



















Amessage from our CEQ...

Firstly, we want to thank our 300 odd amazing volunteers, our board members and our sponsors this year. It is their enthusiasm, purpose and dedication that enables our Charity to continue to deliver its mission in an increasingly challenging environment.

Our purpose here today is to engage those who are still living with addiction and create a world in which recovery is supported and celebrated. We walk here today to remind ourselves and to send a message to those still wounded, that we can & do recover.

The contagion of recovery is spread quite differently—not through infection, but affection. Those who spread such affection are recovery carriers. Recovery carriers—because of the nature of their character and the quality of their lives—exert a magnetic attraction to those who are still living with addiction. Recovery carriers affirm that long-term recovery is possible and that the promises of recovery are far more than the removal of drugs from an otherwise unchanged life. They tell us that we have the potential to get well and to then get better than well. They challenge us to stop being everyone's problem and to become part of the solution.

They relate to us from a position of profound empathy, emotional authenticity, respect and moral equality—lacking even a whisper of contempt. Most importantly, they offer us love.

We all have the potential to be recovery carriers. Becoming a recovery carrier requires several things. It requires that we protect our recoveries at all cost. It requires that we help our families recover. It requires the courage to reach out to those whose lives are being ravaged. It requires that we give back to the individuals & organisations that helped us along the way.

Addiction is visible everywhere in this culture, but the transformative power of recovery can be hidden behind closed doors. It is time we all became recovery carriers. It is time we helped our community, our nation, and our world recover. To achieve this, we must be the face and voice of recovery.

We walk today to show permanent recovery from alcohol and other drug-related problems is not only possible but a reality in the lives of hundreds of thousands of individuals and families.



On behalf of the Recovery
Community we serve, we are
incredibly grateful to our sponsors
but we urgently need more to
step forward as this last year
has been particularly challenging
financially. We ask those
organisations and individuals
who care about and love
Recovery to reach out and
continue to support the Charity
in the coming year.

Annemarie Ward

A Message from our Chair of Trustees ...

First and foremost I want to pay tribute to our 300 amazing volunteers, my fellow Trustees and our Chief Executive Anne-Marie Ward. It is their passion, commitment and determination that enables our Charity to continue to deliver its mission in an increasingly challenging environment. This last year we have continued to see a diminishing treatment sector as money flows out of the system, the highest levels of drug related deaths ever recorded and 97% of people with hepatitis C remaining untreated despite there being pharmaceuticals available that can effectively eradicate the virus.

Against the context that the state can no longer guarantee effective, high quality treatment for all, it is noticeable that our membership has increased and the demand for our advocacy and training services continues to grow. As the largest member organisation in the UK and custodians of the famous annual Recovery Walk we occupy a unique and vital place in the recovery landscape, providing a visible beacon of hope and optimism. One of the most delightful aspects of my role is hearing the individual stories, such as one young man whose first day in recovery was spent with over 5,000 members of the Recovery Community at the Manchester Walk - nothing comes even close to such tangible and visible evidence that recovery can and does happen! His story is just one of many 1,000s of individuals and families who engage with and are inspired by the Charity each year.

On behalf of the Recovery Community we serve, we are incredibly grateful to our sponsors but we urgently need more to step forward as this last year has been particularly challenging financially. What stands out most in the pages of this years annual report is how we achieve so much with so little and I would appeal to the treatment sector, the organisations and individuals who care about and love Recovery to reach out and continue to support the Charity in the coming year.

Jon Royle

FACES AND VOICES OF RECOVERY UK ANNUAL CONFERENCE 2016

(In partnership with the University of Chester and Halton Borough Council)

Addiction, Recovery and Families

Friday September 9th 2016 Select Security Stadium Lowerhouse Lane Widnes WA8 7DZ

Confirmed speakers include:

Professor Jim Orford

The impact of addiction problems on the family, and the development of methods, such as the 5-Step Method, for helping and supporting affected family members, has been a special focus of Jim's research and writing. Amongst his publications are: Coping with Alcohol and Drug Problems: The Experiences of Family Members in Three Contrasting Cultures (Routledge, 2005), Addiction Dilemmas: Family Experiences in Literature and Research and their Lessons for Practice (Wiley-Blackwell, 2012), and Power, Powerlessness and Addiction (Cambridge University Press, 2013). Jim will be talking about 'Empowering family members affected by addiction'.

Viv Evans, Chief Exec, Adfam

Adfam is the national charity working to improve life for families affected by drugs and alcohol. Adfam's vision is that anyone affected by someone else's drug or alcohol use will have the chance to benefit from healthy relationships, be part of a loving and supportive family and enjoy mental and physical wellbeing. Adfam's mission is to stop drug and alcohol use from threatening and ultimately destroying family relationships and wellbeing. The organisation empowers family members and carers, supports frontline workers and influences decision-makers.

Families Anonymous

Families Anonymous is a world-wide fellowship of family members and friends affected by another's abuse of mind-altering substances, or related behavioural problems. FA has groups, spread throughout the country, which meet regularly. Any concerned person is encouraged to attend the meetings, even if there is only a suspicion of a problem. The Fellowship is a self-help organisation with a programme based on the 12 Steps and 12 Traditions first formulated by Alcoholics Anonymous. FA was founded in 1971 by a group of families in America. The first group in this country started in London in 1980 and there are now some 50 groups in various parts of the country.

Diana B, Al-Anon

I have been a member of Al-Anon Family Groups for 39 years, during that time I have learned about the disease of alcoholism and the effects that living with an alcoholic have had on me. When I started my recovery, I was living with a drinking alcoholic, but in Al-Anon Family Groups I found that I could start to make myself and my life better by using the Al-Anon programme, the support of other members, and the twelve steps of recovery. I volunteer to do public information work in my area. Al-Anon Family Groups provide support to anyone whose life is, or has been affected by someone else's drinking, regardless of whether that person is still drinking or not. For some of our members, the wounds still run deep, even if their loved one may no longer be a part of their lives or has died. Al-Anon Family Groups hold regular meetings where members share their own experience of living with alcoholism. Al-Anon does not offer advice or counselling, but members give each other understanding, strength and hope. The fellowship, which was founded bu Louis W, wife of Bill W (co-founders of Alcoholics Anonymous) celebrates its 65th Anniversary this year in the UK and Eire.

Mary Stewart

Mary is an academic and author who has been in recovery for 45 years. Since retiring she has been giving talks in schools and local community groups on the neuroscience of addiction. Mary will introduce the theme of next year's conference: Other Addictions in Recovery. She will describe how addiction can be seen as the result of a dysfunction of the neuro-circuits of the brain, affecting memory, emotive, and judgement centres. Whether behaviour or substance addiction is the problem, the solution lies in reprogramming the neuro-circuits. Regular involvement in a recovery programme and association with other recovering addicts significantly aids this process.

Leigh Proctor, UKSMART Recovery Family and Friends

The SMART Recovery Family & Friends (F&F) Programme offers an evidencebased approach to support individuals with a loved one struggling with addiction. SMART F&F includes tools from Cognitive Behaviour Therapy and Rational Emotive Behaviour Therapy in combination with the highly acclaimed CRAFT (Community Reinforcement and Family Training) programme. The programme is designed to help those affected by a loved one's addictive behaviour to learn new ways of dealing with the challenges, thoughts and emotions that they experience. The programme looks at areas including Positive Communication, Disabling the Enabling, Trust and Self Care. SMART F&F will help participants to view their own behaviours, challenge their thinking and find more effective ways to interact with their loved one, as well as learning ways to empower themselves. Leigh Proctor is the UKSMART Recovery National Co coordinator for Wales and UK Lead of the SR Family and Friends programme. Leigh has been facilitating F&F's meeting for the last two and a half years and has seen first-hand the positive impact it has had on those facing the challenges of a loved one's addictive behaviour.

Maddy Vaz, Sanctuary Family Support

Sanctuary Family Support is an award winning Charity that was set up by four parents in 1999, because there was no support for families of substance misusers (Alcohol & drugs). Sanctuary staff have worked tirelessly to help and support families suffering from the effects of somebody else's substance misuse together with kinship carers, offering them a wraparound care package, of support, counselling, therapies and family cohesion activities. Sanctuary also deal with the substance misusers and in 2015 was awarded 3 year funding from the Big Lottery to expand their services.

Nicola Wendel, Change, grow, live

Change, grow, live (CGL) is a social care and health charity that works with individuals and families who want to change their lives for the better and achieve positive and life-affirming goals. All CGL services are designed to encourage individuals to find the strength and resources within themselves to bring about the life and behavioural changes they wish to achieve. CGL's mission is to help people change the direction of their lives, grow as a person and live life to its full potential. The concept of recovery lies at the heart of our work. This means supporting individuals to overcome problems and issues and helping move towards independence and participation in positive, healthy activities.

SLEEPOVER FRIDAY 9TH ZZZZEPTEMBER

This year we be hosting the 2nd charity sleepover event the evening prior to the walk which will also be held at the select security stadium on 9th September. Places are limited to book your place visit https://www.tickettailor.com/checkout/view-event/id/57089/chk/5e42/Please be aware you will be asked for a £10 deposit to secure your place which will be refundable on attending the sleepover. Children are welcome at the sleepover provided they are accompanied by an adult who will need to complete a disclaimer taking full responsibility for the care of the child throughout the evening and following morning. Don't forget to bring along all your sleepover essentials for the night. Throughout the evening there will be entertainment and access to the gym and shower facilities.

The Reader

The Reader is an award-winning charitable social enterprise working to make great literature accessible to absolutely everyone, regardless of their age, background or ability.

Our unique shared reading model brings books to life, creating welcoming environments where value personal feeling is valued and people can connect with themselves as well as others through some of the world's best writing.

You can find out more at: http://www.thereader.org.uk/.

'The more people read, the more they can take control of their lives. It affects everything; it gives you a different thinking pattern' Group Member, CGL

The Reader has been working in partnership with Knowsley CGL services since April 2015; staff and clients have engaged in a range of shared reading activities and opportunities, exploring together the therapeutic benefits of Shakespeare, Alexandre Dumas, Albert Camus and George Eliot, to name but a few... 'Sometimes I've read something here and it's so revealing. I've known it myself but didn't think anyone else felt like that' **Group Member, CGL**

UK Recovery Walk 2016

The 8th UK Recovery Walk Halton



10th September - 12 Noon Halton

(Widnes Rugby League Stadium)

ATTEND THE WALK

Join thousands of people in recovery, their families and friends for the biggest gathering of recovering people in Europe as we walk through Halton celebrating and advocating for recovery.

CELEBRATE RECOVERY MONTH

Each September in the UK, thousands of people in recovery as well as projects and services celebrate their successes, and recovery itself, by organising and taking part in events throughout the country. See the website for our **official UK Recovery Month Events Calendar** for more.

GET INVOLVED, CELEBRATE & WEAR SOME PURPLE

Anyone can get involved. You can join the Walk, attend the many events around the country, speak to us, your local recovery organisation or just wear something purple to show your affinity!

To find out more about the UK Recovery Walk, to register for it, to see what's on during Recovery Month, or simply find out more about how to get involved, please visit: www.facesandvoicesofrecoveryuk.org



PROGRAMME

0.20 40.00

9.30 – 10.00	Registration & Coffee	
10.00	Welcome: Annemarie Ward, Chief Exec - FAVOR UK	
10.05	I ntroduction: Tony Mercer, Health Improvement Manager - Public Health England	
10.15	Keynote address and Q&A - Empowering family members affected by addiction: Professor Jim Orford	
11.05	SMART Recovery Families and Friends Programme: Leigh Proctor, National Co-ordinator, Wales - UKSMART Recovery	
11.30 – 12.00	Coffee	
12.00	Viv Evans, Chief Exec - Adfam	
12.25	Al-Anon: Diana B	
12.50	Sanctuary Family Support, Liverpool: Maddy Vaz	
	2.15 Lunch	
1.15 – 2.15	Lunch	
1.15 – 2.15 2.15	Lunch Do we consider the impact of Parental substance misuse on Teenagers enough? Nicola Wendel, National Child Sexual Exploitation Lead - Change, Grow, Live	
	Do we consider the impact of Parental substance misuse on Teenagers enough? Nicola Wendel, National Child Sexual	
2.15	Do we consider the impact of Parental substance misuse on Teenagers enough? Nicola Wendel, National Child Sexual Exploitation Lead - Change, Grow, Live	
2.15	Do we consider the impact of Parental substance misuse on Teenagers enough? Nicola Wendel, National Child Sexual Exploitation Lead - Change, Grow, Live Families Anonymous	
2.152.403.05	Do we consider the impact of Parental substance misuse on Teenagers enough? Nicola Wendel, National Child Sexual Exploitation Lead - Change, Grow, Live Families Anonymous Panel Q & A Theme for 2017 FAVOR UK conference — Other addictions	
2.152.403.053.50	Do we consider the impact of Parental substance misuse on Teenagers enough? Nicola Wendel, National Child Sexual Exploitation Lead - Change, Grow, Live Families Anonymous Panel Q & A Theme for 2017 FAVOR UK conference — Other addictions in recovery: Annemarie Ward, Chief Exec - FAVOR UK The neuroscience of addiction:	

Pat's story...

My journey to recovery began when one of my best friends took me to a support group to help with her own alcohol addiction. She tricked me into going along as she could see I had a problem and wanted to help me.

At the support group I recognised some of my behaviour in what the people in group were talking about. I started to realise for the first time that I did have a drink problem and decided with the help of the group I would reduce my drinking. I gave up drinking for Lent and started to feel better. I lost the weight I had gained from alcohol and I felt great.

When Lent ended I thought my friends would expect me to drink again. The support group taught me that I didn't have to and that drinking was my choice. So now, I don't say to myself I'm never going to drink again, I just say I choose not to drink right now, and that works for me.

I've been abstinent from alcohol for nearly two years and it was one of the best things I did. Recovery is a journey you go on. It's not easy and can be very tough but it is worth it in the end. I'm a lot healthier and I'm told my skin and hair is better. I have more money for holidays and to treat my grandchildren who I spend lots of time with.



I now run drug and alcohol support groups at change, grow, live (CGL) across Runcorn and Widnes for people addicted to drugs and alcohol. I'm enjoying it and learning lots. I've done an alcohol and drug awareness diploma and been trained to facilitate support groups. I help others to go on their recovery journey and it's a great feeling to know I've helped to get someone off drugs or alcohol. I tell them it's simple - we all have choices.

I've worked very hard in my recovery journey. As well as volunteering at CGL Aston Dane I've also managed to get a part-time job in my local Cancer Centre. I love it and it's so good to be back in work.

Submitted by: Pat change, grow, live (CGL) www.changegrowlive.org

>>MAIN STAGE

PRE WALK MODE DJ'S

CLOUDBURST AND FACTORY

MARCADIA BAND

WARM UP FOR WALK WITH HOTSTEPPERS DANCE GROUP

WELCOME TO HALTON AND SPEECHES

12.30PM WALK STARTS

POST WALK MUSIC FROM KARL POWER AND

BACK HANDERS BAND

DJ KUTA NTRANCE

DJ DAVE BOOTH

MODE DJ WINNER

CLOSE DJ SET FROM GED CAVANAGH

SUITE ROOM HOSTED BY THE STUDIO —
A PROGRAMME OF ENTERTAINMENT INCLUDING
COMEDY ACTS, BANDS AND DANCE GROUPS

MODE - HOSTING DJ WORKSHOPS THROUGHOUT THE DAY





Coming CleanBy Cathryn Kemp

"I used to think a drug addict was someone who lived on the far edges of society.

Wild-eyed, shaven-headed and living in a filthy squat. That was until I became one."

Painkiller Addict: From Wreckage to Redemption (published by Piatkus, September 2012) – being relaunched February 2017 as Coming Clean: Diary of a Painkiller Addict

Hello, my name is Cathryn and I am an addict. I never thought I would be able to say those words, and feel grateful for them. My story is an unusual one, and yet since I started telling it, the swell of voices saying 'me too, grows daily, hourly.

I became heavily addicted to my prescription opioid painkillers following a severe, lifethreatening illness. For four years I was in and out of hospital, attached to a morphine or fentanyl drip, sent home during the rare discharges with morphine-derivative medicine. By the time I was discharged from hospital in 2008 I was already opiate-dependent. I was sent home with a repeat prescription for fentanyl lozenges.

Make no mistake, those painkillers saved my life, helping me through excruciating and prolonged acute pain, then severe chronic pain – but then they nearly killed me.

For three months after my discharge I stuck to my limit of eight lozenges a day. Then one day, I didn't. I don't know why I took the extra one. At that moment I really thought I was taking back charge of my illness and my pain, yet nothing could've been further from the truth. Within weeks I had slid up to 11 lozenges a day, then 20, 25, 30, 40, 50, until the day I entered rehab on 60 fentanyl

lozenges a day. A fatal dose every single day, and all of it on prescription from my GP. My GP knew I was addicted, yet he kept prescribing. I still struggle to make sense of that decision, of the lack of support either for my GP or myself. Finally, two years after leaving hospital and taking the fentanyl lozenges in ever increasing doses, in January 2010 he cut me off. He told me I'd never be prescribed another round of fentanyl.

I remember that feeling, the shock, the hideous recognition that something had gone terribly wrong, that I was trapped in an addiction and there seemed no way out.

I am one of the lucky ones. When he cut me off I sold my house, borrowed an enormous amount of money from my parents and put myself into rehab. I'd applied for NHS rehab three times and been refused because I wasn't homeless and I wasn't offending. There was a giant loophole in the 'system' and I fell right through it.

I entered rehab, and my denial and my fear of the taboo of being an 'addict' meant I resisted the label, until I could resist no longer. The day I accepted fully I was utterly powerless over my drugs was the day the metaphorical chains loosened and I started the long process of becoming free.

It is now more than six years later. I am a mummy. I have a recovery baby, one I was told time and time again that I'd never have. He is my miracle, if I needed proof of one. My recovery is another miracle. Each day my vision of my life becomes less blurred. Today I have choices. Today I don't have to use drugs to cope. Today I live with pain but I do just that, I accept it. I own it. I work at thriving within its parameters.

And it was this renewed clarity thatpushed me to form the UK's first, and only, charity dedicated to raising awareness of addiction to prescribed and over-the-counter painkillers.

We are the Painkiller Addiction Information Network (PAIN), and we are a small, grassroots organisation, with big plans and big ambitions. We want to see NHS England prioritise treating people with Opioid Painkiller Dependence (OPD). We want the disease of addiction (in any form) to be recognised as a chronic, relapsing health condition, and we are calling for specialised services to help and support those affected, and their loved ones, so that no-one has to suffer in silence, like I did.

I said at the end of my memoir that I believed my life was saved for reasons unfathomable to me at the time. I was pretty sure that it wouldn't involve epic deeds or anything more than learning to be a better daughter and wife.

How wrong I was. Since writing my story, my life has been dedicated to speaking out about my addiction to prescribed fentanyl lozenges, in the fervent hope that it will NEVER happen to anyone else. My battle scars proved the pattern on which my life and work are now based. I have lectured at conferences, spoken on television and radio, and written extensively across the national

media. I have forgone my anonymity so that we all understand that if it happened to me it could happen to anyone.

My life, and by this I mean my survival, has become my message. I have had help and support along the way, but also pain and illness. These are the threads that twist and weave through my journey and they are equally welcome in the lessons they teach me.

I hope I've become a better daughter and I hope that my divorce taught me that not all love is healthy love, that not all promises are worth keeping. One thing is for sure, that with recovery come blessings that are unthinkable at the point of full blown addiction. I had yearned to be a mother, and, as I have said, I had been told by surgeons and GPs that I would never bear a child. Well, I think my little boy would disagree.

He is my miracle. My recovery is the miracle I share open heartedly with anyone wishing to find a new way of life, free of the opioid painkillers that keep them shackled to dependency and despair. It isn't an easy journey. Meeting my pain is something I have to work on daily, but the gifts of sobriety in the sound of my son's laughter, the smile on his face, and his big wet sloppy kisses, are precious beyond words.

If you are suffering, or you know someone who cannot control their use of painkillers, uou are not alone.

www.painkilleraddictioninformationnetwork. com - old website – we are relaunching a new website but it's not live yet at time of printing

@PAINcharity
@cathrynkemp
www.painkiller-addict.com



DISC Recovery Services for Drug and Alcohol.

We deliver high quality, wrap around recovery support for adults and young people across the North. Since 2013, DISC has successfully managed and implemented 16 contracts, including 4 full treatment and recovery services; Sunderland Wear Recovery, North Yorkshire Horizons, Forward Leeds and Calderdale Recovery Steps, with a combined annual budget of over £17.8m.

DISC has a proven track record of success in delivering successful substance misuse treatment and recovery interventions for both adults and young people spanning over 20 years. We have developed key partnerships with St Martins Specialist Healthcare, Spectrum Medical, The Basement Recovery project, Changing Lives, and Northumbria Tyne and Wear Foundation Trust.

We also provide services and expertise that bring significant added value to substance misuse provision. These include housing and housing related support; employment, training and education; health young peoples and families work, gender specific work, dual diagnosis and complex needs.

We manage a range of accommodation based hostels, smaller HMO's self-contained flats, and shared housing projects across the North of England, providing specialist accommodation and recovery services for individuals recovering from drug and/or alcohol misuse.



RECOVERY GRATITUDE SERVICE

Friday 9th September, 7.30pm (doors open 7.00pm)

St. Paul's Church Victoria Square Widnes, Cheshire WA8 7QU



There will be a short service for people to be able to express their gratitude for their (and family members') recovery and to remember those who have died and those who are still suffering.

FEELING OUT OF BREATH AT THE THOUGHT OF THE WALK?

Is that excitement or is it the ciggies?

Levels of smoking among people in active addiction, in recovery and working in treatment services are really high and its estimated smoking will kill more people in services than heroin or alcohol in the long run. Luckily there is evidence that guitting smoking helps with long term abstinence. Make the most of your recovery, be fitter, look better, have more money. This year at the walk stop smoking services from Cheshire and Merseyside are offering you the chance to check your lung health, get advice on quitting and make contact with your local stop smoking services. Look out for health buses on the side of the pitch and teams of stop smoking advisors.

If you are looking for advice on quitting or your local stop smoking service go to www.nhs.uk/smokefree.

Mutual Aid will be held throughout the day of the Recovery Walk Celebration

For more information about Mutual Aid groups in your area visit the websites below or ting the telephone helplines (The Mutual Aid organisations listed below are not affiliated with the UK Recovery Walk or with each other)

Mutual Aid Open Meetings

All meetings in the Bridge Suite

2.30 – 3.30	Narcotics Anonymous	Families Anonymous
3.30 – 4.30	Cocaine Anonymous	SMART Recovery
4.30 – 5.30	Alcoholics Anonymous	Al-Anon

Alcoholics Anonumous

http://www.alcoholics-anonumous.ora.uk/ 0800 9177 650

Narcotics Anonymous

http://ukna.ora/ 0300 999 1212

Cocaine Anonymous

Cocaine anonymous http://www.cauk.org.uk/ Al-Anon

http://www.al-anonuk.ora.uk/

020 7403 0888

Families Anonymous

http://famanon.org.uk/ 0845 1200 660

SMART recoveru

http://www.smartrecovery.org.uk/

0845 603 9830





OPIOID PAINKILLER ADDICTION AWARENESS DAY Making a difference together

September 22nd, 2016 will be the second annual Opioid Painkiller Addiction Awareness Day (OPAAD). OPAAD coincides with both Pain Awareness month and National Recovery month, so is the ideal time to focus on opioid painkiller addiction and the people affected by it. Last year there was a fantastic response, this year the aim is to make an even bigger impact.

Opioid painkiller addiction is an under-recognised problem in the UK, even though nearly one in ten UK adults believe they are, or have been, addicted to opioid painkillers.\text{! Many people don't know where to turn for help, and aren't able to get the support they need. Because of this, raising awareness and helping to remove the stigma associated with opioid painkiller addiction is crucial.

This OPAAD, we can all help make a difference

On September 22nd, join the conversation on social media throughout the day. Check out the social media resources page on turntohelp.co.uk for the OPAAD logo and other pictures and facts to use on your website, blog, newsletter, facebook, Twitter or Instagram to raise awareness of this important issue. Make sure you use the hashtag #OPAAD to make it easier for people to follow.

Why not plan an awareness-raising event in your local area? This could be anything from a small social gathering to a large-scale public event

One of the simplest and most effective ways to spread the word is to talk about opioid painkiller addiction. Do you know a person who would be happy to speak about their experience of opioid painkiller addiction and how it affected their life?

Just make sure you post about what you're doing online with the hashtag #OPAAD. You could even involve the local media – this can really boost the numbers of people that you can reach.

If you have any other ideas of events, post them online using the hashtag #OPAAD, and join the conversation in the run-up to September 22nd.

References

1. Data on file: IND-UK-0001.

Awareness is a first step toward prevention and treatment
Produced and Funded by Indivior UK Limited www.turntohelp.co.uk NPS-UK-NP-1021-1606 June 2016