



GEORGE HOUSE TRUST **IMPACT REPORT 2024-2025**

IMPACT



OUR VISION

A world where HIV holds no one back.

OUR PURPOSE

Inspiring people living with HIV to live healthy and confident lives.

George House Trust's organisational values are:

PASSIONATE We are proud to wear our heart on our sleeve and use our drive, emotion and history to pave the way for a better future.

INCLUSIVE We exist to support anyone living with HIV and we champion their rights in all that we do.

RESPONSIVE We respond, we change and we adapt to ensure that what we offer meets the needs of people living with HIV.

INTRODUCTION

Looking back as one of the six gay men who set up Manchester AIDSline in July 1985, I remember our small office with just a table, chair and a phone and our logbooks.

I remember the high level of fear, paranoia and ignorance about HIV. Initially we didn't know how it was transmitted and there were no treatments.

There was also a strong sense of solidarity, of the urgency of what we needed to do. We were supporting our partners, friends and family who were dying of AIDS. We were lobbying to get the resources we needed. We were educating and informing people about the realities of HIV.

We grew quickly with more volunteers and paid staff and the support of funding from Manchester City Council and the NHS. Today so much has changed. We have U=U and PrEP, but the stigma still remains.

And now we face new challenges. Potential cuts to funding worldwide. Attacks on LGBTQ+ communities and people seeking refuge and asylum from across the world..



We need to be ever vigilant, aware of these attacks on our basic civil rights. We need to keep building and developing the broadest alliances to ensure we create a world where HIV holds no one back.

PAUL FAIRWEATHER
Founder of George House Trust
and Positive Speakers Coordinator

ABOUT US

WHO WE ARE

We are a charity that exists to support people to live well with HIV and to tackle the HIV stigma and discrimination that persists. Wherever someone is on their HIV journey and whatever issues they face, we're here to support them.

WHAT WE DO

We deliver person-centred support that considers the wider social and wellbeing needs of people living with HIV. We provide services, advice, emotional wellbeing support, groups, advocacy, peer-led support and information for people living with HIV and people affected by HIV.

WHERE WE DO OUR WORK

We deliver one-to-one support from our Wellbeing Hub in central Manchester, in clinics across Greater Manchester and Liverpool, in the community, in people's homes, over the phone and online.

WHY WE DO IT

Every single day we speak to people who are struggling with a new HIV diagnosis, are facing challenges that prevent them from living well with HIV, or are experiencing HIV stigma and discrimination. Our goal is to ensure that they have the support and information they need to live well and thrive.

“I wish I’d listened to clinic a year ago and accepted support then, but I was worried about who would be helping me...but you have done more than I could imagine possible and I’d probably be dead by now if you hadn’t come along. I mean that, I was ready to give up.”

HOW WE'VE BEEN CHANGING THE STORY OF HIV...

5440
PEOPLE REACHED
THROUGH POSITIVE
SPEAKERS



George House Trust's team of specialist colleagues, volunteers and ambassadors use their lived experience to challenge HIV stigma and provide knowledge and skills to improve people's understanding of HIV.

Last year, we delivered **139** Positive Speaker sessions, with people sharing their lived experience to educate, inform and challenge thinking to **5,440** people. **99%** of participants stated that they had improved their knowledge and understanding of HIV.

Through our work focused in schools:

- **95%** of young people attending a Positive Speaker session stated that they knew more about HIV than they did before
- **95%** stated that they now understood more about what it was like to live with HIV

Through our work training and educating NHS clinics and providers, **97%** told us that their understanding of people's experience of living with HIV had increased as a result of our engagement and training.

We delivered **12** training sessions across the public and private sector to the adult care and support workforce through our Ageing Well programme, training **136** people. **100%** reported an increased knowledge and understanding of ageing with HIV and **98%** reported an increased awareness of the impact of HIV stigma and discrimination.

“The amount of team members that have spoken so highly of the training has been unheard of! Out of 19 people that provided feedback upon logging out, literally every single team member gave the highest rating, I’ve honestly never seen that following a training session.”

CARE PROVIDER ATTENDING THE TRAINING



HOW WE'VE BEEN OPENING DOORS FOR PEOPLE...

Everything that we do at George House Trust is aimed to build on the strengths and potential of people living with HIV.

Through our skills, employment and volunteering programme, Skilling Up, **43%** of people who'd engaged with the project for two or more sessions were successful in getting a new job.

Across our comprehensive programme of peer-led social and support groups we provided over **220** sessions:

- **97%** said attending peer support groups and events helped with connecting to others living with HIV
- **95%** said attending peer support groups and events helped build their confidence and self-esteem
- **97%** said peer support groups and events helped with their wellbeing

Our Volunteer Drivers travelled **891** miles, escorting people living with HIV to appointments, activities and events that they wouldn't be able to get to otherwise.

OUR IMPACT IN NUMBERS

George House Trust provided advice, information, support and guidance to **2,985** people living with HIV in the year across all our services.

COUNSELLING

- **100%** of clients felt listened to by their counsellor
- **98%** of clients felt comfortable talking with their counsellor
- **97%** of clients felt their counsellor had the knowledge and skills to understand and help them
- **85%** of clients felt it was very or extremely important to access counselling in a HIV specific support service



INTENSIVE SUPPORT

- **83%** improved their clinic engagement
- **100%** improved their emotional wellbeing (Warwick-Edinburgh scale)



GEORGE
HOUSE TRUST
HELPING PEOPLE LIVE WELL SINCE 1985



OUR IMPACT IN NUMBERS

FINANCE, MONEY AND DEBT

In the past financial year, our finance, money and debt support has benefited people accessing support to the value of **£1,164,310**

**TOTAL
FINANCIAL
BENEFIT**
£1,164,310



£1,114,733 for
successful benefit
claims and appeals



£13,142
debt reduction



£25,127
in debt written off



£3,133
Trust Fund awards



£8,176
miscellaneous
money obtained



£182,041
total debt
dealt with



72 debts were
resolved through
advocacy



89% feel better able to
manage their money as
a result of our support



95% feel more able to
focus on other parts of
their life as a result



88% feel better able
to manage
their HIV



FORMULA MILK

We supported **53** families and supplied **1,201** tins of formula milk across Greater Manchester and Liverpool.



TELEPHONE BUDDIES

53 hours of telephone support provided to people who are lonely and isolated with 100% of participants reporting that the support they received was either very good or excellent.



WELLBEING FUND GRANTS

We helped **57** people facing financial hardship through our Wellbeing Grants and awarded:

25 Clothing Vouchers

24 White Goods/
appliances

4 Beds and mattresses

4 other items



WEBSITE

In January 2025, we launched our new and refreshed website, co-designed with people living with HIV. In the year, **34,000** users viewed our website **180,000** times.



E-BULLETINS

3,525 allies and supporters were signed up to our regular e-bulletin.



ANNUAL IMPACT SURVEY RESULTS

97% were either satisfied or very satisfied with the support from George House Trust.

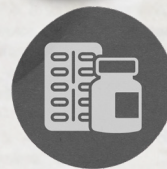
88% felt George House Trust had helped them improve their mental wellbeing.

95% of people who received finance, money and debt support felt better able to focus on other areas of their life as a result of our help.

“When I went to visit her at the new house for her case closure appointment she was like a different person. She was so happy, with no trace of the anxiety and anger I’d witnessed previously. She was telling me about all the plans she had for the garden and house and recognised that she no longer needed my support.”



2985
PEOPLE
SUPPORTED



Providing one to one support for people living with HIV is as central to the work we do in 2025 as it was in 1985. In the year, we directly connected with **2,985** people living with HIV through providing advice, support and information.



We supported **41** people through our Intensive Support Programme which works with people who are struggling to manage their HIV and medication.

Through this service, working in partnership within HIV clinics, **86%** of people had shifted from a detectable to an undetectable viral load after our support and **80%** reported an improvement in their wellbeing.

HOW WE'VE BEEN GETTING PEOPLE TALKING...



609
HOURS OF
COUNSELLING

We continued to provide spaces for people to come together, to learn from each other and to have fun. We know that social connection amongst people living with HIV can have such a massive difference on how they feel about themselves and how they engage with their treatment and care.

Our Peer Mentors, volunteers who share their lived experience to help others, supported **34** people through the year.

We provided **609** hours of counselling to **83** people across Greater Manchester, Liverpool and Cheshire with **100%** reporting an improvement in their wellbeing. **85%** of clients felt it was very or extremely important to access counselling delivered by a HIV support service.

Our Telephone Buddies, people who keep in touch with those who are more isolated, supported **17** people.

GEORGE
HOUSE+ TRUST
HIV POSITIVE LIVING SINCE 1985

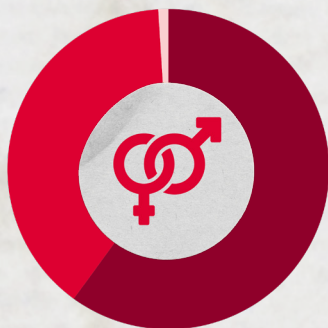
"I am a better person than I was before the counselling, my self-worth and self-esteem have improved greatly. I am happier. I sleep better. I am less angry."

"After my diagnosis I went through a rollercoaster of emotions: there was shock, fear, anger - but there was also an overwhelming sense of determination. I wasn't going to let HIV define me, I wasn't going to let it break me."

THE PEOPLE WE'VE SUPPORTED...

Our focus is ensuring that everyone living with HIV knows that they can access support.

GENDER



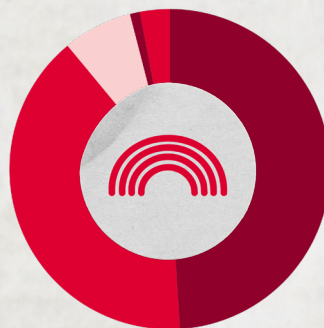
- Men **60%**
- Women **39%**
- Non-binary and gender diverse **1%**

AGE



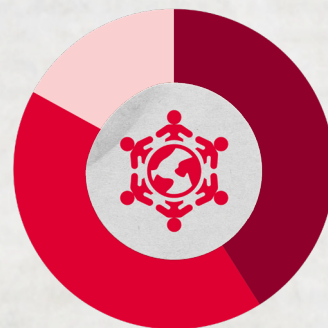
- 25 and under **4%**
- Aged between 25-50 **56%**
- Aged 50+ **40%**

SEXUALITY



- Heterosexual **49%**
- Gay **40%**
- Bisexual **7%**
- Lesbian **1%**
- Other **3%**

ETHNICITY



- Black African **41%**
- White British **42%**
- All other ethnicities **17%**

THE REACH OF OUR WORK

GREATER MANCHESTER

Manchester 35%

Bolton 7%

Oldham 6%

Stockport 4%

Trafford 4%

Salford 14%

Bury 3%

Rochdale 5%

Tameside 3%

Wigan 4%

LIVERPOOL

Liverpool 9%

EVERYWHERE ELSE

Everywhere else 2%

COMMUNICATIONS

We continued to grow and develop our social media reach and engagement through the year:



5,766
followers



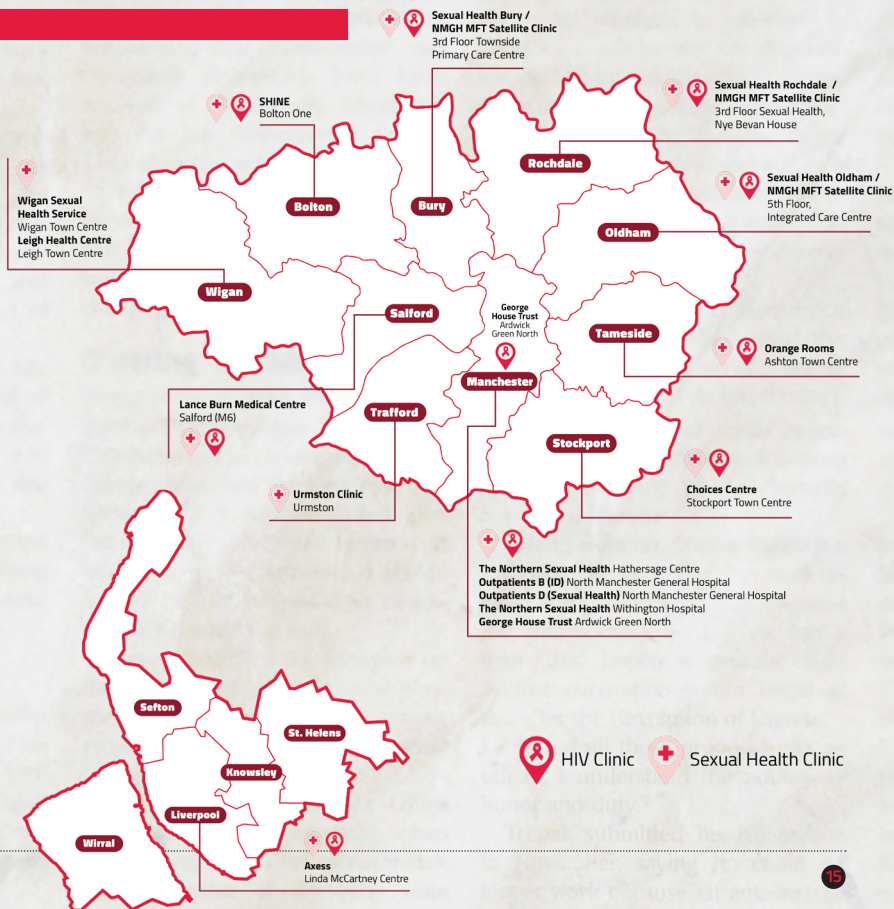
3,900
followers



5,593
followers



864
followers



“Volunteering at George House Trust has been such a great experience for me and really helped me climb out of a very dark spot. I don’t think I would’ve been offered my new job without my time there. I really can’t believe how much has changed in just a year and what has been possible in that time.”

VOLUNTEERING



5012
HOURS OF
VOLUNTEERING

154 active volunteers collectively donated **5,012** hours through volunteering to support our work. Across the organisation, volunteers were involved in **18** projects and supported all our activity, from governance to fundraising.

This year we created new volunteer roles as part of our 40th anniversary project, involving **11** new volunteers as Community Archivists and Community Researchers.

The results from our Annual Volunteer Survey told us that:

- **92%** of volunteers said their overall confidence has improved as a result of volunteering
- **95%** have developed new skills
- **100%** feel valued as a volunteer
- **99%** understand how their volunteer role contributes to a world where HIV holds no one back

THE YEAR AHEAD

Looking ahead, we're focused on building our peer-led work, expanding our offer in clinics and the community across Greater Manchester and Liverpool through a newly established team of 10 Peer Navigators and Peer Support workers.

In 2025 we mark our 40th Anniversary with an exhibition at Manchester Central Library: ACTING UP! 40 Years of HIV Activism. Funded by the Heritage Lottery Fund, the exhibition is open until 31st December 2025.

We will continue to develop our services offer to meet the diverse needs of people living with HIV, focused on building inclusive services for all.

We will continue to work with local, regional and national partners and initiatives to ensure that the needs of people living with HIV are at the centre of planning and decision-making.



THANK YOU

We'd like to thank everyone who gave their time to support our work throughout the year, through volunteering, helping us to navigate the complex world we operate in and to those who donated money to us.

We'd like to thank all the companies that invested in our work during the year and all our funders who continue to enable us to work for a world where HIV holds no one back.

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HIV POSITIVE LIVING SINCE 1985



THE EXHIBITION

MANCHESTER CENTRAL LIBRARY APRIL 2025 - DECEMBER 2025



@GeorgeHouseTrust

@GeorgeHouseTrst



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