



ANNUAL REVIEW 2009

**RICHMOND
FELLOWSHIP** 
MAKING RECOVERY REALITY

LET'S MAKE RECOVERY REALITY!

We are delighted to celebrate our 50th anniversary this year. This calendar pays tribute to the past 50 years, highlights some of our present initiatives and looks forward to the exciting challenges the new era of personalisation promises for the people who use our Services.

We are now developing a vision that encompasses personalisation as a fundamental route for **Richmond Fellowship (RF)** to help deliver better mental health outcomes through a new customer relationship, inspired by the aspirations and choices of the people who use all of our Services. Independent Steps in West Sussex and Rotherham Community Support Service are two examples of RF Services leading the way with self directed support packages and individual direct payments – with all involved reporting a renewed sense of energy and optimism. We look forward to enabling more of the 6,000 people we support on their recovery journey have a greater say in how their services are delivered to them.

This six month calendar covers the period of our local, regional and national celebrations. I very much hope to welcome you to our events and receptions across the country during this time, to mark the start of 50 more years of making recovery reality!

With best wishes



Maggie Hysel, Chief Executive



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OCTOBER

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
28	29	30	1	2	3	4
5	6	7	8	9	10 World Mental Health Day	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25 British Summer Time Ends
26	27	28	29	30	31	1


**“RF WAIT AND GIVE YOU TIME.
THEY DON’T FINISH YOU OFF WITH KIND WORDS – TRITE WORDS”**

1986 Annual Review



LET'S CELEBRATE 50 YEARS OF MAKING RECOVERY REALITY

RF founded in 1959 by Elly Jansen, a young theology student from Holland. Taking advantage of the first Mental Health Act she invites patients from Long Grove Hospital to leave and live with her in the community in Richmond, Surrey. This core founding belief in the concept of recovery has been the guiding light throughout RF's journey to the present day.



More therapeutic communities established in Bristol, Chester and London – “The provision for individual and group interests is of paramount importance in recovering a full life”. **(1965 Annual Review)**

Official opening of RF Headquarters and College November 1967 by His Eminence John Carmel Cardinal Heenan. “...the good (done) is tremendous. It's also revolutionary. I am old enough to remember the days when mental ill-health was regarded more or less as a curse...It would have been quite impossible to have the Richmond Fellowship in Victoria's day, and when we think that the Richmond Fellowship is only eight years old, the progress has been little short of miraculous”. **(1968 Annual Review)**

During the 1970s RF pushes the boundaries still further, adopting the therapeutic community model in a more formal manner. By the end of 1973 20 houses are operational, and HRH Princess Alexandra agrees to be RF's Patron. In 1976 RF registers as a Housing Association.

“My year in St. Charles House was crucial for me...I feel less enslaved by the psychiatric interpretation of my past and future, and more liberated to pursue my own goals” – former resident of St. Charles House. **(1976 Annual Review)**



NOVEMBER

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
26	27	28	29	30	31	1
2	3	4	5	6	7	8 Remembrance Day
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30 St. Andrew's Day	1	2	3	4	5	6

**RF WORKSCHEMES PIONEERS THE QEST
MODEL OF SUPPORT INTO MAINSTREAM EMPLOYMENT
- FIRST QEST OPENS IN CAMBRIDGE IN 1993**



LET'S CELEBRATE 50 YEARS OF MAKING RECOVERY REALITY

During the 1980s RF plays a significant part in groundbreaking hospital re-provision, providing new homes in the community for people across the country. RF begins to manage property for other Housing Associations

1984 – another 'first'. RF Workschemes created.

1986 – first Day Centres and Workshops.
"They (RF) wait and give you time. They don't finish you off with kind words – trite words. Your moaning is no longer shameful, and a hand is close by in case you need it for a moment"
(1986 Annual Review)

1990s – RF responds to the Community Care agenda with a widespread programme of development: self contained flats, Floating Support, 24-hour nursed care

RF Workschemes pioneers the QEST model of support into mainstream employment – first QEST opens in Cambridge in 1993

1997 – RF joins Government External Reference Group on mental health, influencing design of National Service Framework

1998 – RF Workschemes and RF achieve Investor in People status

1999 – RF's Barnet Service is cited as an example of best practice in Government's White Paper 'Modernising Mental Health Services: Safe, Sound and Supportive'

2000 – implementation of ten-year National Service Framework for Mental Health begins

2002 – Staff Training refocuses on accredited qualifications; NVQ programme established. RF Diploma in Community Mental Health launched, accredited by Middlesex University

2003 – more 'firsts'. RF Workschemes becomes RF Employment and Training; successfully delivers 'New Deal for Disabled People'. RF and RFET Service Users influence report of Government Social Exclusion Unit.

Deregistered 14 Care Homes, to offer a wider range of flexible, responsive supported housing services. Floating Support expanded by over 300 places nationally

2005 – Cross Links Service, based on social inclusion, and combining community and employment support, opens in Knowsley. RFET pioneers Job Retention programmes

2006 – RF adopts new strapline 'Making recovery reality', reasserting its core founding values.

2007 – RF and RFET merge, consolidating the organisation's position as a leading provider of specialist mental health services across the country

2009/10 – RF celebrates 50 years of making recovery reality



DECEMBER

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
30 St Andrew's Day	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21 Winter begins - Shortest Day	22	23	24	25 Christmas Day	26 Boxing Day	27
28 Bank Holiday	29	30	31	1 New Year's Day	2	3

St, Stephen's Close, Durham is cited by the Department of Health as

“FULLY CONSISTENT WITH THE ‘PUTTING PEOPLE FIRST’ AGENDA, ACHIEVING BETTER OUTCOMES FOR SERVICE USERS WITH SIGNIFICANTLY LOWER COSTS – SHORT, MEDIUM AND LONG TERM”



LET'S MAKE RECOVERY REALITY TODAY

2009 – RF completes roll-out of the Mental Health Recovery Star to all Services, with all Staff teams fully trained in the use of this powerful recovery tool, having successfully piloted early versions in a number of Services since 2006

St Stephen's Close, Durham, a 24-hour staffed Supported Housing Service provided in self-contained flats, was cited this year by the Department of Health as “fully consistent with the ‘Putting People First’ agenda, achieving better outcomes for Service Users with significantly lower costs – short, medium and long term”.

Robson House Supported Housing, Ipswich opened in 2004, and since then 21 tenants have moved into the Service. Eleven people have successfully moved on to fully independent living, and there has been a full turnover of tenants since the Service opened. Two of the former tenants have returned to employment, and two have embarked on degree courses. “Robson House is the best team in Ipswich. I achieve so much and I am a changed person. Now I can look back at my life and see the progress I have made”
– resident of Robson House

Retain Job Retention Service has worked with over 800 people since its launch in 2006. 79% of the Clients who have worked with Retain have had a positive outcome – have retained their job, been redeployed or have changed job.

Durham IT Floating Support is a pilot Service which uses Information Technology to provide support and develop skills for people with mental health problems in rural Teesdale and Weardale – an astonishing 73% of people with mental health problems have no access to the internet. The Service is finding that in offering mental health support alongside confidence-building IT backup people's lives are improved significantly, with 87% reporting increases in ‘I make a positive contribution’.

Two quotes demonstrate just some of the benefits: “When it snows it's now Tesco's problem to get my shopping delivered, not mine” and “I can be part of my grandchildren's life”

Mid Surrey Employment Service delivered a service to 271 people last year, 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. 56 people began new volunteering, vocational training or social activities in their chosen interest with the assistance of Community Links Advisors. The Service assisted the Sainsbury Centre for Mental Health with the development and piloting of the Key Performance Indicator Framework for IPS Employment Services.

“RF gave me the chance to see that recovery was possible. They gave me support to change my life direction completely. I got myself the job. Instead of looking inwards, I now look up and out to new horizons, new opportunities and a new future. It is even safe to look back now”
– Mid Surrey ES Client



JANUARY

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
28 Bank Holiday	29	30	31	1 New Year's Day	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

**“WE DO WHAT PEOPLE WANT US TO DO
- THAT’S THE DIFFERENCE. DOING WHAT THEY WANT”**

RF Area Manager



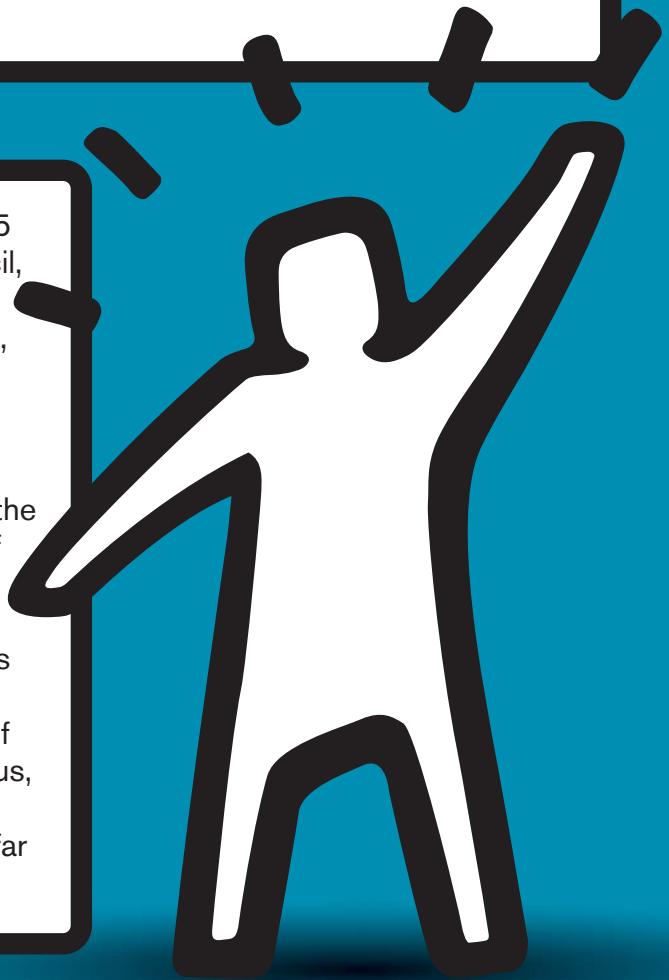
LET'S MAKE IT PERSONAL

Independent Steps, West Sussex promotes new self directed support packages for people in residential care, following the County's 'Fulfilling Lives' mental health strategy and supporting the community team in Bognor towards achieving a target of 50% reduction in the use of residential care by 2010. Six people are now established with a variety of self directed support packages and early signs are promising. 'Fred' who is in his 60s has moved into his own flat after more than 20 years in a privately run care home. He buys ten hours per week of practical help, has established new activities and is considering voluntary work within the Service as a peer mentor – working to help others develop the confidence to do what he has done.

Dianna McMahon, RF Area Manager, comments "We do what people want us to do – that's the difference. Doing what they want. In conventionally commissioned services, usually the Clients didn't ask, they were referred, to a more rigid service."

Rotherham Community Based Services was set up 15 years ago with a service level agreement with the Council, and works with 90 people with mental health problems. It is now transforming, through a partnership programme, into a Service commissioned by Service Users directly through Personal Budgets, using Direct Payments.

Jo Lewis-Middleton, Service Manager is enthusiastic: "The most exciting thing is that after years of working in the same way, we are no longer dictated to by the system of care coordination. It's all about truly listening to Service Users and acting on their ideas of what is important to them. It feels liberating and invigorating for Service Users and Staff alike – the whole way of working feels more positive. This follows on perfectly from the introduction of the Recovery Star. Because we want people to choose us, we have to be 'can do' and flexible and this feels good, because people are getting much better as a result. So far so good – people are choosing us!"



FEBRUARY

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14 St Valentine's Day
15	16	17	18	19	20	21
22	23	24	25	26	27	28

**THE RECOVERY STAR PUTS INTO PRACTICE
THE PRINCIPLES OF RECOVERY AND HOPE THAT ARE AT THE HEART
OF BOTH THE NEW HORIZONS VISION AND RF'S MISSION**



LET'S MAKE THE FUTURE REALITY

Maggie Hysel, Chief Executive comments *"We are developing 'personalisation fitness for purpose' locally and nationally, in a planned and managed way, as the first stage of a plan that may span many years of change"*

The **'Putting People First' agenda** reflects the core values RF has put into practice since it was founded – "Success would mean...people feel they have a life rather than a set of services". Self-directed support is a natural development of what RF already does in all its different Services

The **Recovery Star**, a powerful tool based on user-defined goals, now rolled out to all RF Services, is cited as an exemplar of best practice in Government's current landmark consultation 'New Horizons – towards a shared vision for mental health'. This puts into practice the principles of recovery and hope that are at the heart of both the New Horizons vision and RF's mission

RF has mapped out the scope of 'Putting People First' to plan for where, how and when it will directly affect existing RF Services. A national lead has been appointed to help coordinate RF's efforts to put personalisation into practice going forward for the next 50 years.



MARCH

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1 St David's Day	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17 St Patrick's Day	18	19	20	21
22	23	24	25	26	27	28 British Summertime begins
29	30	31	1	2	3	4

**“WE ARE DEVELOPING ‘PERSONALISATION FITNESS FOR PURPOSE’
LOCALLY AND NATIONALLY, IN A PLANNED AND MANAGED WAY, AS THE
FIRST STAGE OF A PLAN THAT MAY SPAN MANY YEARS OF CHANGE”**

Maggie Hysel, Chief Executive



**WE ENCOURAGE, SUPPORT
AND CHALLENGE PEOPLE WITH
MENTAL HEALTH PROBLEMS
ON THEIR RECOVERY JOURNEY**



**LET'S MAKE THE
FUTURE REALITY**



CELEBRATING 50 YEARS OF MAKING RECOVERY REALITY

This year we celebrate our 50th Anniversary. This momentous milestone coincides with a period of change and new direction in mental health – the new long-term government strategy that has RF's values of recovery and hope at its heart, that will, alongside the new era of personalisation, change the way we will deliver positive mental health outcomes to the people who use our Services in the future. This year, we have supported 6355 individuals. We have recorded positive outcomes with 82% of people moving on from our accommodation based Services, 63% of people leaving Employment Services, and with 79% of people who left Retain Services during the year. To deliver our range of high quality services successfully we rely on a highly skilled workforce of 850 people, who take advantage of the many opportunities we offer to develop themselves both professionally and vocationally.

In the financial year to 31 March 09, we have emphasised reviewing policies, refining our performance monitoring information and continuously seeking ways to develop and improve practice. Whilst the external environment continues to be challenging, the financial outturn was positive, with minimal attrition on the core business, contributing to a net surplus above budget and representing 8% of turnover. The year on year performance is in line after allowing for the release of prior year provisions in 2007/08. Cash balances continue to improve, now showing a year end position of £20m (2008:£17m) with no loan book. RF is therefore financially viable with a strong balance sheet. Our five year financial plan indicates that RF's future business is both sustainable and viable.

Maggie Hysel, Chief Executive
Raj Lakhani, Finance Director



ANNUAL ACCOUNTS AND STAFF STATISTICS 2009

STAFFING STATISTICS 2008/9

We employ 846 staff

ETHNICITY OF STAFF

	%
White	78
Mixed	1
Asian	3
Black	11
Other	1
Question Refused	6

GENDER

	%
Female	70
Male	30

AGE

	%
16 - 25	4
26-35	23
36-45	30
46-55	26
56-64	16
>65	1

DISABILITY

	%
Classify themselves as having a disability	1
Declare a prior history of Mental Health problems	7

SERVICE STATISTICS

	2008/09	2007/08
Number of People using RF Services	6355	5929
Men	3471	3420
Women	2884	2509
Ethnicity		
White	5469	5111
BME	866	808
Did not respond	20	9

OUTCOMES 2008/9

		% of people who left the Service
People recording a positive outcome*		
Employment Services	1485	63%
Accommodation Based Services	564	82%
Retain Job Retention Services	604	79%

These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity.

For further information, the full accounts, the auditor's report on those accounts and the Board Annual Report should be consulted. Copies of these can be obtained from:

Richmond Fellowship, 80 Holloway Road, London, N7 8JG

CATEGORIES OF SERVICE 2008/9

Supported Housing	39
24 Hr Supported Housing	17
Floating Support	39
Independent Hospital	1
Community Based Service	20
Care Home with Nursing	2
Residential Care Home	5
Employment Services	22
Retain	10

GROUP INCOME

	2008/09	2007/08
	£'000	£'000
Gross Rents	8,950	9,540
Voids	(501)	(665)
Net Rents	8,449	8,875
LA/HA other grant income	11,497	12,160
Supporting People	10,315	11,099
Other Income	196	368
TOTAL	30,457	32,502

GROUP EXPENDITURE

	2008/09	2007/08
	£'000	£'000
Service Provision Costs	23,057	24,590
Training Costs	1,490	1,504
Management & Administration	3,533	3,135
Property & Maintenance	891	1,213
TOTAL	28,971	30,442

BALANCE SHEET

	2008/09	2007/08
	£'000	£'000
Fixed Assets	4,921	4,990
Net Current Assets	14,938	12,419
Total Assets & Liabilities	19,859	17,409
Provisions	-	-
I & E Account	15,941	11,815
Other Reserves	3,918	5,594
TOTAL	19,859	17,409

* Positive outcome: those people in our accommodation based Services who have moved on to more independent living, those people using our Employment Services who have moved into employment, training or further education and those people in our Retain Services who have retained their job, been redeployed or have changed job.



STATUTORY SECTOR PURCHASERS

LOCAL AUTHORITIES

Blackpool Borough Council
Borough of Poole
Bournemouth Borough Council
Brighton & Hove City Council
Buckinghamshire County Council
Bury MBC
Calderdale MBC
Cambridgeshire County Council
Cheshire East Council
Cheshire West and Chester Council
Coventry County Council
Dorset County Council
Durham County Council
Gateshead MBC
Halton 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 Harrow
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
Thurrock Council
Wakefield MBC
Warrington Borough Council
West Sussex County Council
Wigan MBC
Wirral MBC
Wiltshire County Council
York City Council

NHS

NHS Ashton, Leigh & Wigan
Barnet PCT
Barnet, Enfield and Haringey
Mental Health Trust
NHS Blackpool

NHS Brent
Buckinghamshire PCT
NHS Calderdale
NHS Cambridgeshire
Cambridgeshire and Peterborough NHS
Foundation Trust
Central and Eastern Cheshire PCT
NHS County Durham
Enfield PCT
Kirklees PCT
NHS Knowsley
Liverpool PCT
NHS Milton Keynes
NHS North Lancashire
NHS North Staffordshire
NHS North of Tyne - North Tyneside PCT
South West Essex PCT
NHS Stoke on Trent
Surrey PCT
Swindon PCT
NHS West Kent
West Sussex PCT
Wiltshire NHS

OTHER FUNDING

Department of Health Third Sector
Investment Programme
Department of Work and Pensions (DWP)
Flexible New Deal
DWP Pathways to Work Programme
DWP Improved Access to Psychological
Therapies Employment Advice Programme
Big Lottery
European Social Fund
Next Step: Information, Advice
and Guidance



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HRH Princess Alexandra

VICE PATRON

The Most Reverend and Right Honorable
Dr. Rowan Williams The Archbishop of Canterbury

VICE PRESIDENT

Michael Bennett

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.

