

# Annual Review 2019-20

## WHO WE ARE?

The Community Links Engagement and Recovery Service (CLEAR) was Re-commissioned in April 2019 to provide support for people in Kirklees with a range of mental health needs, including dementia to reach their goals and aspirations.

## WHAT SUPPORT IS ON OFFER?

Service users are encouraged to exercise choice and involvement from the beginning of their support journey to give them complete ownership of their progress and outcomes. The CLEAR service offers a wide range of social, leisure and skills based activities which support self-help and promote choice, wellbeing, recovery and inclusion. CLEAR have services based in both Dewsbury and Huddersfield and service users can access the service for a period of up to two years.

## WHAT PEOPLE SAY ABOUT US?

**100%**  
**would**  
**recommend**  
**CLEAR**

“Thank you so much for helping me. And a massive thank you to all the staff at CLEAR for guiding me and giving me advice”

Thank you for making me feel so welcome! You are all very friendly and I feel comfortable now”

## Developments



- ❖ 18 participants
- ❖ 124 hours of sessions
- ❖ 366 volunteer and peer hours provided
- ❖ 6 volunteers/peer supporters

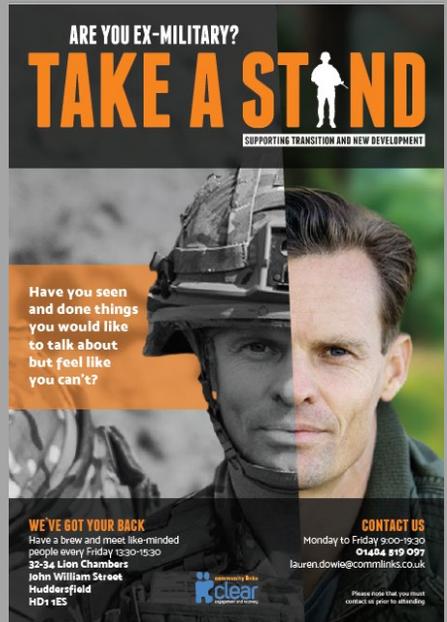
- Sessions held for planning next performance – this has continued during the Covid crisis virtually
- Men have produced video diaries of their lives during lockdown

- <https://youtu.be/qo3az5YSP4o>
- <https://youtu.be/utDDIAHDIm0>



### STAND (ex-service personnel project)

- The STAND project has now been active for 12 months – attendance at group has been limited
- Former client is now volunteering on the project
- The stand project is re-modelling to provide co-produced service user and volunteer led awareness sessions for other organisations aimed at reducing the barriers for ex-armed forces personnel accessing services
- Future plans include creating a local forum for organisations to share good practice and their experiences working with this client group.
- The volunteers will be making contact with an established veterans group to encourage their attendees to access other services



**Allotment Project**



Our allotment continues to grow and develop. We held a tree planting workshop in the autumn and a canvas painting of a tree has been created in our office in Huddersfield for clients to design and hang their thoughts about being outdoors and the benefits to their mental wellbeing of this.

The allotment has been planted with an array of vegetables and fruit for this year – clients, volunteers and staff are working together to nurture growth

The allotment proves popular with many clients and we promote this as a holistic approach to wellbeing to compliment the other groups and courses that are based in the office

We are keen to share this space in the coming year and working with our partners to scope out new opportunities and possibilities

As with previous years – the produce from the allotment is available for our clients to sample and create exiting meals at home with



**BEANBAGS & BISCUITS** is a new initiative to gain creative ideas from our clients whilst they enjoy a chilled out cuppa and a snack

## Developments

### VOLUNTEERING IN CLEAR

- Over the past 12 months our volunteer coordinator has been busy promoting our volunteering pathway to our clients and other organisations
- We have had a minimum of 8 volunteers actively supporting our clients and service throughout the year
- CLEAR were recently awarded the Kirklees Volunteering Quality Award (KVQA).
- Feedback from the panel included that our volunteer service is “unique” due to the range of flexible opportunities and development alongside existing volunteers and the service/staff. BB was impressed with the workshops we do with staff team re volunteering.
- Our volunteer coordinator, Abi, worked tirelessly on arranging the best Kirklees volunteering fair that had been held in recent years

Feedback from one of our volunteers when talking about the benefits of volunteering within the CLEAR service

'I am continuously gaining confidence, I am also learning how to communicate and work with people in other organisations, such as service users in the canal and rivers trust, I am also in liaison with a volunteer lead in the c.r.t and built up a great waterside wellbeing group. During this time I learned to help people who struggle to with transportation, some of the clients struggle with catching the train or bus, I developed a strategy of meeting them at our office and going to the waterside wellbeing sites.'



## Developments

### Partnerships and new initiatives

#### Working Together Better Partnership

CLEAR service is a long-term member of the WTB partnership – this consists of 7 commissioned services working alongside each other to provide client led, tailor made services to support people's mental wellbeing and wellness – the partners include Touchstone advocacy, WomenCentre, S2R, Carers count, Richmond Fellowship and HOOT – the partners have developed a joint leaflet and are actively promoting each others service in the community and other forums.



#### Brain in Hand

CLEAR recently appointed a Brain in Hand coordinator who works with the WTB partnership to deliver an app based support tool to enable clients to identify triggers and situations they find stressful and difficult and look at coping strategies they can build on the app. This has been successful so far and we have received some really positive feedback from a client using the app. **'I would definitely recommend for other people to use the app. It has helped me to calm my anxious mind as I can click on the BiH app and physically see my problems written down and the solutions to help me.'**



<https://braininhand.co.uk/>

#### Time To Change

Our Time to Change coordinator joined us in January this year and is another WTB partnership post hosted by CLEAR – his remit is to 'challenge discrimination and stigma around mental health by carrying out social contacts' he has actively recruited more champions who are all experts by experience and recently held a time To Talk event at Kirklees customer service centre – on the day over 150 conversations happened with people accessing the centre – the official launch of the hub will take place in the next few months so watch this space!!!

<https://www.time-to-change.org.uk/>



#### Smoking cessation

CLEAR can now provide smoking cessation support and can assist clients who are wishing to stop through a variety of means – both therapeutic and through nicotine replacement therapy

## Performance

In the year **April 19 to March 20** we saw:



### Clear Service User Satisfaction Questionnaire:



100% of service users felt supported with their choices

88% valued the **relationship** with their Key Worker



100% felt their worker went the **extra mile** for them

## What People Said

*'For around four years I have been involved in two CLEAR Co-Production projects i.e. 'T4T-Confidence Building' and 'Moving On' training held at the Recovery College. I've been involved from the start (planning and facilitation) and have always felt at least an equal with those I've worked with. I have never felt patronised and haven't thought any aspect to be tokenistic as has been the case in other projects I have been involved in or witnessed elsewhere.'*

*"I really enjoy Women's social now. I've actually got friends now which I didn't realise before".*

*"Thank you so much for helping me. And a massive thank you to all the staff at CLEAR for guiding me and giving me advice"*

*"Thank you for making me feel so welcome! You are all very friendly and I feel comfortable now"*

*"Thank you for your help. I have never felt so safe with a professional because of my autism and past experiences but you have helped me a lot"*

*"I would like to thank you guys (clear) for giving me my confidence back. After I was diagnosed I lost a lot of my confidence and felt very alone. Attending the groups and classes has really helped me. Thanks for not letting me feel so alone"*

*"I have found Clear beneficial, its helped me so much in everything really. It's been nice to learn new things and meet likeminded people. It's great to know there's support out there for people who need it..."*



## A Client's story

'D' was referred to us from Kirklees early interventions team with he background that D was struggling to manage his mental health and finding it increasingly difficult to leave his house, he was feeling very anxious and worried. 'D' felt that his mental health had 'taken control over his life and he was ready to start making changes to manage this.'

**After being with the CLEAR service this was what 'D' had to say about his experience of the service**

*"I have had many problems which become an issue when I am alone on my own with no structure, balance or contact with anyone else.*

*When I started with CLEAR I went to The Men's group. I have always had problems interacting with others and being round other people so didn't think this would help me or that I would be able to be around other people and talk to them. It took me over a month to speak but I did start talking and it has become a safe place for me.*

*I felt very anxious and scared as my time with CLEAR was coming to an end. But then I was told about the Ex-Men group which was for people leaving the CLEAR service. This group became a vital lifeline for me. It gave me a reason to push myself to go out and be around others and I came to regard the people at the groups as friends.*

*When I spoke to a Psychiatrist recently I said to her that the groups were more valuable to me than seeing a Psychiatrist, Psychologist or Therapist.*

*My keyworkers put me in contact with Gateway to care, the food bank which helped me until my PIP tribunal.*

*Since the Pandemic started I have felt extremely alone, Isolated, tense, anxious and deeply depressed, my keyworker has been ringing me every week to see how I am and how I am coping with it. I have also joined the online Zoom meetings for the men's group*

*I cannot express the thanks and admiration for all at Clear for the service they have provided me with. The service you provide is invaluable and irreplaceable for people like me."*

**THE EX-MEN**

## Financial Summary

Summary for Impact Report	
Employee Costs	426,431
Agency Staff	11,430
Travel	4,455
Training	5,662
Telephones	1,166
Office Costs	2,460
Clinical Supervision	0
Volunteers	2,985
Rent and service charges	22,022
Promotion and stationery	1,976
Heat & Light	3,048
Office cleaning	3,512
Interpreter Fees	1,446
Group Activities	9,029
Office Move Costs	0
Insurance	850
Connectivity & IT support	9,649
Sundry	9,945
Central Services	82,490
Totals	595,571

## COVID 19 service response

**In response to the Covid 19 global pandemic the CLEAR service adapted rapidly to a different way of working:**

- Offices were closed and all staff transferred to working from home
- All clients (over 400) were contacted within the first two weeks of lockdown
- The most vulnerable clients were identified and agreements reached on frequency of contact
- Additional support was identified for those who needed it (i.e. food parcels & welfare packs)
- Group provision moved to entirely online
- Assessments continued either by video or telephone
- The WTB partnership shared best practice and recovery plans created for post-Covid service
- Newsletters and activities were sent out to clients
- Video diaries were completed by our men's group members

## Achievements and Goals



### Achievements from 2019 - 2020



- Time to Change hub created in Kirklees
- Brain in Hand app rolled out in Kirklees
- 1 Ex-service user recruited to permanent paid role
- Kirklees volunteering quality award obtained
- CLEAR devised co-production training delivered to whole organisation
- Volunteers trained up to do initial assessments
- CLEAR Instagram launched

### Key Goals for 2020 – 2021

- Creation of community resources – hobbies/sports/religion
- Introduction of technology skills groups
- Walk and talk between services to introduce clients to other services
- Armed forces project developing awareness sessions and forum