



Annual Report 2020/2021



Our Service

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?

Clients are encouraged to be fully involved in their support from the beginning of their journey in service. This gives the client ownership of their progress and outcomes. The CLEAR service offers a wide range of social and skills based activities, groups and courses which promote self-help, wellbeing, recovery and inclusion.

CLEAR have bases in both Dewsbury and Huddersfield. Clients can access the service for a period of up to two years.

Our service during Covid

- First Lockdown began March 2020
- Over 350 letters sent to clients to explain the service response to COVID
- Clients contacted by phone to check in on a regular basis
- Staff worked remotely as offices closed
- Zoom license purchased and service moved to virtual provision
- All clients sent a wellbeing back through the post
- Clients consulted for their feedback on our response
- Regular staff wellbeing and coffee mornings commenced
- Service provision and risk reviewed regularly in line with changing government guidance, which included delivery of outdoor groups and indoor courses when it was safe to do so

Client testimony

'I arrived at Clear beating myself up for the tiniest thing and feeling that I had no life. At Clear I was able to do classes that interested me in a safe and nurturing environment. Providing me with a firm foundation to build something of a life. Also stretched me in terms of communication when doing activities such as being in the woods with others and walking trips. In classes and other groups, I pressured myself to make contributions. Beat myself up when I didn't. Each group felt like we were a club or team. Working together and supporting each other. Anyway, a couple of years later, I am no longer doing the same activities but feel as though these have been steppingstones to the me that has found something of a life. Now I realise that I am enough and deserve to be happy.'

Case Study

Client MB initially came into service to access our Anger Management course. He completed the course in April/ May 2021, successfully.

MB attended each session and engaged very well, asking questions and also positively challenging aspects of the course. This helped him to put into perspective his own thought processes and emotions and also enabled him to open up more to the group.

From this he began to ask questions around what support there may be after the Anger Management course had finished. Adam (a colleague) and I went through what CLEAR have to offer within the mainstream Mental Health/ Well Being services.

MB made the decision to continue into the main service to support his needs, and explore what's could come next. We mentioned volunteering within the service at some point and MB was keen to find out more once he is settled into groups and courses etc.

Volunteers

- 8 volunteers supported the service during the pandemic
- over 1000 hours of support given
- helping out at the allotment, hosting welcome sessions, wellness in the woods, hosting groups & carrying out assessments
- Our volunteers enhance our service and bring a whole host of skills and interests
- We launched a volunteering app which allows volunteers to choose what activities they would like to support with

The Year Ahead

Developments and vision for the coming year

- Implemented roadmap out of lockdown to return to full delivery of service, this will be regularly reviewed in line with government guidance
- All groups and courses will be delivered in service from July 19th onwards
- New projects have been rolled out including - Anti-Stigma, Men's Talk digital & Brain in Hand and Digital Poverty.
- Welcome Back Days have been organised at both sites for stakeholders. This will allow us to introduce new clients to the service and encourage feedback on our service delivery over the last year.
- A Minority Mental Health Provider Forum has been set up to understand the reasons why some communities don't access mental health support and the potential solutions to this.
- Other exciting developments in service such as completed office revamp at both sites, a new timetable design including new groups and a partnership event.

Annual statistics

- 210 referrals received over the year
- Service worked with on average 343 clients per quarter
- 15440 hours of support provided to clients
- Average of 8 volunteers throughout the year
- 502 hours of awareness training provided

Partnerships & Forums

The CLEAR service works in partnership with a huge variety of services to ensure we are providing the best service to our clients - we also chair and attend a number of meetings and forums in Kirklees - some of these are:

- Working Together Better partnership (WTB)
- Mental health provider forum/Mental health partnership board
- Suicide Prevention Action Group (SPAG)
- The Eden Forest Project
- Volunteering in Kirklees Network (VKN)
- Recovery College
- SWYPCT
- Memory Clinic
- Police/Probation/ Liaison and Diversion

Financial Summary

CLEAR Financial Analysis

Community Links Project No : 7231

Period 2020/2021

	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Total
Income					
Grant Received - Revenue	146,211	146,211	146,211	146,211	584,845
Other Income	2,556	2,719	2,556	2,756	10,588
					-
Total income	148,768	148,930	148,768	148,968	595,433
Costs					
Employee costs	104,173	104,017	113,966	112,053	434,208
Agency Worker costs	223	-	-	223	-
Staff training costs	371	3,299	1,303	6,320	11,293
Travel	323	395	95	142	672
Advertising and stationery	1	30	14	463	509
Office Equipment/Furniture	528	1,131	1,492	10,640	13,792
Office Telephone and postage	34	714	870	2,175	3,792
Mobile Phones	441	365	387	444	1,637
Rent & Service charges	5,627	6,442	8,997	6,930	27,996
Heat and Light (Huddersfield only)	300	1,457	875	355	2,986
Insurance (buildings)	-	-	-	68	68
Office Cleaning	1,295	2,256	1,224	1,183	5,958
Computer Expenses	2,456	2,352	4,529	7,463	16,800
Renewals and repairs					-
Activities	146	356	1,177	3,559	5,237
Sundries	471	502	850	1,851	3,674
Interpreter Fees	90	45	-	51	186
Direct Costs	116,479	123,359	135,778	153,190	528,807
Contribution to Overheads Cost	32,288	25,571	12,989	4,222	66,626
Total Costs	148,768	148,930	148,768	148,968	595,433