



WHAT RECOVERY MEANS TO ME

The Voices of Service Users and Clients



RICHMOND FELLOWSHIP ANNUAL REVIEW 2008

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**With thanks to the voices of RF's 6,000 Service Users and Clients, 815 Staff,
99 commissioning Partners and all the Partner organisations who work with us.**



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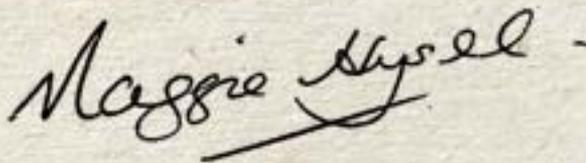
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CHIEF EXECUTIVE'S AND CHAIR'S LETTER

Our Annual Review last year received extremely warm praise from a wide range of sources, telling as it did, in their own words, the very real experiences of the journeys of recovery some of our Service Users are undertaking. Within this report you will be able to read about some of these individuals and Services a year on. We have also included stories from new or remodelled Services. Once again we hope that these stories will provide the reader with insight and inspiration.

Much has been written elsewhere about the challenging environment in which our sector operates. There are exciting times ahead for Service Users in the new era of personalisation, which places them in the lead, alongside the challenges inherent in the 'welfare to work' agenda. This year, the hard work of our dedicated Staff, Council of Management members and our many and varied partnerships have all contributed to us maintaining our strong operating and financial position. We now look forward to next year when we will be celebrating our 50th anniversary with a programme of local, regional and national events not just celebrating the past but looking forward to the next 50 years!



Maggie Hysel, Chief Executive



John Gatward, Chair - Council of Management

MID SURREY EMPLOYMENT SERVICE

Employment is regularly mentioned in most people's definition of what recovery means to them.

Not only does Richmond Fellowship Mid Surrey provide a supported Employment Service to assist people to gain and retain employment, it also leads by example where this is concerned. Over half of Mid Surrey's Staff are people who have made, or are making, their own personal recovery journey.

Voluntary work experience roles in every area of Mid Surrey's service delivery provide vital opportunities for people's recovery to develop, and there is active input to design, develop, deliver and monitor the service through open team meetings and evaluations. Mid Surrey's clients have developed a very successful 'Temp Agency' project within the Service, providing peer support into temporary employment placements.

RF Mid Surrey creates many more opportunities for people to achieve their recovery through mainstream employment, social inclusion and IT training. Last year:

- Mid Surrey delivered a service to 271 people, 168 of whom were referred in the course of the year
- 83 people completed their support with an employment advisor with 41% gaining their chosen paid employment, more than 2/3rds of whom are working full-time
- 56 people began new volunteering, vocational training or social activities in their chosen interest with the assistance of Community Links Advisors
- 8 people gained full European Computer Driving Licence qualifications and a further 9 gained IT certificates and diplomas through RF Mid Surrey's IT Training Department.

It is important to consider that the optimum time for recovery to begin may often be while someone is still in employment, and RF Mid Surrey helps both employers and employees to maintain mentally healthy employment through its Job Retention support service.

**“WE AIM TO BE THE PROVIDER
OF CHOICE TO CLIENTS, HELPING
THEM TO PLAN AND MAP OUT
THEIR OWN RECOVERY, AND THEN
HELP THEM TO NAVIGATE THEIR
WAY THROUGH DIFFERENT STAGES
TOWARD THEIR DESTINATION”**

Mike Munson, RF Mid Surrey, Manager



HARINGEY SUPPORTED HOUSING SERVICE

Haringey Supported Housing Service is approaching its third anniversary.

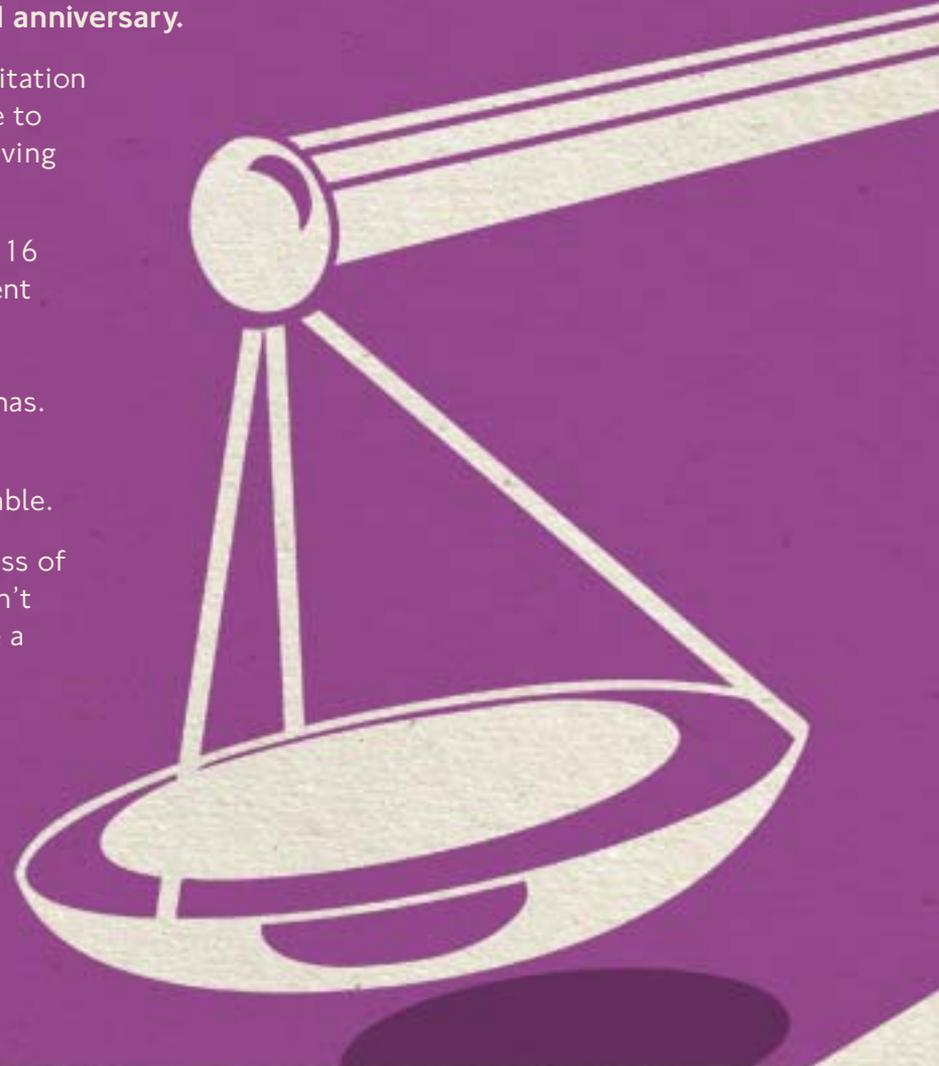
The Service has recovery at its heart, providing intensive rehabilitation for up to twelve months, or longer if needed, supporting people to move from long-term high support or hospital to independent living in the community.

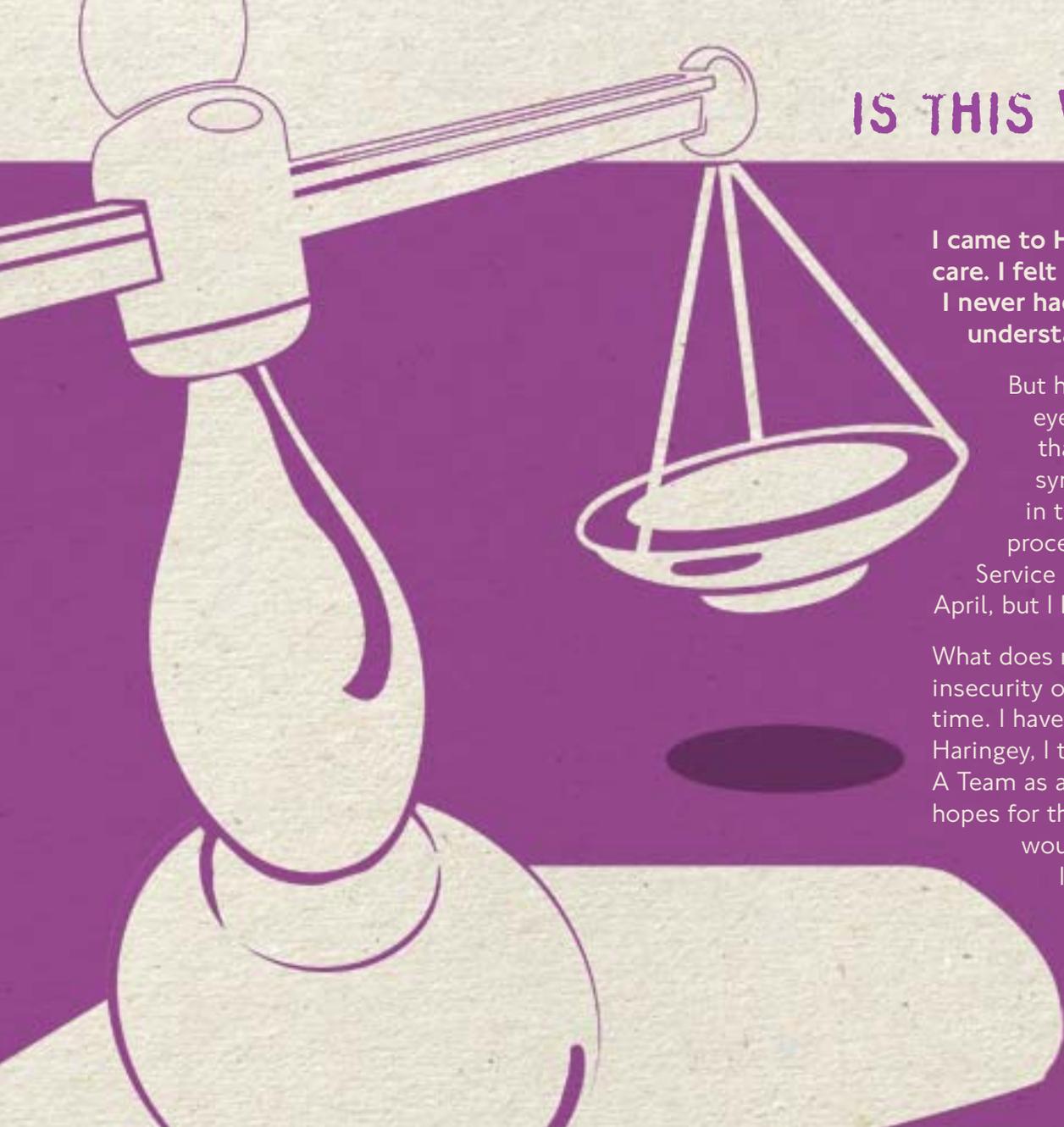
The Service has eight places, and since it started has supported 16 people. Six of these have successfully moved on into independent living in the community, nine people have gained both paid and voluntary work, and five people have been supported to pursue educational aspirations and are achieving certificates and diplomas.

The Service is always fully subscribed, and of the 16 people supported to date 13 have been without relapse, and remain stable.

The Service believes that the 100% commitment and genuineness of the Staff lies at the heart of its remarkable success – “we couldn’t do this if the Staff weren’t genuine. We’re professional but have a real relationship with our Service Users”.

A recent Service User Satisfaction Survey based on those occupying the Service at the end of April 08 produced extremely high scores across all aspects of Service delivery. The final question, ‘Taking everything into account, how satisfied or dissatisfied are you with the Service?’ scored 100% ‘very satisfied’ and a ‘5 out of 5’ overall.





IS THIS WHAT I'M ABOUT?

I came to Haringey after living in residential care. I felt pressured there, and misunderstood. I never had the chance to discuss and understand and tackle my problems.

But here the dialogue is unique, it's been an eye opener to me. The Staff understand that every person, whatever their symptoms or label, deals with their issues in their own way – it's an individual process. After nearly three years in this Service I moved on into independent living in April, but I keep in touch.

What does recovery mean to me? Defeating the insecurity of my progress, taking it one day at a time. I haven't relapsed during my time in Haringey, I teach a group DJing, and I work for the A Team as a gardener. I'm keeping focused. My hopes for the future? I'm a Libran, so my ideal would be a balanced mind. Knock on wood, I'll give myself the chance to go forward in the things I do, become more balanced, and find the answer to the question, is this really what I'm about?

Kevin, ex Service User

TOWER HOUSE, CHESTER

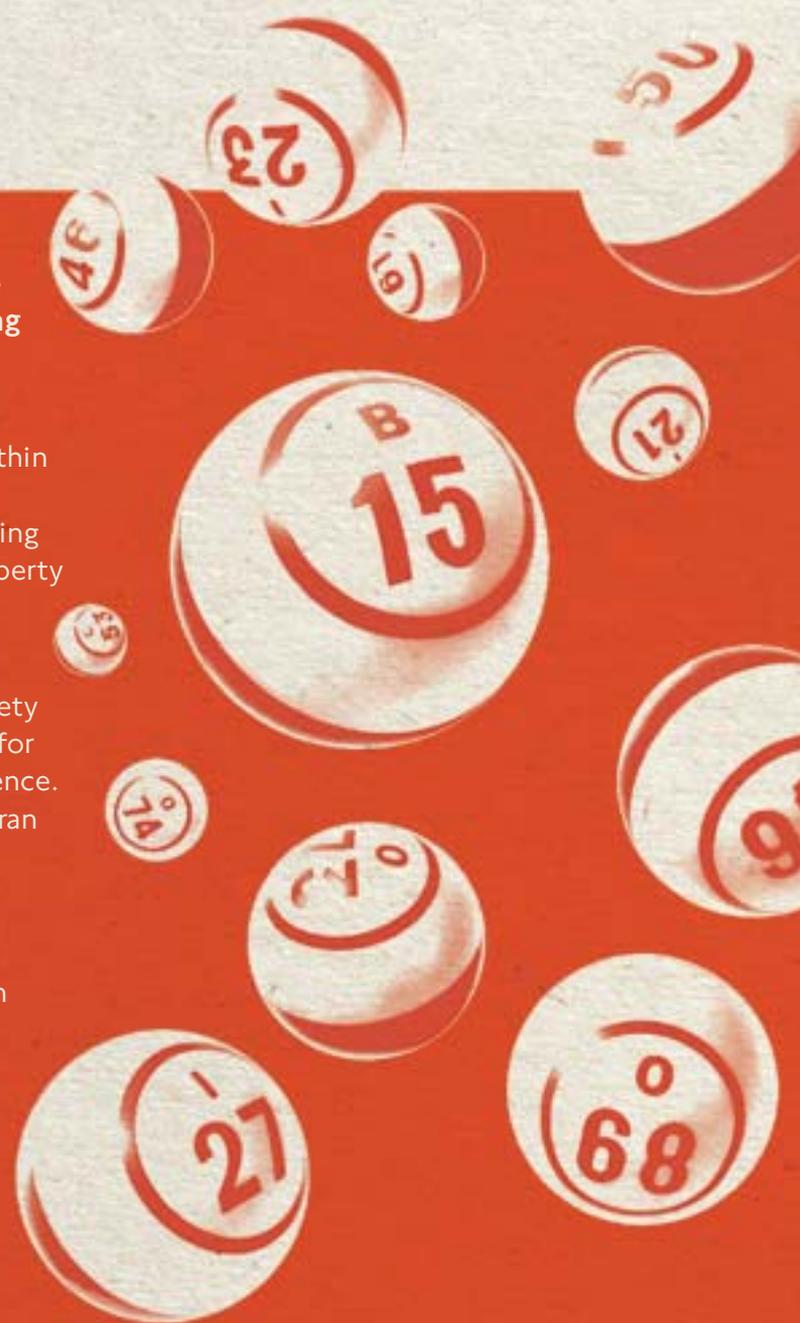
Tower House is now in its 43rd year and continues to respond to the changing requirements of its Tenants and Service Users of its Floating Support Service.

One of the key achievements of the past year is the increasingly good relationship being built between Tower House Staff and other agencies within the area. Staff have been working closely with the local housing provider, Chester and District Housing Trust, and other Housing Associations including Muir Housing. This is ensuring that Tenants have appropriate move on property when they are ready to move out of Tower House into independent living, and has ensured successful throughput over the past year.

Service Users are enjoying the benefits of Staff working closely with a variety of Community Groups such as Endurance, which runs groups and courses for people who have had addiction problems in order to increase their confidence. Chapter organises voluntary placements for the Client group and recently ran a Young Person's Group attended by several Tenants.

Service Users are still actively contributing to the RF Magazine, No Label Required, and participate in the National Service Users Panel meetings. Service User groups are meeting regularly within the community and setting the agenda for what they want to be covered.

Within Tower House itself the environment has improved with the smoking ban in communal areas. With Tenant consultation the lounges have been completely refurbished with new upholstery and new laminate floor covering.



BINGO!

Who'd have believed four and a half years ago that I'd be well enough to go for a week's holiday in Newquay with my friends Gaynor and Jonathan?

We had a brilliant time, we stayed in a big posh hotel, there were surfers, and we played bingo every night. I'm a demon at bingo! So this year I've been mentally on top, but I'm poorly physically. I've got a hernia, and the consultants say the operation will be 50:50. But I can't take any more of the pain, and I'm sick of the insults in the street.

If the operation works, I want to put the past behind me for good, and I'm looking forward to a new life in a bungalow with a puppy and my daughter. She's 25 now, and has learning difficulties. When I was in prison my foster father abused her, just like he'd abused me all those years, saying nobody would believe me because I was mental.

So what's recovery mean to me? Being waited on and pampered in that hotel!

Julie, Service User

SERVICE USER INVOLVEMENT

Richmond Fellowship is committed to promoting Service User Involvement at all levels of the organisation, with a wide range of opportunities to involve and develop Service Users to feel valued and actively contributing. At the heart of the Service is the National Service User Panel, which meets regularly and is now attended by up to 35 Service Users.

No Label Required, the magazine written by Service Users for Service Users, goes from strength to strength. One of the coups of the year was Barbara Taylor's inspiring interview with Jo Brand in the December issue. The July issue featured an interesting article on what Service Users are doing at a local level to tackle stigma and discrimination around mental health problems – the Anti-Stigma Group.

Service User Training is now a key platform of Service User Involvement, with News Reporters Training and Training for Trainers proving very popular. The Service Users Policy Review Panel is currently finalising a new strategy to provide a framework within which Service User Involvement can be increased and become more effective. The strategy seeks to integrate Service Users' views further into the planning and delivery of RF's Services and will underpin RF's developing response to personalisation, choice and control.

Recovery to me means
'taking it step by step'

Jane, Service User, Wigan Dimensions Partnership



CLIMBING THE LADDER

I've been going to National Service User Panel meetings for 11 months now. I was put in touch with Richmond Fellowship Compass Floating Support Service by my Housing Association, as I was totally withdrawn and s!%t scared of going out. I've had mental health problems since I was 13, and I'm also disabled.

Compass are great, and supported and encouraged me to attend the Panel meetings. It's the best thing I ever did, I love Tina, Natasha, John and Norma, it's one big happy family. It's just great to meet other people in the same predicament as me and I've made some fantastic friends – I'm not Sigmund Freud on the subject but it's given me more understanding. I wish 90% of the public had better understanding, they think people with mental health problems are basically psychos, complete loony-Junes.

Recovery for me means I have to go out on my own, I'm interacting with people again, and I've more confidence now. Without Richmond Fellowship's support I'd be in Juniper Hospital by now.

I know that mental illness never goes away, and sometimes I go into a decline, and don't do anything. But having the Panel Meetings to look forward to keeps me on the first or second rung of my personal ladder.

Jim, Service User

TRAINING AND DEVELOPMENT

The belief held by Richmond Fellowship that 'everyone is their own expert in their recovery' is the key value that determines our approach to training and development.

The focus is on both skills and knowledge, and on promoting greater ownership and choice for Service Users. Our commitment to learning and the promotion of values-based practice is an integral part of RF culture, providing what is necessary to support Services, Staff and Service Users to develop and grow. Hence our training focuses on Service User Involvement, on promoting paths to recovery, on ways to move forward with Employment Services, on ensuring Staff are qualified to be most effective in service delivery, and on delivering value for money. Over the past year:

- We have delivered training to our Service User Involvement Lead Co-ordinators, delivered jointly by an ex Service User and RF's Service User Involvement Lead. 41 Staff have attended so far and more courses are scheduled
- A range of new courses have been introduced to meet current and emerging needs within RF. These have covered Suicide Awareness, Supporting People Outcomes and Framework, Housing Benefit, IT Training for Service Administrators
- 224 current Staff have now achieved an NVQ whilst working for RF
- Training attendance on RF courses increased by 22% whilst unit costs have been running at about 2% (in line with inflation) over the last 2 years
- A new course, 'Support Skills for Employment Advisors', has been introduced to meet the needs of Employment Services Staff. NVQ 4 in Advice and Guidance is a continuing priority for Staff in these Services
- We have reviewed and revised all RF courses to ensure the inclusion of a recovery based approach

DURHAM IT FLOATING SUPPORT

Developed through County Durham's Supporting People partnership, in tune with the growing trend in the use of assistive technology, this pilot Service involves the use of Information Technology to provide support and develop skills for people with mental health problems in rural Teesdale and Weardale. The Service currently offers a minimum of 2 hours per week of face-to-face Staff contact plus additional 'e-contact'.

The Service has been well publicised amongst referrers and support groups resulting in a full take-up of all ten places, and a waiting list. The IT equipment has been sourced and six systems have been installed, with two on order. The two Support Workers each have a laptop, which is used to provide short term solutions and demonstrations. Access to the internet has had a noticeable positive impact on the lives of some Service Users, and has been a catalyst in providing access to information and educational courses, in developing relationships with other internet users and increasing social inclusion, in developing skills and interests, and in managing practical issues via email. In terms of managing mental health problems, an email to the Support Worker provides a safety valve for negative thoughts, thus avoiding destructive emails to family and friends.

We are monitoring this project which may have wider future significance; for example, the use of computerised Cognitive Behavioural Therapy is now spreading via the Department of Health's Improved Access to Psychological Therapies programme.



With the IT aspect added to conventional 'non IT' floating support, there has been significant improvement within the group of problem solving skills and the development of social and practical skills, with Service Users beginning to plan for their future.

WINDSOR ROAD, LYTHAM

Windsor Road in Ansdell is a ten person registered mental health Nursing Home for people with multiple and complex needs, who require a period of intensive rehabilitation prior to moving into more independent accommodation. A majority of referrals accepted by this Service come via forensic psychiatric routes, including people with schedule 1 offences.

Windsor Road attained the Excellent Standard in a CSCI unannounced visit in Spring of this year. The last twelve months has seen five of the ten residents, some of whom were the original occupiers when the project first opened, successfully moving on to different types of accommodation and service provision. Residents arriving with a constraint as serious as a life licence have, after a number of years at the Service, eventually moved on to sheltered or supported housing, and receive continuing RF support through the Blackpool/Fylde Floating Support Service.

The Service has received and held the Navajo Charter Mark since 2001. This is a highly regarded and recognised accolade for diversity in the Lancashire area which many organisations aspire to achieve. In a recent CSCI report (February 08) Windsor Road was mentioned as a Service of excellence and an example of good practice with regards to achievement and retention of this award, and clearly demonstrates elements of good practice that exist to fully support Staff and Service Users from Lesbian, Gay, Bisexual and Trans communities.

The popular Garden Project, which started with a few packets of seeds, has grown into a full scale allotment producing pumpkins, onions, potatoes and other vegetables which are harvested and used in the Service kitchen. Staff and Service Users are currently planning a Garden Fete and festivities to celebrate ten years of excellent service provision in Blackpool and North Lancashire.



ICING ON THE CAKE



“UNTIL I CAME HERE, I JUST KEPT SLIPPING THROUGH THE NET. I HADN’T BEEN ON A BUS FOR 13 YEARS. WHEN I MANAGED IT AT LAST, WITH MY SUPPORT WORKER, IT WAS SO EASY, A PIECE OF CAKE. THAT WAS MY PERSONAL CAKE WALK!”

Janice, Tower House Service User

I’ve been head chef here since the Service opened in 1998. So I’ve watched first hand the recovery journeys of the residents over ten years.

I can honestly say this is the most rewarding job I’ve ever had – it’s a pleasure to come to work each day, and how many people can say that? Compared with my previous jobs in catering, what’s different here is that there’s no hierarchy, everyone is treated the same. The main aim is for each person to reach a stage they’re happy with – for Simon it’s working in the garden, and going out for a meal once a week, for Chris, it’s being able to go out to work.

It feels like one big happy family, and when a member of the family is ready and able to move on from Windsor Road, well, that’s recovery, it’s the icing on the cake!

Steve, Head Chef

COLINDALE SERVICES

Now in its tenth year, the Service comprises Meridan and Foxlands House, two residential Care Homes, and Colindale Supported Housing, with three separate houses.

Regulators, Commissioners and residents alike are extremely pleased with the quality of service provided by Meridan and Foxlands, and both homes were again awarded a 100% rating by the Commission for Social Care Inspection. In April both homes also received a Four Star Rating in the latest Environmental Inspection.

Meridan House successfully supported a resident's move into independent living in the community in February, and another resident into Foxlands House for a less supervised support service, in preparation for eventually living in independent accommodation in the community. Foxlands House also celebrated the move of one of its residents to Supported Housing, to prepare for his independent life in the community in the near future.

Residents and Staff from Colindale Supported Housing spent four days in a 4 star hotel in Newquay in July. One Service User, Desmond, discovered a remarkable talent for fishing, and caught eight mackerel during the short break – the highlight of his personal year!



FEELS LIKE HOME

I spent three years in hospital in Edgware, and my protection was refusing to communicate at all, to anybody. So when I came to Meridan House in January 2006 I was withdrawn and as difficult as I could be. The Staff never judged me, they were patient with me, and gave me time, so I could start to relax a little. The change in me this last year is nothing short of a miracle – I use the gym, I go to a Day Centre in Finchley twice a week, I do my own make up and clothes. Everything just seems better here, the staff are caring and understanding. Recovery? Well, this feels like home to me.

Dorothy, Service User



"I WAS IN A DOWNWARD SPIRAL ABOUT MY JOB, MY PROFESSIONAL SELF CONFIDENCE HAD BEEN UNDERMINED AND MY WHOLE LIFE WAS AFFECTED. JULIE INTRODUCED ME TO THE MORRISBY PROFILE, AND IT WAS AS IF A NAMELESS BEING WAS GIVING ME A BIG PAT ON THE BACK.

WITH RETAIN'S SUPPORT I FEEL I'VE BEEN GIVEN ALL THIS KNOWLEDGE, AND I'M HEADING TOWARDS A NEW AND DIFFERENT CHALLENGE. I'M CONFIDENT ENOUGH TO INTRODUCE RETAIN TO MY NEW WORK PLACE, SO EVERYONE CAN BENEFIT".

Susan, RETAIN Client

"I USED TO FEEL EXPENDABLE. WHEN IT ALL WENT PEAR SHAPED, AS IT DID FOR ME SO MANY TIMES, I LOST ALL CONFIDENCE. WITH RETAIN'S SUPPORT I NOW HAVE A SENSE OF HOPE ABOUT MY FUTURE".

Jayne, RETAIN Client

"GETTING BACK A SEMI-STABLE EXISTENCE".

Paul, Service User Involvement

"GETTING A FLAT OF MY OWN, A NEW GIRLFRIEND, HOLIDAYS AT LEAST ONCE A YEAR, CONSTANT STABILITY".

Jamie, Service User Involvement

"I'M HARDLY SELF-HARMING AT ALL NOW".

Sarah, Service User Involvement

"RECOVERY IS FEELING COMFORTABLE IN YOUR OWN SKIN"

Rene, Service User, Wigan Dimensions Partnership

"I'VE GOT MY OWN SPACE, MY INDEPENDENCE, MY PRIVACY. THE SUN'S SHINING AND THERE'S MORE TO COME! IN THREE YEAR'S TIME I'D LIKE A CAR, A GOOD JOB AND A FAMILY".

Michael, ex Haringey Service User

"RETAIN HAVE BEEN BRILLIANT - I FEEL A HELL OF A LOT BETTER, MY FEELINGS OF ANGER AND FRUSTRATION HAVE SUBSIDED. THE FACT I'VE GONE BACK TO WORK IS SUCH A BOOST - BENEFITS IS A REALLY HORRIBLE PLACE TO BE IN. I GIVE RETAIN TOP MARKS - I FEEL A LUCKY BUNNY I GOT THAT KIND OF SUPPORT. JUST TO KNOW THERE'S SOMEONE ON YOUR SIDE WITH AN OBJECTIVE VIEW".

Anne, RETAIN Client

WIGAN DIMENSIONS PARTNERSHIP

The Wigan Partnership, in collaboration with a range of local and specialist partners, is a Community Based Service in four centres across the Wigan Borough, with 149 Service Users currently registered.

Now in its second year, the Service supports individual pathways towards social inclusion and recovery, and provides two strands of support.

- Access to social networks and peer support, with activities in the centres and the wider community aimed at promoting social inclusion, healthy eating and exercise
- Support to engage in everyday mainstream opportunities via outreach on an individual basis

A recent confidence building course has proved incredibly successful, with Service Users involved in this now planning to establish a peer support group.

The Partnership is working with Harm-ed to deliver training for Service Users on 'living with self harm', and then establishing self help groups after the events so people can continue to support themselves and others. Service Users have been actively involved in the modernisation of the Service, and a recent Service User led Review has contributed positively to this process.

The activity groups and sessions provided by the Service contribute significantly to Service Users' recovery journeys, with Chi Yoga/Relaxation enabling one Service User to improve her sleeping patterns and reduce sleeping tablet medication, and feel well enough to embark on voluntary work.



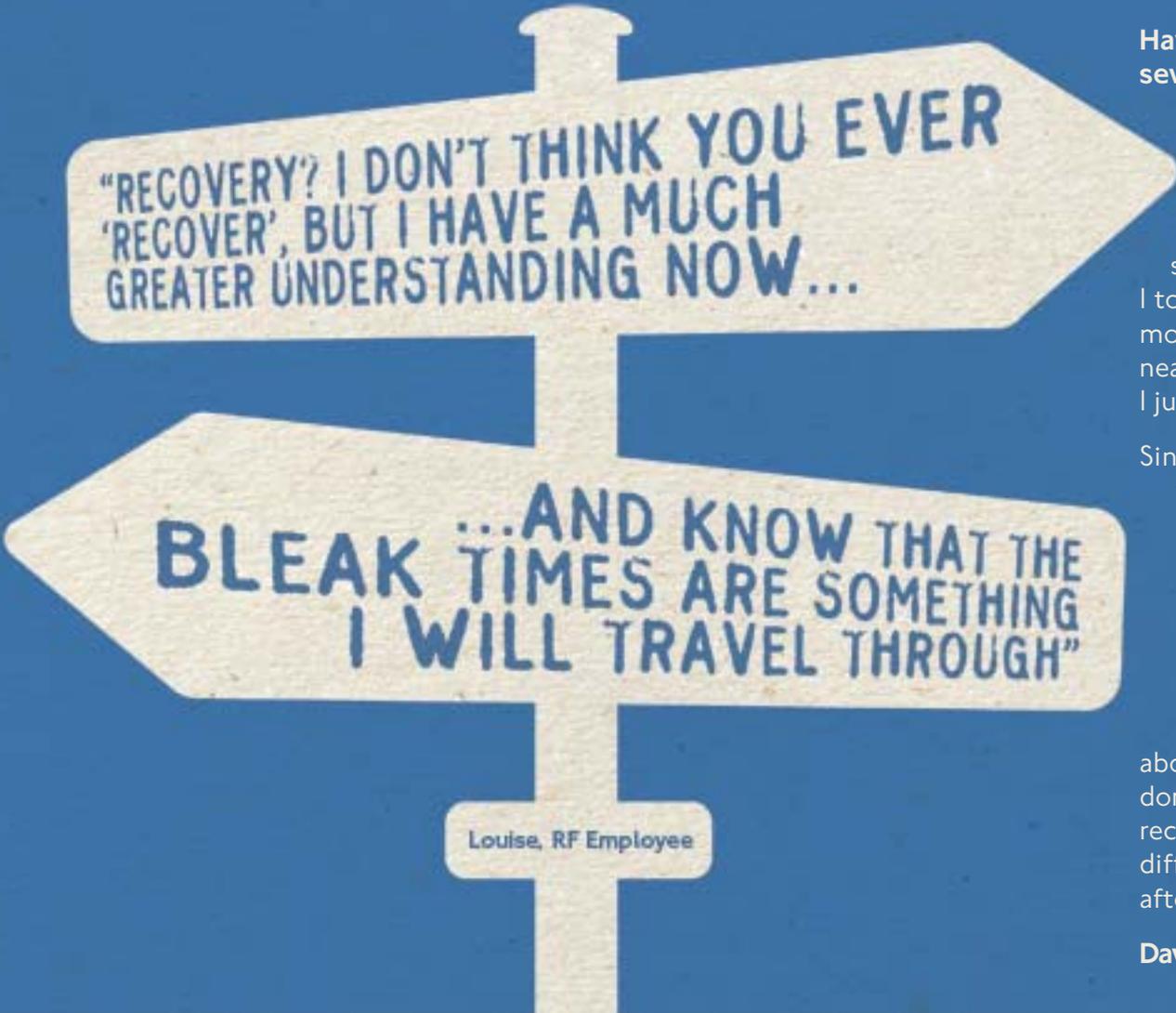
I'M STILL HERE

Having worked in mental health for seven years you'd have thought I'd have seen it coming.

But I had so much baggage; I was emotionally abused by my parents, my sister was raped when she was seven, and my fiancée died. I took to alcohol and spent three months gambling. I was in hospital for nearly two years, and when I came out I just sat alone in my flat.

Since coming here I'm starting to enjoy the days when I feel well again, I drop in every day. I'm beginning to realise it's not all or nothing for me. The six week anxiety management course has helped me develop coping strategies, I think everybody has these. I remember the past, when Sally died, and I feel guilty about the alcohol and the damage I've done to myself. But then I have a recovery moment, I think I did make a difference to other people once, and after all, I'm still here!

Dave, Service User



"RECOVERY? I DON'T THINK YOU EVER
'RECOVER', BUT I HAVE A MUCH
GREATER UNDERSTANDING NOW...

...AND KNOW THAT THE
BLEAK TIMES ARE SOMETHING
I WILL TRAVEL THROUGH"

Louise, RF Employee

MOORVIEW, HALIFAX

Moorview in Halifax is a Care Home with Nursing for adults with severe and enduring mental health problems, and is now into its eleventh year.

There is no maximum stay, as Staff work to a recovery concept in which Service Users themselves define when they are ready to leave. This promotes a tangible sense of personal responsibility, and encourages an environment of awareness, growth and development.

Over the past year Moorview has introduced two significant initiatives. In partnership with Cloverleaf Advocacy Service in Halifax it is developing a Service User defined booklet on Abuse and coping mechanisms, due to be published by Christmas. It has also redefined the scope of the Individual Support Plan model, to reflect the balance of what people can achieve, looking at the whole person and their whole life, rather than at weaknesses and deficits.

Recovery to me means
“Stepping out of that darkness”

Joan, Service User, Wigan Dimensions Partnership



DISCOVERING SOAPS

In terms of my mental health, I'm more positive. But I was not impressed when my Service Manager challenged me that my problems with my knees might be psychosomatic – I can't walk without crutches to my kitchen. So I know the doctors and consultants can't find anything physically wrong with me, but I'm the one feeling the pain. I hope my knees will heal soon so I can get outside again, and do my voluntary work.

This past year I've started watching soaps on the TV – I used to be so dismissive of them. My favourites are Coronation Street and Hollyoaks. I really like getting into the characters, I want to get more interested in people again.

So maybe on this long and hard journey, it's been eight years now at Moorview, through the soaps I can begin to recover and get my life back.

Edward, Service User



RETAIN

Retain is a RF's national Job Retention project for people with mental health problems which aims to maximise their chances of maintaining their employment when problems arise.

It does this by providing support and advice to people with mental health problems and their employers. There are ten Job Retention Services currently operating across the country, and although funding and contractual terms differ between the projects, all work to a common concept, intending to offer a rapid intervention service before difficulties become crises. This concept has seven core principles;

- Early intervention – ideally within 4 weeks of any absence
- Response to referral within 10 working days
- Focus on the individual as a whole person
- Solution focused process
- Able to support both employee and employer in order to achieve successful return to work
- Raise awareness of the business case for healthy working environments and practices
- On going support following return to work – not time limited

The Service focus is on two specific objectives

- Support for beneficiaries in managing their employment where there is a danger of them not being able to retain it
- Support and education to employers who employ staff with mental health problems

Since its original launch in July 2006 in East London and Brighton, Retain has worked with 445 people. 75% of Retain's Clients have had a successful outcome – have returned to work, been redeployed or changed their job.



KNOWSLEY RETAIN AND REGAIN

On 6 June Retain/Regain was formally launched at Partnership for Learning. Regain aims to support people to return to employment as quickly as possible. Over fifty people attended the event, including local employers, representatives from health teams, employment agencies such as Jobcentre Plus and unions.

Working in partnership with Listening Ear counselling is proving very successful in Knowsley. In only four months, there has been a total of 30 beneficiaries to the Retain/Regain Service, of which the Senior Employment Advisor is actively supporting 24 Clients. Six cases have been closed with successful outcomes, with 5 people retaining work and one voluntary early retirement. Of the 30 Clients, 11 have been referred to Listening Ear counselling. Listening Ear in turn actively promote Retain/Regain to Clients who express an interest in the Service.

There are open lines of communication between Staff at Listening Ear and Retain/Regain, as early intervention is the key to the success of this partnership, which evidences a truly holistic approach to a Client's individual needs. Client confidentiality is viewed as paramount in both Services. Together, Listening Ear and Retain/Regain have promoted their partnership Service to a number of key stakeholders including Jobcentre Plus and local employers.

This innovative partnership has provided the potential to extend the Service further through the Improved Access to Psychological Therapies Programme in Knowsley.

KNOWSLEY CROSS LINKS

Cross Links is a community based Service offering three strands of support. People can access more than one strand of the Service, and may move across strands during different stages of their recovery.

- Access to social networks and peer support
- Support to engage in everyday mainstream opportunities
- Support to gain employment and training

Cross Links's Young Adults Group, a new development which took some time to establish, is very successful now. This was a six week course of six two hour sessions. A recent RAP workshop produced a DVD with a Rap song and poem created by the group. The individuals in the group are now meeting up regularly independently of Cross Links.

Another initiative is the Peer Support Group. Following an Open College Network accredited 12 session Confidence Building Course, some Service Users joined the Peer Support training course provided by the Cross Links capacity building trainer. The aim of the course was to enable Service Users to develop the skills needed to run their own group, and the 14 week course was specifically designed by the trainer for

this purpose. Since January 08 the group, Friday Friends, has been meeting without Staff on a weekly basis, with the trainer providing monthly supervision and support. Friday Friends meets at a community venue which is not linked to the Service, and plans are in progress for the group to manage their own activity budget.



ROBSON HOUSE, IPSWICH

Since Robson House opened in April 04, 19 tenants have moved into the Service.

Of these, nine have successfully moved on to fully independent living, and there has been a full turnover of tenants since the Service opened. The average length of move on is impressive; within one year, three tenants; two years, four tenants; three years, three tenants. Two of the former tenants have returned to employment, and two more have embarked on degree courses.

The success of Robson House, through team working in partnership, in supporting people from the Forensic Service has contributed to its nomination for a Good Partnership Working Award by Suffolk Mental Health Partnership NHS Trust.

“I LOOK FORWARD TO THE GROUP EVERY WEEK. IT HAS HELPED ME TO BE MORE CONFIDENT AROUND PEOPLE AND IT HAS HELPED ME TO SPEAK UP IN A GROUP SITUATION. IT’S GOOD THAT IT IS SUCH A NICE GROUP OF PEOPLE, WE ALL LOOK OUT FOR ONE ANOTHER AND IF ANYONE IS MISSING, WE RING THEM UP AND CHECK THAT THEY ARE OK.”

Martin, Service User

BRAMFORD PLACE, IPSWICH

RF's nine person shared Registered Care Home, The Hawthorns, a valued Service in Ipswich for nearly 20 years, has closed and been replaced by Bramford Place, in a redevelopment process taking over two years.

The tenants moving to Bramford Place had spent between seven and 30 years in care homes and the long stay wards of the local hospital, so the move to self-contained flats was a huge step for them. Eight tenants moved successfully, and have maintained their own tenancies for the last six months. Three tenants are now able to go on holiday with reduced support, for the first time. Two tenants are now planning to move on to less Supported Housing. All the tenants are developing a much greater sense of freedom and self determination.

The design of the building with the greatly increased privacy of self-contained flats, and the ways of working in wider and stronger partnerships – including a multi-agency training programme – has freed up the Service to be able to work with people who require higher level individualised packages of support.



**“Recovery is seeing that door
you never thought would be open”**

Alex, RETAIN Client

MY OWN FRONT DOOR

I've lived with schizophrenia since I was 21, and I'm 65 now.

All through my 20s and early 30s I was in and out of hospital like a yo-yo, my disruptive behaviour meant I was always being evicted. Before I came to Bramford Place I was in a shared care home where I often got into trouble with the other residents. I have to admit I was terrified about moving into a flat on my own, but for the first time in years I'm starting to make real changes to the way I am. I go to the cinema, I do my painting and I'm back in touch with my niece. I can listen to Beethoven, Brahms, Bach and Handel in peace in my flat, I'm very happy here.

I would not have believed that after all those years I'd have my own front door – it's like Paradise to me.

Rita, Service User



RECOVERY STAR

Richmond Fellowship's own Outcomes Tool, the Recovery Flower, was piloted successfully in Services in four areas last year.

The Mental Health Recovery Star, developed for the Mental Health Providers Forum, is very similar in scope and is now being adopted by MHPF members and a wide range of voluntary, statutory and independent services across the sector, including RF. By working together to develop, implement and promote widespread use of the Recovery Star, leading stakeholders are creating a common language and the opportunity to work together to improve mental health practice.

The Recovery Star acknowledges that recovery is not necessarily a linear journey, and uses the Ladder of Change to help people work out where they are on their journey for each area of their life.

At one end of the ladder is the feeling of being 'stuck'; from 'stuck' people move to 'accepting help'; then they start 'believing', from which they begin 'learning' how to make recovery reality. The other end of the ladder is when people are 'self reliant'.

Together with their keyworkers, individuals plot their scores on the 10 areas Star for each area of their life. The Star is reviewed at regular intervals, and new Star charts plotted accordingly. Over time this will build a picture of each person's personal journey, and help them see things in a different way, by placing the ups and downs of each week into a bigger picture.



The Recovery Star
looks at 10 areas
of a person's life:

- MANAGING MENTAL HEALTH
- SELF-CARE * LIVING SKILLS
- SOCIAL NETWORKS * WORK
- RELATIONSHIPS
- ADDICTIVE BEHAVIOUR
- IDENTITY AND SELF-ESTEEM
- RESPONSIBILITIES
- TRUST AND HOPE



WALTHAM FOREST EMPLOYMENT SERVICE

Waltham Forest Employment Service provides employment advice, Retain and a range of training to support people into employment, motivating and enabling them to pursue their plans for education and work.

- For 11 years the Service has worked with over 2,000 people, offering advice, guidance, training and support
- Partners include the Learning and Skills Council (LSC) London North, Jobcentre Plus and Nextstep North London
- Joint programmes range from Enhancing Potential, courses in IT for the Workplace, Personal Career Development and Job Preparation, to skills coaching and information and advice on learning opportunities
- 95 people to date have taken part in Enhancing Potential, with significant numbers gaining vocational qualifications and over 10% taking part in work experience
- Nominated in the Voluntary Sector Organisation of the Year category, the Service came third in the London Education Partnership Awards Programme. A Client, Alex, recently won the Regional Adult Learner Award

**“GO DOWN THAT ROAD,
AND SAY AT THE
END OF IT, I CAN!”**

Lucy , Service User, Wigan Dimensions Partnerships

With employment and mental health high on the policy agenda, we welcome opportunities to share our experience with policymakers and other practitioners in the sector. Examples this year include the consultation on implementing Dame Carol Black's well-received report 'Working for a Healthier Tomorrow', and RF jointly running the national conference on Job Retention and Mental Health, attended in March by over 100 people.

The success of Retain in delivering early intervention in Waltham Forest is built on the excellent partnership we have with the primary care Solutions Team, run by NE London Mental Health NHS Trust.

INDEPENDENT STEPS, BOGNOR REGIS

Richmond Fellowship's innovative 'inreach to residential care' pilot Service, Independent Steps, has been launched in response to an approach from the Mental Health Commissioning Team because of RF's reputation locally as a progressive, recovery based organisation.

The MHCT has set a target of 50% reduction in the use of residential care by April 2010. If such a target were realised in Bognor Regis, the resultant revenue could be reinvested in Services promoting independence for Service Users and a more modern mental health service.

The main aims of Independent Steps are to:

- Examine the strengths, goals, aspirations and needs of people currently living in residential care homes in Bognor Regis
- Identify areas in which they want to live more independent lives
- Keep the Service User at the centre of all support planning
- Work closely with the RF Community Links project in Chichester and Bognor Regis as well as other local services

- Stimulate the local market in Bognor Regis
- Realise a more varied and increased range of opportunities in terms of accommodation, social and leisure activities, daily living skills and vocational opportunities
- Build collaborative relationships with local community Mental Health Teams

Independent Steps has been commissioned to follow the Fulfilling Lives Strategy. This means taking a recovery focused approach in supporting people to:

- Take part in decisions about their care and have as much control as possible
- Take part in activities and communities they value, with an emphasis on mainstream community activities
- Live in accommodation that promotes their independence and recovery

This innovative and dynamic pilot project offers Service Users in Bognor Regis a clear pathway to realising their goals and aspirations.

NORTH ORMESBY ROAD, MIDDLESBROUGH

Living at North Ormesby Road gives us...

structure

KNOWLEDGE

OF MENTAL

our own environment

HEALTH

encouragement

IMPROVED

QUALITY OF LIFE

IMPROVED

self belief

QUALITY OF LIFE

SELF

SUPPORT

SECURITY

ESTEEM

RESPECT

NO STIGMA

EDUCATED ABOUT
THE EFFECTS OF
MENTAL HEALTH

feeling of being
a valued person

guidance

positive reinforcement

raised expectations

GOALS

OPINIONS

and above all... ACCEPTANCE

CONSIDERED

Service Users, North Ormesby Road

LAST WORDS - WHAT OTHERS SAY

“Richmond Fellowship has exceptional systems in place to ensure that all people who use their Services are supported and enabled to realise their full potential. Daily routines and activities reflect individual lifestyles, choices and personal development. 100% of Services meet the underpinning standards for this outcome compared with 94% nationally.”

CSCI Annual Performance Report, January 2008 - ‘Fulfilment’

“Richmond Fellowship’s profile within the field is demonstrated by the Chief Executive’s involvement in developing a Mental Health Providers’ Forum and her position as a member of the Special Needs Housing Association Group. The organisation is also linked at an international level with the International Institute of Mental Health Leaders, which exists to promote good practice and learning across cultures and organisations.”

Housing Corporation Assessment, May 2008 - ‘Properly Managed’

“The organisation has a risk management strategy in place which the Board fully reviews each year. As a specialist provider, Richmond Fellowship is well linked to the developing policy and service delivery agenda in the field of mental health, and takes a considered approach to the risks associated with responding to that agenda. Resident involvement is well-established, enabling residents to influence service delivery and the overall direction of the organisation. Richmond Fellowship has a User Involvement strategy.”

Housing Corporation Assessment, May 2008 - ‘Properly Governed’

“Richmond Fellowship have a long track record of effectively engaging and working with individuals with severe and challenging issues and conditions. They do this in an inclusive and non-stigmatising way. Their ability to work with this client group is impressive, and is built on their philosophy and practical application of putting the needs of the Service User at the heart of what they do.”

John Marshall, Assistant Director Priority Services, Ashton, Leigh and Wigan PCT



“The Retain/Regain scheme is the way forward for Knowsley.”

Colin Vose, Assistant Director of Commissioning, Vulnerable Adults, Knowsley PCT



“In West Sussex RF provide housing support services that enable people with mental health problems to sustain their accommodation and increase their independence. The service provided is flexible and responsive to individual needs, and delivers positive outcomes for people through strong partnership working and commitment to social inclusion.”

Jenny Burnett, Contracts Commissioning Officer, Supporting People, West Sussex County Council

“Richmond Fellowship thoroughly demonstrates that people who use their Services are fully able to exercise choice and control. Richmond Fellowship demonstrates that its approach to care is Service User centred.”

GSCI Annual Performance Report, January 2008 - ‘Choice and Control’



“Richmond Fellowship offer a range of services, and deliver real and positive outcomes. Their Services are highly valued, and make a real difference. They are excellent at working in partnerships to increase provision.”

Peter Threlfall, Supporting People Lead Officer, Wigan

“It is clear to me that Richmond Fellowship operates an ethos of enabling and facilitating Service Users to work towards independence whilst managing the risk and maintaining duty of care, thereby creating an environment of empowerment and autonomy.”

Jackie Watkins, Programme Development Officer, Supporting People, Portsmouth City Council

APPENDIX Statutory Sector Purchasers

Local Authorities

Barnsley MBC
Blackpool Borough Council
Borough of Poole
Bournemouth Borough Council
Brighton & Hove City Council
Buckinghamshire County Council
Bury MBC
Calderdale MBC
Cambridgeshire County Council
Cheshire County Council
Coventry County Council
Dorset County Council
Durham County Council
Gateshead MBC
Hartlepool Borough Council
Hertfordshire County Council
Kent County Council
Kirklees MBC
Knowsley MBC
Lancashire County Council
Liverpool City Council
London Borough of Barnet
London Borough of Camden
London Borough of Ealing
London Borough of Enfield
London Borough of Haringey
London Borough of Hillingdon

London Borough of Hounslow
London Borough of Redbridge
London Borough of Waltham Forest
London Borough of Wandsworth
Manchester City Council
Middlesbrough Council
Milton Keynes Council
Newcastle City Council
North Somerset Council
North Tyneside MBC
North Yorkshire County Council
Northumberland County Council
Peterborough City Council
Portsmouth City Council
Redcar & Cleveland MBC
Rotherham MBC
Royal Borough of Kensington & Chelsea
Southend Borough Council
Staffordshire County Council
Stockport MBC
Stockton MBC
Stoke on Trent City Council
Suffolk County Council
Sunderland MBC
Surrey County Council
Swindon Council
Wakefield MBC
Warrington Borough Council

West Sussex County Council
Wigan MBC
Wiltshire County Council
York City Council

NHS Trusts

Ashton Wigan & Leigh PCT
Avon and Wiltshire Mental Health Partnership NHS Trust
Barnet PCT
Barnet, Enfield and Haringey NHS Trust
Blackpool PCT
Brent Teaching PCT
Buckinghamshire PCT
Calderdale PCT
Cambridgeshire PCT
Central and Eastern Cheshire PCT
Central and North West London NHS Trust
County Durham PCT
Enfield PCT
Kirklees PCT
Knowsley PCT
Liverpool PCT
Milton Keynes PCT
North Lancashire Teaching PCT
North Tyneside PCT
South West Essex PCT
Stoke on Trent PCT
Surrey and Borders Partnership Trust

West Kent PCT
West Sussex PCT

Learning and Skills Councils

Barnet
Buckinghamshire
Cambridge
Milton Keynes
Peterborough
Swindon
Waltham Forest
Wiltshire

Funding across more than one service

Big Lottery
European Social Fund
Next Step: Information, Advice and Guidance

Other Funding

New Deal for Disabled People
Department of Health Section 64 Funding
DWP Pathway to Work Programme
London Development Agency
Association for London Government



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Patron

HRH Princess Alexandra

Vice Patron

The Most Reverend and Right Honorable

Dr. Rowan Williams

The Archbishop of Canterbury



Richmond Fellowship is a registered social landlord (Housing Corporation Registration No. H2025), a registered charity (Registration No. 200453) and a company limited by guarantee (No. 662712).

Richmond Fellowship's Board adopted the National Housing Federation Code of Governance in 1996. Richmond Fellowship is a member of the Independent Housing Ombudsman Scheme.