



Community Links
Annual Review
2016

welcome

from Chief Executive Ruth Kettle...

Welcome to Community Links' 2016 Annual Review. We are rightly proud of what together as service users, employees, trustees and volunteers we have achieved over the past year.

By working together we have continued to transform the lives of people with mental health issues in Yorkshire and the Humber. Our service users have shared some of their personal stories of recovery in this Annual Review.

This year we have undertaken a refresh of our vision, mission and values, ensuring that we continue to articulate Community Links' distinctive and innovative culture and focus on the words of our service users and employees today.

Our Mission:
Pioneering life-changing mental health and wellbeing services

Our Vision:
inspiring hope,
inspiring change

Our Values:
Behaving with integrity
Embracing individuality
Valuing people
Taking pride in what we do
Achieving excellence

Community Links delivers services across West, North and South Yorkshire



We have also refreshed and re-launched our website, please take a look and give us your feedback.

I hope that you will enjoy reading about some of the major developments of the past year; including our new social prescribing service 'Connect Well' and our latest peer support groups.

We have been delighted to develop these initiatives with both new and existing partners across the public, private and voluntary sectors.

The coming year will continue to present both challenges and opportunities for the mental health sector, we will continue to strive to achieve excellence in mental health and wellbeing services in our region.

Ruth Kettle, Chief Executive



introduction and overview

What's new?

Connect Well Leeds North

April 2016 saw the launch of our new social prescribing service, 'Connect Well', funded by Leeds North Clinical Commissioning Group (CCG).

The service is delivered through a consortium consisting of Community Links, Age UK Leeds, Feel Good Factor and One Medical Group. The aim of the service is to connect people to services, activities and resources in their community to benefit their overall health and wellbeing.



Health and Wellbeing Project

The Community Links Health and Wellbeing Project began in February 2016 with funding from the Leeds Third Sector Health Grants programme.

The aim is to positively address physical health inequalities amongst people with mental health problems. The project will offer people in south Leeds communities the opportunity to make changes in their diet and lifestyle which will have a long lasting impact on their mental as well as physical health, through fun and practical initiatives including; nutritional assessments, advice around links between diet and mood; physical health checklists, 'Feel Good with Food' workshops and links with the Leeds 'Let's Change' initiative to access free gym and swim sessions.



Veteran's Support Group

Community Links' Clear service has launched a new Veteran's group aimed at providing ex-service personnel in Kirklees with a safe, confidential space with peers who have an understanding and shared experience of mental health issues. The support group is the only group based support of its kind in this area and has been developed with advice and guidance from the British Legion, The Poppy Factory and The Warrior Programme.

Dementia 'All Together' Group

Clear Support Worker Lauren has been trained as a Dementia Champion and now trains other Community Links employees and service users to become Dementia Friends.

All groups run at Clear are designed to be dementia friendly and we now run a specific dementia group called 'All Together' that focuses on mental agility and problem solving.



Dementia Champion Lauren with some of the Dementia Friends from our Clear service.

Men's Peer Support Group

Community Links is launching a new MENTal Wellbeing Service in 2016, funded by Kirklees CCG and Kirklees Council through Kirklees Community Partnerships.

MENTal Wellbeing aims to encourage men to engage with wellbeing activities and create opportunities for peer support.



Bridging the Gap

In August 2015, Bridging the Gap became our first fully owned subsidiary.

The service provides psycho-social interventions for male offenders with personality disorder. The aim of the service is to manage their emotions and behaviour in a safe and supported environment and assist them with resettlement into the community.



Community Options

Community Options is the new name for our integrated Self Directed Support (SDS) and Mental Health Support Service (MHSS).

By integrating these services we have developed a model that enables successful delivery against both individual budgets and our commissioned block contract, and allows choice for service users.



Time to Change

Chief Executive Ruth Kettle signed the Time to Change employer pledge on behalf of Community Links on Time to Talk Day in February at an event held at Community Links engagement and recovery (Clear) service in Huddersfield.

By signing the pledge, Community Links joins over 350 other organisations who have agreed to end mental health stigma at work. Three 'Time to Change Champions' have been chosen within the organisation to promote the cause and ensure the Time to Change action plan is carried out.



Digital developments

Visit our new website, launching August 2016.

www.commlinks.co.uk



In addition to our Community Links page, we now have a Facebook page for Training and Volunteers.

Community Links Training
Community Links Volunteers

Community Links has 5 Twitter accounts:

@commlinksnorth is our main account.

We also have our Hostels @CommLinkHostels our Leeds community services @CommLinksLeeds

our Kirklees services @CLKirklees

and for news and updates about our training courses follow @CommLinksTrain

TWEET
TWEET

Across all our Twitter accounts we have

3709

followers, an increase of over

1400

from last year

Community Links Training



Community Links Training is a leading regional provider of mental health and personal development training. We offer over 40 different courses including our flagship courses; Mental Health First Aid, Youth Mental Health First Aid, Applied Suicide Intervention Skills and safeTALK suicide awareness.

New courses for 2016 include: Human Trafficking, Modern Slavery, Risk Enablement, and two Eating Disorders courses aimed at schools.

We have delivered suicide awareness training (safeTALK) to 73 individuals from West Yorkshire Police and had the following feedback...

“**Feedback**”

“By far the most valuable piece of knowledge is to ask the subject directly whether they are considering suicide – I simply wouldn’t have tackled it so directly before the training and I understand why it is so important to deal with it by a direct question.”

“**Feedback**”

“Difficult subject to cover. This training should be given to all police officers.”



“We were really impressed with the Mental Health awareness training which was tailored well to our organisational needs. The delivery was very sensitive and effective. The participants’ feedback was very positive and we look forward to future training events.”
Leeds University Union

“Community Links were great to work with and developed the course in line with specifications identified in the Leeds Dual Diagnosis Capability Framework.”

St Anne’s Community Services



CL Training delivered

209
courses in 2015/16

In total attended training in 2015/16
2990

Number of delegates; Applied Suicide Interventions Skills Training
177

SafeTALK **493**

Mental Health First Aid **229**

Youth Mental Health First Aid **178**

99% of delegates were satisfied with our training administration

97% rated our training facilitation as good or excellent.

Service users

Overview

In 2015/16 we supported **4552** service users on their recovery journey.

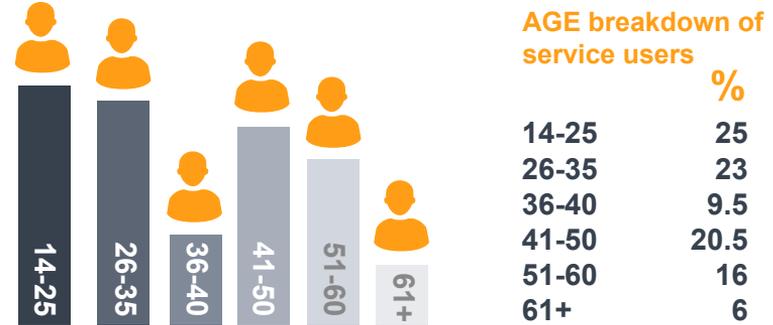
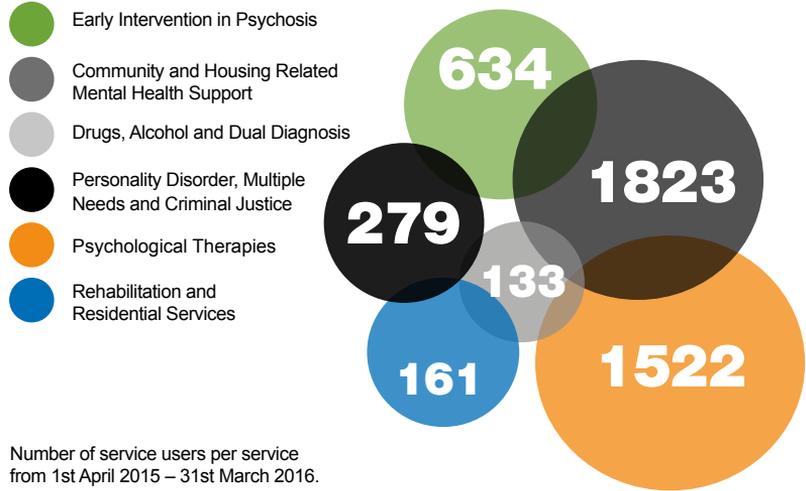


Gender breakdown of service users %



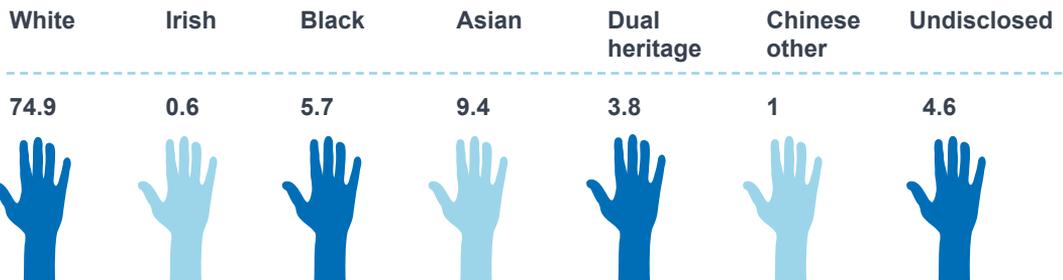
Age, gender and ethnicity data is taken from our data snapshot report produced on 31/10/15.

No. of clients supported per service area



service users

Ethnicity breakdown of service users %

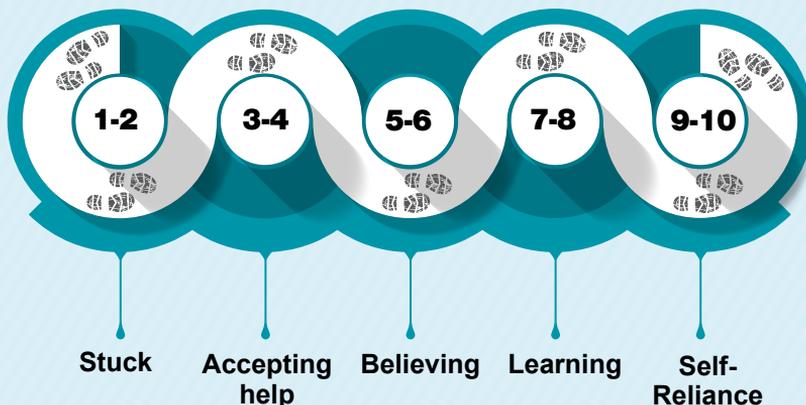


Changing lives

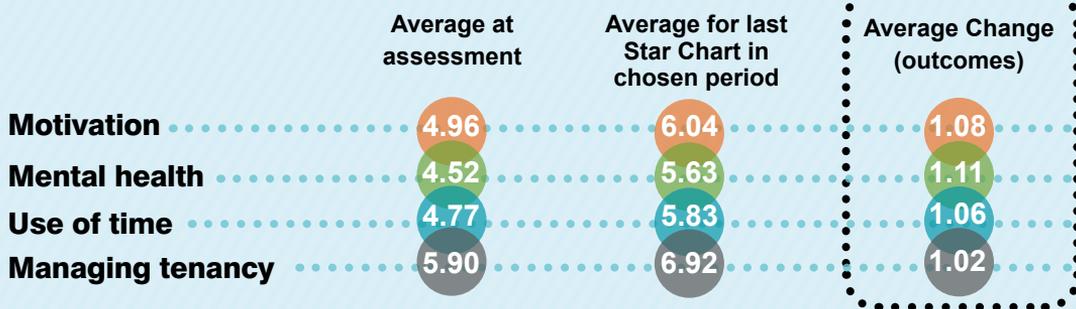
Achieving Positive Change

The majority of our services use the Outcomes Star as a tool to measure the positive changes achieved by the people we work with. These changes are referred to as 'outcomes' and are measured using ten steps on the Ladder of Change. Service users and their support worker chart progress against these steps in order to measure the outcomes they have achieved.

Steps 1-10 represent the following stages on the service user journey;



Areas in which our service users achieved positive change include;



Data taken from the outcomes star database reports on our CMS for the 2015/16 financial year. Data includes the following services: Alcohol support services: – CLASS and On-Trak, Community support, Positive Pathways, MHSS, Clear, Intermediate hostels, other residential services, Personality Disorder and Changes.

Employment, Education and Training

Community Links supports service users with finding employment, education and training.

Leads Early Intervention in Psychosis (aspire)

22 aspire service users found permanent work.

37 were also assisted with education and training achievements.

These figures are based on data from the last financial year (1 April 2015 - 31 March 2016).

Positive Pathways **7** service users secured employment.

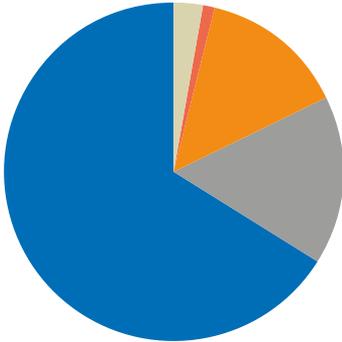
21 were assisted with education and training achievements.



Quality and performance

Every year we ask service users to complete a customer satisfaction survey. Here are some of the results from those who completed the last survey.

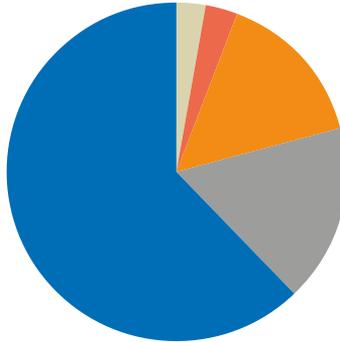
96% said their support worker was approachable or very approachable.



How approachable is/are your Community Links worker/s?

- 1. Not approachable
- 2.
- 3. Approachable
- 4.
- 5. Very approachable

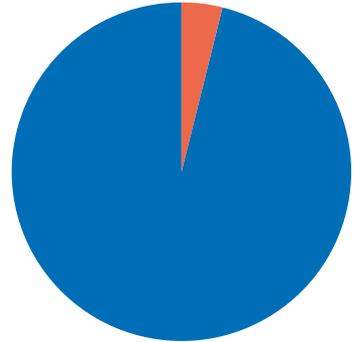
94% felt their support worker listened to them.



Do you feel your support worker listened to you?

- 1. Not listened to
- 2.
- 3. Listened to
- 4.
- 5. Very attentive

96% felt they were treated with dignity and respect by their support worker.



Were you treated with dignity and respect by your worker/s?

- Yes
- No

quality and performance

Co-production

Service users are involved at all levels of our organisation; including our Board of Trustees and sub-committees. Service users can get involved in a wide range of activities ranging from recruiting new employees to planning and organising events.

100%

of job interviews have a service user on the interview panel.

12

service users were trained in Recruitment and Selection in 2015/16.



PLANNING



“

Feedback

“Support from employees is brilliant; everyone is dedicated to their job to help us get better.”

Brigid House resident

“

Feedback

“People at aspire helped me overcome problems and health issues in my life which I never thought I would get over. Without which I would not be here.”
aspire service user

“

Feedback

“It made me think more about how much I was drinking and this has helped me reduce two levels. I feel I had great support and could discuss my issues without being judged. I felt really able to talk to my worker and I have not experienced this in the past.”
CLASS service user

Service user quotes



Mary, Positive Pathways service user

“essential organisation to support people like myself.”



Glenford, Positive Pathways service user

“it's given me the courage to better my life and to think positive and to move on.”



Darren, Community Interventions service user

“the support has been phenomenal.”



Community Links employees

Based on the 2015-16 financial year (1 April 2015 - 31 March 2016).

234

Total employees

163

Full Time

71

Part time

Overview of employees

Ethnicity breakdown of employees %

White	Irish	Black	Asian	Dual heritage	Other ethnic group	Undisclosed
64.4	2.4	8.2	2.9	1.6	2.9	17.6



Giving Back

In 2015/16 our organisational theme was 'Giving Back'

Our annual employee conference 'Linking the Links' involved employees taking part in an 'Apprentice' style challenge to obtain donations of specific items for ten selected local charities. Throughout the year employees were supported and encouraged to participate in something which gives back to the community, a person or a good cause, as part of a team or on an individual basis.



Employee Tom completes the Yorkshire 3 peaks challenge as part of Giving Back.

You Matter

Our theme for 2016/17 is 'You Matter'

We will focus on supporting employees to improve their wellbeing and resilience, fight burnout and achieve a healthy work/life balance. Ensuring a workforce that works together as a team and is supported will boost positive outcomes for service users.



You Matter

Community Links Chest

Community Links Chest funds projects which benefit service users outside of core funding.

While the primary source of funding for our services is through contracts, from time to time we also attract voluntary donations to support our work which means we can use this to support creative ideas and meaningful activity which will enhance the lives of our service users.

Projects underway in 2016:

- Football group for service users
- Mindfulness group at our Changes service
- Auricular acupuncture group sessions
- Summerhouse at one of our residential hostels, Alexander House



Diwali/Eid celebration, Christmas party and Leeds Pride.

Volunteers

Community Links welcomes and values volunteers. Volunteers attend in house training as part of their induction.



Early Intervention in Psychosis (Leeds) aspire service volunteers

8

14

Positive Pathway service volunteers

15

Community Links engagement and recovery (Clear) volunteers



In addition to this, there are **9 Trustees** who make up our Management Committee and who attend working groups and meetings on a voluntary basis.



Launch of 'Life Through Lenses' exhibition

Emmerdale actors Zoe Henry and Eden Taylor Draper helped to put mental health in the picture at the launch of our 'Life Through Lenses' photography exhibition in May 2016.

The exhibition was timed to coincide with Mental Health Awareness Week and showcased the unique relationship between volunteers and service users.

Five volunteers and five service users took part in the project which was a collaboration between Community Links, documentary photographer Karen Rangeley and three Leeds College of Art students on the BA Visual Communications course.



Emmerdale actors Eden and Zoe with Volunteer Coordinator Liz Lee (centre).

Quality and Performance

This is the **9th year** we have achieved **Best Company** status and the 7th year we've made it onto the **Sunday Times List of Top 100 Not-for-profit organisations** to work for.

We are delighted to be number 24 on the list which is our highest place ever and we retained our Best Companies status as a 2** "outstanding" employer.

Best Companies Accreditation was established to acknowledge corporate excellence in the workplace and takes the format of a Michelin style star system. It is based solely on employee feedback.

88%

of employees agreed with the statement that their job was good for personal growth.

90%

of employees agreed their team was fun to work with.

All people leaving Community Links who completed an exit questionnaire remain positive towards the organisation with

100%

agreeing they would recommend Community Links as a good place to work to their friends and family.



Community Links Trustee Karl Milner (right) receiving the award at the Best Companies ceremony in February 2016.



Thank you from our Chair, Steve Pearson...



As Chair of Community Links Board, I am delighted to present our Annual Review which showcases what has been achieved as a result of the dedication of our employees, the generosity of our volunteers and the tenacity of our service users.

In line with our culture of continuous improvement, we have this year undertaken a governance review to ensure we are confident that the organisation continues to be robust and well-led.

We also welcomed three new members on to our Board of Trustees; David Strachan; Cielo Cartwright and Sarah Gray and have said goodbye to three long serving trustees; Janet Maybury, Chris Jackson and Brian Roebuck.

On behalf of the Board, I would like to thank all of our partners, funders and supporters and I look forward to continuing our work together in the coming year.

Steve Pearson, Chair, Community Links



COMMUNITY LINKS (NORTHERN LTD)

3 Limewood Way

Leeds

LS14 1AB

Tel: 0113 273 9660

Email: info@commlinks.co.uk

www.commlinks.co.uk

 www.facebook.com/CommunityLinks

 [@commlinksnorth](https://twitter.com/commlinksnorth)

 [Commlinksnorth](https://www.youtube.com/CommunityLinks)