort and support, disputes about money between service users needing to be resolved and routine verbal abuse and aggressive behaviour to be managed – bans and calls to the ambulance service were commonplace.

OPEN ROAD – TIMELINE

1990

- Richard & Bridie Ashrowan decide to set up a non-judgemental Drop in facility for those with drug problems – and receive their first £2,000 donation (see page 10 for more about the Founders’ account)
- Move to Trinity Centre – open one afternoon per week
- Founders innovate with complementary therapies

1991

- Open Road moves to 15 Queen Street, extends opening hours
- Needle Exchange introduced & additional therapies, including Shiatsu Massage & Aromatherapy

1992

- Further counseling provided
- Service users produce a poetry anthology

1993

- Tudor Trust become first major funder and local agencies agree to support new charity
- Purchase premises to secure future development
- Sarah Chambers recruited to head up charity

1999

- Lloyds TSB Foundation offers funding for new staff

2002

- Open Road secured Investors in People Award

2003

- New project set up in Chelmsford, and charity moves to 5a Queen Street in Colchester
- Opening hours greatly extended and staff team expanded
- New independent funding secured for additional Drop in facilities.

2004

- Introduction of pilot floating support scheme, aftercare and structured day care programmes

2005

- Open Road opens new premises in Braintree
- GlaxoSmithKline Award – charity is Highly Commended

2006

- Development of new project in Burnham-On-Crouch
- In partnership with Essex Police new Keep Project piloted, and working with the Ministry of Defence Open Road starts work at the Military Corrective Training Centre
- Second 3 Year Business Plan launched



Almost £1m of Lottery funding later - supporting the growth and development of Open Road

Since the Lottery began in the mid 1990s Open Road is delighted to report that it has benefitted to the tune of £978,833.

First of all, in 1996, we were able to benefit for the purchase of our first premises in Clacton, (we then ‘won’ an amazing People’s Millions award to extend the needle exchange and counselling facilities in 2008). This was subsequently followed by two substantial and vital core funding awards to provide advice and information in our centres, enabling the charity to secure funding from local authority and health providers.

More recently we have secured innovative grant funding for our family support and community re-integration work with three grants, two of these latest projects are explained more on page 13. In 2007 Open Road was able to set up a dedicated pilot service to crack cocaine misusers who require immediate access to support and treatment. The Stimulant Service has now been externally evaluated.

THE LOSING OF HOPE
I ONCE THOUGHT I HAD WON THE BATTLE,
AND IN TURN WON THE WAR
BUT THE WAR FIGHTS ON, IT RAGES INSIDE,
AND WILL FOREVER MORE . . .

BRAINS SO PICKLED,
FINDING IT HARD TO THINK,
STARTING TO SEE FISH JUMP IN MY DRINK
THE MORE I DRINK
THE LESS I WORRY
THE MORE I SMOKE THE LESS I HURRY.

Two service users poems



1994

- Group therapies introduced

1995

- Project offices open in Clacton
- Open Road starts working with female service users and those with alcohol problems

1996

- First National Lottery grant to employ additional staff (see insert)
- New project partners come on board – Probation Service
- Further new therapies introduced and structured activities including art group

1997

- Open Road purchases Clacton premises with Lottery grant
- Group therapies extended and service user involvement developed



- PQASSO – Open Road achieves level 1 accreditation
- Pilot research project with Anglia Ruskin University to assess therapy outcomes
- Progress 2 Work project commences, Barclays agree funding

2007

- Big Lottery Fund and other funders agree to fund new Stimulant Service in Clacton, and Family learning project commences
- Douglas Carswell MP and Lady Diana Kemp-Welch become charity patrons

2008

- Open Road wins Peoples Millions Lottery competition to extend Needle Exchange and counseling facilities to Clacton centre
- Richard Howitt MEP and Bob Russell MP join as patrons

2009

- With various partners Open Road launches new SOS Community Bus in Colchester
- Charity secures new treatment contracts to extend services throughout south and west Essex: Basildon, Brentwood, Canvey Island and Harlow
- Charity holds its 15th successful Charity Ball
- Third 3 Year Business Plan launch (The Way Ahead)
- ‘Image Identity’ exhibition held and Lottery Chief Executive visits

2010

- Open Road moves its office HQ to 12 North Hill, Colchester
- Receives two further Lottery grants to extend its work (see page 13)

Our Founders – Bridie & Richard Ashrowan 10

The idea of setting up a drug treatment service was a collaborative enterprise initiated by Richard and Bridie in early 1990, both were dynamic practitioners who wanted to innovate and engage with drug users in new, experimental ways – engaging with them outside of the conventional practices of the time. Now living in Scotland both were interviewed by consultant Mark Ereira-Guyer to provide their perspectives on the charity’s early days and comment upon how it has developed today.

“When we met we wanted to strategically consider how and what we could do with our experiences (Richard had studied the application of Chinese medicines and Bridie had worked in NHS Management and spent a year’s sabbatical in India) to help those people who had got into trouble with drugs and alcohol. We found that we had an affinity with drug users – their edginess and ‘out-of-the box-wardness’. We were inspired to make a difference outside of the narrow statutory sector service provision and chose to link our expertise and knowledge to setting up a non-judgemental Drop in facility with a Needle Exchange – this was a completely new concept at the time as treatment was entirely linked with purely residential drug treatments. We were very idealistic at the beginning!”

“For me the aim was to experiment with various therapies and in the early days we did do some unusual things as I believed that these were great routes to engage people with drug addictions, we tried crystal healing for example. We thought that people would benefit more from treatments within the community setting rather than taking them away to residential treatment centres.”

Although they could find few other examples of different practice for addiction treatment, other than substitute prescription of methadone, before setting up Open Road they both researched what other voluntary sector organizations were doing. This included visiting other – now equally long-established – drug treatment charities such as the Core Trust in Marylebone and Kaleidoscope based in Kingston.

With their first donation secured, and Richard with family connections in north Essex, they quickly put down roots in Colchester. They secured the backing of the Director of Public Health and the Police. Colchester CVS played a pivotal role in helping Open Road expand into larger premises in 1993. One of the charity’s first Trustees Keith Bolton, who was a key mental health practitioner in Essex, helped to get the charity local credibility, new funding streams and linked it in firmly with other health promotion initiatives.

Bridie provided the charity with its initial ‘business planning head’ and used her overseas experience gained in India to underpin successful fundraising: “At the outset we were more interested in providing new forms of treatment rather than the locality in which we set up them up; and at the time we were living in London. However, we managed to secure the support of Diana Tinson who shared our passion for new drug treatment practice, and she donated our first £2000, our first computer and then met the costs of setting up the charity with the Charity Commission. She was a very special lady.



Family Learning Project - service user drawing - detail

“AFOOT AND LIGHT-HEARTED I TAKE TO THE OPEN ROAD, HEALTHY, FREE, THE WORLD BEFORE ME, THE LONG BROWN PATH BEFORE ME LEADING WHEREVER I CHOOSE.” WALT WHITMAN - SONG OF THE OPEN ROAD

We were offered space at the Trinity Centre in Colchester – and started with providing therapies and counseling one afternoon a week”.

Richard: “Our new Needle Exchange facility was truly radical – clean needles are key to ensuring service users health and combating the spread of HIV – and we managed to get police endorsement for what we were offering. Although we did receive quite a bit of local agency opposition at one point this was overcome. To be honest, we may have been regarded as somewhat ‘eccentric’ at the beginning by other statutory providers, and many people were sceptical about complementary therapies, but we persevered and eventually demonstrated how much it – and our overall approach - improved engagement with service users and led to effective treatment.”

Bridie and Richard were certainly the charity initiators – the driving forces. Yet, having delivered and grown new treatment services they quickly resolved to hand on to others. Sarah Chambers was appointed to lead the

charity forward. As Richard explains: “Succession planning was always very important to us – we never wanted to stick around and strangle developments – charity founders do have a reputation of holding on too long. We felt that we had managed to experiment and innovate with drug treatment services in Essex and been able to demonstrate clearly what works, this provided us with a good jumping off point to leave the charity to others to take it forward.”

The founders remain immensely proud of what Open Road has subsequently managed to achieve whilst still retaining its values and original ethos. They recognize that: “Open Road is still that local must-have open door to some very vulnerable people, keeping hold of its core values – and vitally, therapy programme. Being non-judgmental in its approach to service users is at the heart of this for us, and whilst we appreciate that it is a large voluntary organization today with a substantial profile we hope it never becomes institutionalized and unwilling to experiment to improve drug and alcohol services.”

The charity’s founders describe Diana Tinson as a ‘very special lady’ who was instrumental in ensuring the charity flourished. Today she still lives in Colchester, and we asked her what drove her to help set up Open Road.

Diana and Jack Tinson are two very special supporters. Their eager encouragement extended to providing the right connections in the early days and even financial donations, as Diana explains:

“I first met Richard & Bridie when working as a counsellor for a local Cancer Support group - and they were always brimming with good ideas which I felt should be supported. I am a longtime believer in the healing merits of complementary therapies, and had great faith in their use for those who weren’t well. Chinese herbal practices particularly intrigued me. Open Road’s whole approach and ethos had an attractive new feeling about it - especially the contention that all people have a choice in the way that they live their lives - they can choose which road to take.

Richard and Bridie just needed the right support and money to take the organisation forward. Putting them in touch with the local AIM Foundation which I was then involved in, helping them with getting somewhere to operate from (the Trinity Centre) and a donation or two was the least I could do. They certainly repaid my confidence, going on to do the job magnificently - and now so many vulnerable people have benefitted.

It is wonderful to see Open Road 20 years later, to see how it has grown and do what it does so well. May it continue to prosper and get the funding that is always required to help those with drink and drug problems here in Essex.”

Our Volunteers – adding increased value12

Open Road’s ability to attract and retain volunteers adds immense value and capacity to the charity’s services – they help to support the SOS Community Bus, provide reception cover, escort service users and assist with governance.

Janet Howson ● Amanda Pelham ● Helen Webb ● Gavin Dearle ● Dee Sharp ● Suzanne Donovan ● Michelle Allen ● Rachel Jarrett ● Lisa Mechen ● Josh Mizera ● Emma Craven ● Lorraine Bacon ● Penny Blakesley ● David Turner ● Carol Croft ● Abbi Jones ● Jacqui Taylor ● Natalie Cattell ● Billie Moore ● Rebecca McKenna ● Alix Barakat ● Mozen Barakat ● Richard Cooper ● Dennis Barnett ● Gwyn Bilby ● Clare Buck ● Deborah Casey ● Jennifer Davies ● Kirsten Frith ● Linda Jarvis ● Pauline Marshall ● Melissa McNaughton ● Chris Philbin ● Emma Thomas ● Wayne Powell ● Eve Riches ● Mark Russell ● Jamie Spencer ● Gemma Waddy ● Melanie Wakeford ● Joanne Webb ● Carla Amey ● David Begent ● Alex Berriman ● Ashley Collinson ● Stuart Ford ● Valerie Francis ● LeRoy Jaschok ● Angela Leverett ● Alice Randell ● Alan Trudgian ● Jacqueline Waterhouse ● Jim Waterhouse ● Lynn Williamson ● David Barron ● Arthur Catterall ● Keith Cuthbertson ● Mary Francis ● Martin Mears ● Robert Smith

OUR STAFF TEAM – DEVELOPING PROFESSIONALISM

Open Road now has a substantial staff base spread across its various sites in Essex (as shown to the right) and these are represented in the organizational structure below. We continue to strive for excellence and professionalism, and this year we have entered for the gruelling Investors in People – Going for GOLD standard. This is a thorough and lengthy process based on external assessment – we hope to feedback positively in next year’s annual review.

OPEN ROAD HAS WORKED HARD TO ENCOURAGE MORE VOLUNTEERS TO COME FORWARD AND HELP DELIVER SERVICES ACROSS ALL SITES

USING THE BIG LOTTERY FUND’S FORMULA TO CALCULATE THE MONETARY VALUE THAT VOLUNTEERS BRING TO OPEN ROAD’S TREATMENT SERVICES EQUATES TO AN AMAZING £376,140 EACH YEAR

OPEN ROAD EMPLOYS 55 STAFF, 20 THERAPISTS AND OVER 100 VOLUNTEERS

MID ESSEX
Annemai Eaton
Kate Kirwin
Peter Brown
Emma Thomas
Emma Craven
David White
Emma Jane Williamson
Brefni Langdon
Alison Perrott
Lisa Mechen

CLACTON
Bradley Warwick
Jennette Johnson
Sue Peachey
Tony Mulvanerty
Sharon Honisett-Bull
Jean Kent-Booth
Carina Bell

COLCHESTER
Steve Wood
Rebecca Eggleston
Natalie Mason
Chris Philbin
Jason Roberts
Jennette Johnson
Elizabeth Tripp
Michael Hill
Lisa Liburd
Linda Palfrey

HEAD OFFICE
Sarah Chambers
Anna Trudgian
Jim Green
Alan Ovenden
Joni Thompson
Adam Fox
Caroline Warwick
Kate Stewart
Jason Campbell

SOS BUS
Debbie Farthing
Rob Williamson

SOUTH ESSEX
Billie Moore
Rebecca McKenna
Fiona Frederick
Janice Yellop
Helen Maredgeze
Gill Lucas
Rhys Fletcher
Tas Hassan
Cliff Murrell
Alison Pettit

HARLOW
Alison Firth
Anne Rees
Deborah McDonald
Mary McManus
Joanne O’reilly

SELF EMPLOYED STAFF
Pauline Christy
Marina Credland
Jane da Silva
Sue Duffy
Jon Gamgee
Choong Gee
Christine Harrison
Faye Harrison
Alison Hoskins
Shane Ibbs
Michele James
Catherine Lippold
Ross Stephenson
Lynne O’Sullivan
Michael Thorpe
Francis Turner
Dominique Wallace
Colin Wass
Ann Whitwham
Joanna Wright
Mark Ford

MARKETING & FUNDRAISING
Mark Ereira-Guyer
Barry Lowenhoff

“I worked with Open Road over the three years. During this time we built excellent working relationships between the Police and Open Road so much so that as a group we were able to deliver the KEEP project and of course the SOS Bus. Each of these initiatives has had an impact on the quality of people’s lives and has assisted in the reduction of re-offending and crime and ASB levels across Colchester.” **Adrian Coombs, Neighbourhood & Partnership Superintendent, Essex Police**

Our new funding streams – innovating and extending services13

OPEN ROAD PRIORITIES ACTIONS TO ATTRACT ADDITIONAL FUNDING, IT HELPS TO DEMONSTRATE VALUE FOR MONEY, AND THIS UNDERPINS THE IDENTIFICATION OF OPPORTUNITIES FOR GROWTH AND EXPANSION OF SERVICES.

The economic climate presents severe fundraising challenges for all charities, despite this Open Road has continued to secure external funding investment to innovate and extend services beyond those contracted by Essex DAAT, the NHS and local authorities.

In February 2010 Open Road was allocated a three-year grant of £184,000 to develop an enhanced support service for people with alcohol and drug addictions and their families. The grant aims with service users to engage families in the recovery process through counselling, information and support; it will operate in Colchester and Basildon.



“This is new work with drug and alcohol users and their families living in the more disadvantaged parts of Essex. The grant will enable us to expand the charity’s services with highly vulnerable - but recovering - individuals and their families, providing them not only with focused drug and alcohol treatment services but also developing personal development plans and strategies with them so that they complete their treatments and are better equipped to re-integrate back into the community.” **Mark Ereira-Guyer, Marketing & Fundraising Consultant**

ENJOYING NATURE AND THE COUNTRYSIDE IN TENDRING

Open Road has teamed up with a regional environmental charity, the Green Light Trust and Essex County Council to launch a pioneering range of structured activities with funds (£93,683) from Natural England’s Access to Nature programme.



Through this project Open Road will provide structured, community activities, with specially tailored conservation training programme to help participants integrate into their communities. As part of the final transitional stage to recovery and their treatment up to 90 participants over three years will each benefit from the six-session training programme and further environmental volunteering opportunities.



The training programme takes place in woodlands situated in rural Tendring owned by Essex County Council – the Green Light Trust will provide the specialist training.

“Open Road should be congratulated for this excellent fundraising news. These projects will provide a real benefit to all those involved.” **Essex County Councillor, Tracey Chapman (Environment Portfolio)**



Family Learning Project - service user drawing

		31.3.10	31.3.09
INCOMING RESOURCES			
Voluntary income	Donations Charitable trust income Sundry income	23,471 41,526 11,274	169,375 36,891 11,993
		76,271	218,259
Activities for generating funds	Charity Ball	16,083	9,767
Investment income	Deposit account interest	3,231	12,481
Incoming resources from charitable activities	Statutory trust income	1,860,216	1,422,170
Total incoming resources		1,955,801	1,662,677
RESOURCES EXPENDED			
Costs of generating voluntary income	Fundraising costs	8,750	14,394
Fundraising Costs	Charity ball	7,357	6,310
Charitable activities	Wages	1,012,138	683,227
	Social security	94,786	62,962
	Pensions	11,628	9,205
	Hire of plant and machinery	11,981	5,126
	Room hire	99,935	51,055
	Rates and water	9,954	3,262
	Insurance	30,981	29,057
	Light and heat	15,954	20,319
	Telephone	28,340	11,159
	Postage and stationery	38,273	11,482
	Sundries	43,922	22,321
	Therapist Expenses	266,756	216,115
	Travelling	55,287	17,822
	Staff recruitment	4,297	5,860
	Repairs & renewals	17,415	15,511
	Cleaning	340	334
	Subscriptions	4,783	2,064
	Courses	24,491	21,670
	Computer expenses	10,518	18,999
	Annual Report	810	2,500
	Advertising & promotion	995	70
	Motor expenses	9,003	-
	Needle exchange costs	28,075	-
	Redundancy costs	10,656	-
	Freehold property	12,233	11,442
	Plant & machinery	-	522
	Fixtures & fittings	17,635	17,738
	Motor vehicles	13,824	-
	Computer equipment	10,378	-
	Grants to individuals	3,674	-
		1,889,062	1,239,822
Governance costs	Legal & professional fees Auditors' remuneration Auditors' remuneration for non-audit work Bank charges	33,520 2,500 1,035 1,007	8,143 2,559 1,564 257
		38,062	12,523
Support costs - Management	Bank interest	50	-
TOTAL RESOURCES EXPENDED		1,943,281	1,273,049
NET INCOME		12,520	389,628
This page does not form part of the statutory financial statements			

FUNDERS

Open Road appreciates the financial support provided currently by: Essex Drug & Alcohol Partnership, North East Essex NHS, Mid Essex NHS, Colchester Crime & Disorder Reduction Partnership, Tendring Crime & Disorder Reduction Partnership, Colchester Borough Homes, Colchester Borough Council, Tendring District Council, Essex Community Foundation, Big Lottery Fund, Essex Police, Chiron Trust, High Sheriffs' Fund, Maztec Ltd, Tudor Trust, Fowler Smith & Jones Trust, MCTC and a range of other organisation, groups and individuals.

Open Road is very grateful for the support they receive from North Essex PCT and its health trainers.

OPEN ROAD HAS A BUDGET OF OVER £2.5M

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‘My family’s life is a bit better I think, and now I’m getting help they are not worrying about me so much.’  ‘Family life has improved dramatically.’ 

‘I am still struggling, but I have an improved lifestyle and attitude. I want this to continue.’  ‘I think Open Road has helped the community lots, and people know it’s there if they need it.’  ‘I am positive that Open Road helps a lot for people that want help and to change their lifestyle.’  ‘Without Open Road I would still be languishing in the mire of vodka and self-loathing. I can’t thank you enough. I am getting there.’

Word cloud of most common words and comments from service users (2010 Impact Report)

