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# PERSONALISED SUPPORT



**“I feel more confident, more motivated, and I’m not frightened of the world anymore”**

RF service user

**RICHMOND  
FELLOWSHIP**   
MAKING RECOVERY REALITY

**Giving people more direct control over their recovery journeys through personal budgets, self directed support, and individual service funds (ISF) continues to be a national driver.**

At Richmond Fellowship, we're leading the way on giving people more control over the support they receive – it's a natural development of our culture of truly listening to individuals and acting on their ideas of what's important to them.

We've been running a number of pilot schemes to develop a range of models of individual packages of support for people who are in receipt of personal budgets or who wish to pay for services from their own finances.

## About Richmond Fellowship (RF)

Our mission is to **make recovery reality**. We've been championing recovery and social inclusion for more than 50 years and we're now one of the largest voluntary sector providers of mental health support across England.

We work with more than **9,000 people** every year across more than **120 localised services**.

Models have been developed for our community based, floating support and employment services. We've also tailored a core and flexi model of support for people in our accommodation based services.

## Key outcomes

- Just over 90% of people who use our services say their support worker listens to their views about their support
- Nearly 90% of people who use our services say we've helped to improve the quality of their life
- And 92% said they would recommend Richmond Fellowship to others.

## Our schemes

Our proactive and flexible services coupled with our positive and enabling culture means we are able to adapt the kind of support we can provide to match an individual's specific needs.

Through our simple pricing model we can offer individuals the following types of support:

- Developing independent living skills
- Enhancing employment skills
- Managing mental and physical wellbeing
- Reducing social isolation.

## Contact us

**Thomas Gillespie** Assistant director of business development (south)  
[thomas.gillespie@richmondfellowship.org.uk](mailto:thomas.gillespie@richmondfellowship.org.uk) 07775 111913

**Mary Wishart** Assistant director of business development (north)  
[mary.wishart@richmondfellowship.org.uk](mailto:mary.wishart@richmondfellowship.org.uk) 07920 087611

[www.richmondfellowship.org.uk](http://www.richmondfellowship.org.uk)