



**ENRICH**  
**AWARDS**  
**RESULTS**



## Winners announced!

We received an impressive number of nominations, covering a huge range of fantastic work that has been achieved across the country. This year, our judging panel included two people who use our services and two members of staff to provide a balanced view of the merits of each entry.

Due to the excellent quality of entries, our judging panel struggled to decide on the winner for the Community award, and so agreed to award two teams with joint first place.

The judging panel also told us how difficult they found it to decide between the Hope nominations, and so we wanted to recognise the achievements of every team and individual that received a nomination from a service user with an honourable mention.

Adam, one of our service user judges, said "I have to say the hardest award by a long way was the Hope award and I am glad everybody gets a special mention. Reading those nominations was very humbling to say the least."



## Excellence in Innovation

Team or project that has demonstrated the most innovative approach to improve the quality of a service, or to improve the efficiency or productivity of the organisation.

### Winner: Selby Floating Support Service

The Selby Service User Meeting group took an opportunity to set up group discussion sessions. The team, both staff and service users, worked together to overcome the challenge of a small budget to find a venue and agree the content for the sessions.

The sessions were facilitated by staff and service users together and were designed to encourage discussion around a topic, but also involved a social element such as a quiz which people found to be just as important and valuable.

Service users have put together a plan for 14 sessions for 2015 based on what had worked well and feedback about topics that people would like to see. The team has just been given the go-ahead to offer the sessions to the community mental health team, meaning that they will be able to support more people and have a positive impact of their wellbeing.

**“People talk to each other, discover alternative ways of doing things that are not necessarily textbook, and are open-minded to different perspectives.”**

Liz, support worker, described the sessions: “People talk to each other, discover alternative ways of doing things that are not necessarily textbook, and are open-minded to different perspectives. It has raised confidence, broken down social barriers and helped people to relate and empathise with each other... We laugh, we learn, we sometimes disagree and we are humbled.”

### Highly Commended: Lancashire Supported Housing Service

The team, led by Jennie, developed films as a way of reflecting on the team's strengths and interests, as well as service users' recovery journeys.

The films helped to gel and unite staff and show how committed and creative the team is. By recording service users in community activities or at their voluntary work this also showed the variety of things service users do and captured their progress.

The films were empowering and motivating for all involved, encouraging other service users with their own personal recoveries by seeing the testimony of their peers and providing a creative outlet for individuals to comment on their experiences. Staff also found the films re-affirming, by focusing on what we do and why.

As well as being a lot of fun to create, these films provided excellent material to show to commissioners to demonstrate the unique and innovative talent of RF staff and the impact they've had on the lives and recoveries of the people they support.

# NETWORKING

## Excellence in Partnership Working

Team or project that has demonstrated outstanding partnership working to enhance an existing service or to secure a new contract.

### Winner: Rueben's Court

The team decided to hold a local networking event to create an opportunity to strengthen ties and showcase the work that the team does at Rueben's Court. Staff and service users worked together to make the day a success. Everyone was involved in manning the RF stall, catering, photography, or welcoming visitors on the day. The team at Rueben's Court has now planned quarterly open days in partnership with Leigh CMHT, and organised 10-week programmes of recovery-focused group sessions to support individuals working towards leaving support services which tie in with this schedule.

Through this work, the team have developed fantastic partnership working to increase training and volunteering opportunities. They have also organised a two week exhibition in March 2015 to exhibit artwork that service users have created with a local organisation, and Wigan Athletic community football team is also providing football-themed fitness weekly sessions, where attendees will receive a Wigan athletic football shirt presented by a member of the squad.

The range of opportunities resulting from effective partnership working has enhanced the service offered at Rueben's Court and increased referrals. It has led to higher levels of engagement from service users, and improved recovery through support with physical health, voluntary work, and training.

Staff have felt more motivated, and increased access to training has encouraged a desire for further learning and development opportunities, allowing for personal growth and increased confidence.

### Highly Commended: Stockport Home Support Service

The team in Stockport improved their partnership working to reduce duplication while also improving outcomes for service users.

By signposting individuals, particularly from the crisis service, to agencies (such as food banks, Age UK, Free Legal Advice) they could enhance the support offered by making this more holistic and joined-up, while also enabling early intervention and preventing the need for secondary level services. Furthermore, by increasing the peer support offer through groups, courses, workshops and activities, this would add another level of support to individuals.

This work has resulted in a well-established reputation in Stockport and strong working relationships with other agencies. It has also contributed to the recovery of the people they support, by enabling individuals to access services that meet their needs, and using their expertise to review, design and develop the service and thus improve their experience.



# RESPECT

## Excellence in Engagement

Team or project that has demonstrated the principles of co-production to achieve objectives.

### Winner: Sparky's café

The locality team wanted to co-produce a new social enterprise, a café, and advertised this opportunity to service users in Blackpool and Lancashire.

They ran a workshop about the aim of the service, the nature of social enterprises and what co-production means. Two service users then agreed to be members of a steering group, and established the terms of reference for the group, which has since been expanded to include other stakeholders.



The team co-designed and agreed the job descriptions and the competency-based interview questions, and service users took part in the recruitment and induction of the whole team. They have also co-produced the menu offer and branding decisions to influence the future of the café.

Sparky's is still at an early stage of development, but the project has successfully demonstrated the importance of critical involvement from the earliest stage to make co-production real. The team has established process, culture and aims together from the outset.

### Highly Commended: Portsmouth Support and Recovery Service

Richmond Fellowship has worked in partnership with Solent Health to deliver a co-produced and peer-led recovery college in Portsmouth.

People who had used RF services worked with Solent Health practitioners to develop and deliver the courses – an example of true co-production. Courses are delivered from Highbury College, a main stream educational facility, helping to include people with mental health problems in the community, break down stigma and also give people attending the courses a real flavour of higher education.

By the end of 2014, the project had achieved great successes, with 384 students attending the recovery college, including 75 staff and 43 carers. 11 students have started other educational courses following involvement in the recovery college, and 9 have gone on to become RF peer trainers at the college.

The project's achievements are demonstrated by their fantastic outcomes, with 97% of students feeling that Solent Recovery College has helped them to make a positive change.



# INCLUSION



## Excellence in Inclusion

Team or project that has demonstrated the most inclusive approach to its work with our diverse communities and/or has gone above and beyond to tackle mental health stigma and discrimination.

### Winner: Dorset Face 2 Face

The teams in Dorset, Bournemouth and Poole wanted to address stigma and discrimination in the community. Using a grant from Time to Change, they have run a project which aims to provide an art activity for the general public, creating an opportunity to discuss mental health issues with volunteers who have lived experience of mental health problems. Research has shown that this kind of contact is one of the most effective ways of combating stigmatising attitudes and beliefs.

**“The volunteers have shown remarkable resilience, motivation and persistence to complete this project which has presented a number of challenges.”**

Doug, locality manager, described what they did: “Our target was to achieve 1000 social contacts in the operating year. We have had a presence at 25 events so far and achieved our 1000th contact just after Christmas, and the project continues until the end of March. The volunteers, largely service users from Richmond Fellowship's Poole community based service, have shown remarkable resilience, motivation and persistence to complete this project which has presented a number of challenges. The project will culminate in a celebratory festival of art, music, performance and wellbeing in the centre of Poole on 28th March 2015.”

Recent surveys by Time to Change have shown that their campaign and projects like Face 2 Face have had a significant effect on improving attitudes, and that over the past few years there has been “marked improvements in people’s willingness to live with, work with, live nearby and continue a relationship with someone with a mental health problem”.

### Highly Commended: Liverpool locality

Teams in Liverpool, led by Liverpool DISH, identified an opportunity to develop a digital inclusion project, with the aim that enabling service users to develop their IT skills would improve the quality of their lives and open up new possibilities.

The team considered the current skills that staff and clients had and any opportunities they were aware of, and then established workshops focusing on developing skills around social inclusion. These involved peer support from clients who are more familiar with using technology.

They worked with individuals to establish personal goals and plans to meet individual needs, whilst also signposting clients to existing services in the community to help with IT.

This project has increased awareness of the benefits of IT and how it can enable individuals to meet their needs in a different way and promote independence. It has also helped to increase staff engagement and motivation by seeing how IT can support them in their role.

# COMMUNITY



## Excellence in Social Responsibility

Team or project that has gone above and beyond to support its local community. Examples could include green projects, volunteering schemes, involvement in community events, working with local employers/colleges etc.

### Winner: Durham IT Floating Support

As an IT floating support service, digital inclusion has always been high on the agenda, however the team were aware that, used as a lone tool, this can actually increase social isolation and thus result in the opposite of what the service hopes to achieve.

Many of the individuals the service supports are initially socially isolated, without any sense of community identity or responsibility, and so the team has worked hard to ensure that, as well as meeting digital inclusion targets, they are also promoting both social and community inclusion.

The team has offered training to clients in a variety of establishments in the community, introducing individuals to a range of resources which helps people to feel more comfortable in exploring opportunities that are available to them locally. The team also introduced a session looking at 'citizenship and community inclusion', which encouraged people to understand more about their social rights and responsibilities. Staff and service users worked together, in partnership with a local community hub, to achieve the John Muir Level 1 Award, an environmental award that encourages people of all backgrounds to connect, enjoy and care for wild places.

As well as learning about the local environment, the award requires some voluntary community work. The group were also required to put together a presentation to detail some of the work, which they did using PowerPoint for the first time.

Gail, team leader, described the impact that their work has had: "Many of our attendees of the groups have now gone on to use other facilities in their local area, such as art classes, gardening, exercise, walking or cycling groups, and cafés. Not only has this had a positive impact on the individuals' social life, confidence and self-esteem, but has also facilitated an increase in successful move-on from the service and improved levels of meeting outcomes targets. Undertaking the award has had a notable impact on people's levels of confidence and social skills, with group interaction improving as the award went on. People have learnt more about working as a team, and have had the opportunity to identify strengths in themselves, such as leadership skills or problem solving."

**“People have learnt more about working as a team, and have had the opportunity to identify strengths in themselves, such as leadership skills or problem solving.”**

## Winner: Greenacres and Wiltshire Outreach

The team have successfully established partnerships across the county that allowed them to engage with their local communities while providing vocational activities for the people they support.

These partnership projects range from blacksmithing, monitoring bio-diversity, managing footpaths, and a labyrinth which is a social enterprise for a previous client in his landscaping business and a material resource for visitors and schools.

The team have also made their facilities available to youth and community groups, including their porta-cabin for training and as a community cinema, beekeeping, school

or public visits to the observatory in Greenacre gardens, and the cabin in the woods for the local scout group. The team also utilised the Buildings in Bloom initiative as an opportunity to refurbish their kitchen and craft room to enable the delivery of an additional range of vocational activities for clients, such as the production of jams and preserves for sale in the farm shop.

By working collaboratively, the team has been highly successful in building lasting partnerships that benefit individuals and organisations inside and out of the mental health field, and added a great deal of social capital to the communities in which they work.



## Highly Commended: North West Surrey employment service

The team in North West Surrey identified a number of ways that they could work effectively with a local employer, Enterprise Holdings.

The RF team faced a physical challenge in doing the difficult 'groundwork' for an allotment plot that they had acquired, which had not be cultivated for over 10 years. Nine employees from Enterprise Holdings spent a day clearing the site, broke the ground and created two raised beds. This work enabled cultivation to begin, and the team is now looking forward to seeing the bulbs and seeds that were planted emerge.

Staff from the service then spoke to an audience of Enterprise employees about stress in the workplace as part of their wellbeing event for World Mental Health Day 2014.

The continuing relationship has ultimately led to the offer of supported work experience opportunities at Enterprise Holdings for RF clients. This can boost confidence, skills, and self-belief, enhance CVs and is an invaluable stepping stone in returning to paid employment. So far two clients have submitted their CVs to the accounts department for data entry experiences and are awaiting a date to meet with Enterprise.

# HOPE



Nominated by service users for the team that has made the most difference in supporting them on their recovery journey

## **Winner:** East Surrey Core and Work Programme Employment Services

Both East Surrey employment teams received several nominations and equally deserve recognition for their hard work. We received a nomination from a GP who refers to the service which could not be accepted as the category is just for service users. We informed the GP and encouraged her to speak to patients she had referred, leading to two further nominations, which is fantastic.

“The team were welcoming, caring and had a genuine enthusiasm in wanting to advise and help as much as they could. Jan really listened to what my problems were, she was truly emphatic to my emotional condition, and she gave me great advice with a sound common sense approach... as I near the end of my journey of recovery I now look forward to an exciting future with an improved financial outcome, a new job and stronger mentality. I will, without a doubt, recommend Richmond Fellowship for anyone who falls on similar difficult times.”

“When I first visited Jan I lacked confidence due to constant bullying by the Job centre, as well as a very tough home life. Since our first meeting she has always been very welcoming and supportive, whilst giving me good advice. It keeps me very focused in trying to find employment when I know Jan is just a phone call away. Without her excellent support I don't think I would be sitting at the computer now, expressing my thanks to her.”

“The staff have been extremely helpful, much more than I could have imagined. Olive, Barbara and Ian have helped and supported me with everything needed to keep my sanity through this traumatic situation and experience. I had lost my place to live and as a result was unable to return back to work which led to me losing my job. The team helped me with shopping and money so I could eat and get around. They assisted me in finding shelter from the bitterly cold weather, and getting my property from the house I had been evicted from. Ian did all he could to find my sister to let her know about my homelessness and is still a great help.

“Each and every one of the staff have played a fantastic role in my recovery process and are all very professional and positive in their conduct. I feel they have bent over backward to do what they could, from their help I have kept my strength up. I cannot put into words how truly grateful I am to all the staff for what they do”.



## Highly Commended:

### Northampton Supported Housing

"I was met by Claire Miles who was understanding and aware of my needs. At first I was a little bit worried about what was to happen during my time, but from the outset I was assured that my needs were of the most importance and that my time here would help me to go on to live independently. On arrival to William Tarry house I came with a lot of problems such as debt, alcohol misuse, and unable to manage everyday skills and budget my money, however I am now able to not only manage debt, but am working towards being debt free, I continue to be abstinent from alcohol, and am working towards having a stable independent life."

"My first house holiday was with Richmond Fellowship. I liked everything about Centre Parcs, I enjoyed myself immensely – it was good fun. I thought the food was delicious. We played pool and table football. It was nice to get away from the community to go to another place and to meet new people. Sometimes I am quiet and I could come out of my shell. I thought the BBQ went well, I liked the burgers and doner kebab sticks. I talked to a lot of people there, the old age pensioners, people in their fifties, twenties, and children, and everyone seemed very friendly."

The following teams and individuals are awarded an **honourable mention**:

### Individuals:

Jan Plumridge  
Barbara Parker  
Ian Howick  
Olive Aherne  
Claire Miles  
Lindi Stocker  
Jimmy MacIntyre  
Linda Palmer  
John Veir  
Melinda Yong  
Sara Sharpe  
Liz Hutchinson  
Chris Cliffe

### Teams:

Blackpool Supported Housing  
Chalkwell Lodge  
Croft House  
Foxlands House, Colindale  
Glegg Street  
Lancashire Supported Housing  
Learning and Development  
Liverpool DASH  
Liverpool Visiting Support  
Oldbrook  
Fenland Employment Service  
Richmond Fellowship Suffolk  
Selby  
York  
YPWED - Rotherham

**ENRICH**  
**AWARDS**

**Congratulations** to all of our winners and thank you to everyone who nominated.