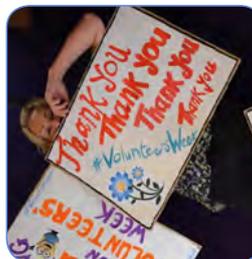




Annual Review 2018



community links

inspiring hope
inspiring change

WELCOME

INTRODUCTION AND OVERVIEW

Welcome, from Chief Executive Ruth Kettle and Chair of Trustees Karl Milner...



Ruth Kettle, Chief Executive



Karl Milner, Chair of Trustees

We are delighted to introduce Community Links' latest Annual Review which showcases some of the achievements and impact we have had this year.

One of the highlights includes the development and launch of our new Strategic Plan 2018-2023 which will support us in working towards our Vision, 'A World of Wellbeing', complete with hashtag! Look out for developments on **#WoW**.

We developed our Strategic Plan in partnership with our employees, service users, trustees, volunteers, commissioners and partners. It was a great opportunity to listen and respond to the views of our most important groups of stakeholders. It was a hugely positive project which captured the confidence and ambition of everyone who plays a part in Community Links.

This year we have also been delighted to introduce new teams and expand Community Links' support offer. We have opened two new dementia services; one in Leeds and one in Kirklees and launched a Peer Support service in partnership with LYPFT's Eating Disorders team.

In line with national guidelines, aspire, our Early Intervention in Psychosis service, has also received additional funding and expanded. This means an additional ten employees so that we can now work with people of all ages, across a range of specialisms and

the development of a new pathway, meaning that we can now work with people at a very early stage.

At Community Links, we are committed to delivering high quality services. We were therefore delighted when, following a CQC inspection, Oakwood Hall was awarded 'Good' in all 5 areas of inspection.

We hope you will enjoy reading about the stories of innovation and co-production that have happened as a result of Community Links' 'Bright Ideas Fund' which is open all employees and service users to apply to.

Community Links continues to respond to the challenges in the mental health system. We do this by; creating a culture which supports new ways of working, developing new partnerships and delivering value for money. We work in partnership with the people who use our services, to achieve our mission, 'pioneering life-changing mental health and wellbeing services'. We are proud of the commitment and talent of our employees, volunteers and trustees which makes our work possible and together would like to offer our thanks to everyone who supports Community Links.

Mission:

Pioneering life-changing mental health and wellbeing services

Values:

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

WHAT'S NEW

World of Wellbeing #WoW – Our New Strategic Plan



2017 saw the development of our ambitious new 5 year strategy. The plan outlines our new vision 'A World of Wellbeing' and sets out our 3 key organisational themes; 'For Everyone', 'Growing Together' and 'Leading the Way'. Each theme encompasses 4 strategic goals which are outlined in the plan.



You can download a copy of our new plan by visiting www.commlinks.co.uk/aboutus/ourstrategy



The strategy, along with our vision, values and mission form the basis of our annual priority plans, core service activity and every aspect of what we do.

We've also produced a short video about our plan – visit www.commlinks.co.uk/aboutus to watch it and learn more about our aims.

WHAT'S NEW

Dementia Services

We are delighted to have launched two new dementia services in 2017, Kirklees Dementia Hub and Young Dementia Leeds.

The Kirklees Dementia Hub, is a partnership between ourselves and Age UK Calderdale & Kirklees, commissioned by Kirklees Council.

This is a brand new service for Kirklees which was launched in October 2017. Our team will be out and about in the community raising awareness about dementia and delivering information and advice through regular surgeries and a telephone line for people diagnosed with dementia, their families and carers.



Young Dementia Leeds was launched in December 2017 and is an exciting new partnership with Carers Leeds. The transformed service offers a range of wellbeing, holistic, mutual and peer support to people under 65 with early onset dementia and their carers. Our aim is to connect people to groups and activities within their community helping people to live well with dementia as well as signposting and advice for the families and carers. Our community based service offers 1:1 support or small group activities offering a short break for family and carers. We opened the Young Dementia Leeds Hub at a completely refurbished centre in Cottingley which offers day respite for younger people living with dementia, providing a structured programme of activities, taking a more creative, less traditional approach to day care.

WHAT'S NEW



Bright Ideas Fund

We launched our Bright Ideas Fund to support co-produced and innovative projects, activities or approaches which will directly benefit our service users.

This year we received great applications co-produced by employees and service users and were able to support a range of projects including:

Development of the CLEAR allotment and outdoor group

Partnership project with Transformers North to install a polytunnel and develop an overgrown part of the allotment into a 'Zen' herbal and fruit garden.



Community Options ABCD video

The team co-produced a video about the ABCD project featuring current service users and filmed by an ex-service user. Visit www.youtube.com/commlinksnorth to see the video.



Creation of an 'activities room' at Oakwood Hall

One of the large rooms at Oakwood Hall has been turned into an area in which residents can spend time together, play pool, ping pong, listen to music, watch films and cook.

Yoga classes at Octavia House

Residents attended a taster local yoga class – the aim is to set up a yoga group in the near future.

PD, Tea and Me at the York Housing & Wellbeing service



Set up of a peer support group for people living in York with a personality disorder (led by people with personality disorders) providing a mix of social, emotional and practical support.



LGBTQ Peer Support Group at CLEAR

Specific group to provide service users access to a safe relaxed place to be themselves and talk openly about LGBTQ issues. The group meets once a month and also attended a volunteer fair in June to promote themselves.



What makes us different?

Our new fantastic short video summarises who we are and what we do. The video features Ruth Kettle, our Chief Executive, talking about our core values and some of the things which make us different along with service users and employees in the video imagery. It was a challenge fitting everything into just 5 mins! Please take a look at the finished result on our You Tube channel –

www.youtube.com/commlinksnorth



Winter Wellbeing Project

We received funding for this project from the Leeds Community Foundation Winter Wellbeing Community Grants Scheme which is intended to support people who may be at risk due to living in cold housing.

Service users chose from a 'pick and mix' list of items, all designed to keep them warm and well in their own homes and when they are out and about in the cold winter weather. We distributed items to 42 Accommodation Gateway service users including hats, gloves, blankets, kettles and oil heaters.

Mentally Healthy Leeds

Mentally Healthy Leeds aims to reduce health inequalities and improve the mental health and wellbeing of communities most at risk of poor mental health.



The service uses community development approaches to focus on improving protective factors and reducing risk factors associated with mental health and wellbeing through the delivery of targeted frontline activities with individuals, communities and the wider workforce.

We are working alongside Touchstone to deliver training courses as part of this new service; safeTALK, ASIST and Mental Health First Aid.

New Eating Disorder service

Our new Connect Peer Support Service launched in 2018. Working in partnership with Leeds and York Partnership NHS Trust (LYPFT), our dedicated peer support workers will work within Connect, LYPFT's new community service across West Yorkshire and Harrogate to treat adults with eating disorders. The new service will offer a range of 1:1 and group support and involve the provision of psychological and therapeutic care.

DEVELOPMENTS



Aspire and Oakwood CQC ratings

We are absolutely delighted that both our Aspire (Early Intervention in Psychosis) service and Oakwood Hall residential service had CQC inspections and both were rated 'good' in all five areas: safe, effective, caring, responsive and well-led. We believe this is recognition of the excellent work our employees undertake.



Aspire service expansion

Aspire is expanding in line with national NICE Guidance for the Early Intervention in Psychosis Access and Waiting Time Standards. This will include an additional 10 members of the team including psychologists, clinicians, administrators and recovery workers with a special focus on physical health, employment, housing, benefits and carers support for the existing service. Alongside this is the development of the At Risk Mental State (ARMS) pathway, meaning that we can now work with people at a very early stage.



DIGITAL DEVELOPMENTS

To support us to work more efficiently and effectively, this year we provided new smartphones for all of our employees and introduced Skype for Business to all of our employees and office bases. As well as huge savings this will allow for easier communication between our employees and agile working.

We have Facebook pages for Community Links, Community Links Training, aspire (our Early Intervention in Psychosis service) and our ABCD project.

Follow our Twitter updates:

@CommLinksLeeds
Leeds community based services

@commlinksnorth
Main account

@CommLinkHostels
Leeds residential services

@CLKirklees
our Kirklees services

@CommLinksTrain
News and updates about our training courses

Across all our Twitter accounts we have
OVER 6192 FOLLOWERS AN INCREASE OF **1092 FROM LAST YEAR**



TRAINING

NEW COURSES

Understanding Personalities & Personality Disorders

This one-day course is aimed at anyone interested in developing their understanding of personality difficulties and disorders. It focuses on the development of personality using the therapeutic model of schema therapy to explore the impact of early life experiences on the adult.

Trauma Informed Practice

This course is aimed at anyone interested in developing their understanding of trauma and the impact it can have on peoples psychological and physical health. It explores how experiences of trauma in both childhood and adulthood can affect people psychologically, physically, behaviourally and emotionally.



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.



Learnt new skills and gained a great deal of knowledge.



NHS Leadership Academy

SECTION 2 – SERVICE USERS

In 2017/18 we supported 4205 service users on their recovery journey.

981
PSYCHOLOGICAL
THERAPIES

500
EARLY
INTERVENTION
IN PSYCHOSIS

821
COMMUNITY
& HOUSING
RELATED MENTAL
HEALTH SUPPORT

202
DRUGS,
ALCOHOL AND
DUAL DIAGNOSIS

92
PERSONALITY
DISORDER,
MULTIPLE NEEDS
AND CRIMINAL
JUSTICE

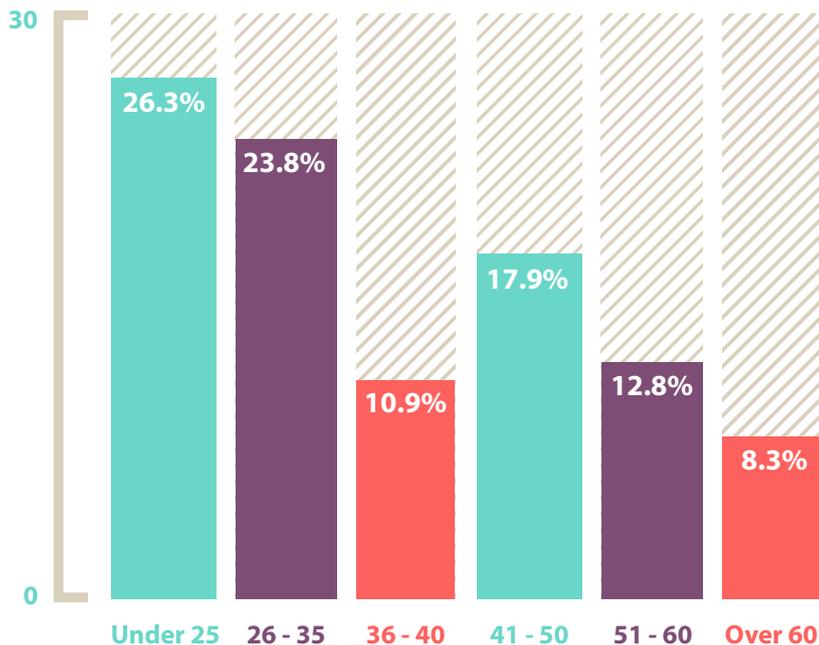
290
REHABILITATION
AND RESIDENTIAL
SERVICES

1319
SOCIAL
PRESCRIBING
AND WELLBEING
SERVICES

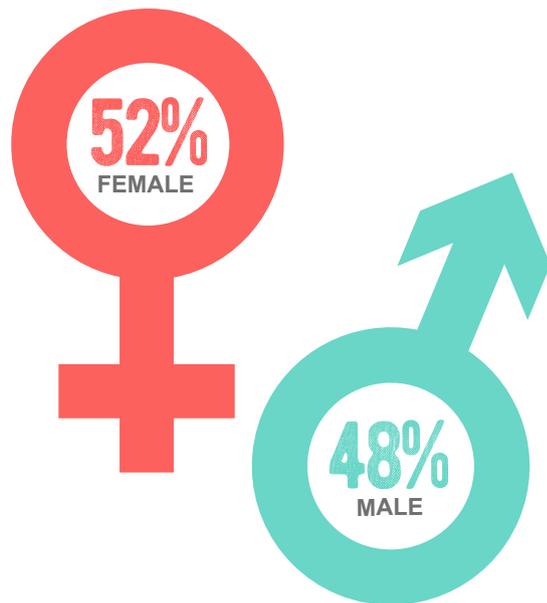
**TOTAL
4205**

SERVICE USERS

Age breakdown of service users



Gender breakdown of service users



Ethnicity breakdown of service users

WHITE
80.2%

BLACK
5.1%

ASIAN
8.2%

DUAL HERITAGE/MIXED
2.3%

OTHER
1.6%

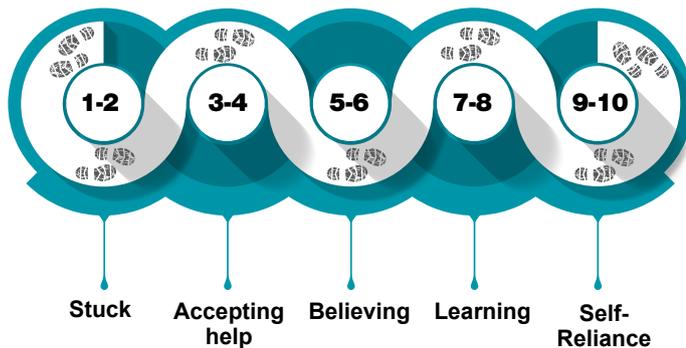
NOT KNOWN/UNDISCLOSED
2.6%

Data for this information is based on the number of service users per service between 1st April 2017 – 31st March 2018.

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.

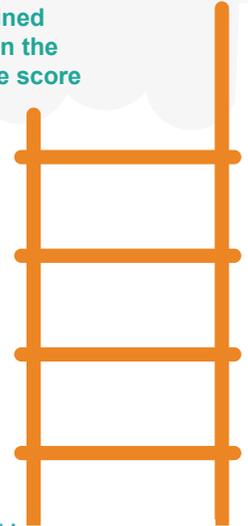
Steps 1-10 represent the following stages on the service user journey;



*Services included in the outcomes star data are: CLASS, Chart, Changes, Community Options, CLEAR, intermediate hostels and longer term residential services and personality disorder services.

90%

of service users maintained or made improvement on the overall average outcome score



Employment, Education and Training

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

Leeds Early Intervention in Psychosis (aspire) – our aspire service has a specialist employment worker and in 2017-18:

28

aspire service users found permanent work

32

were also assisted with education and training achievements



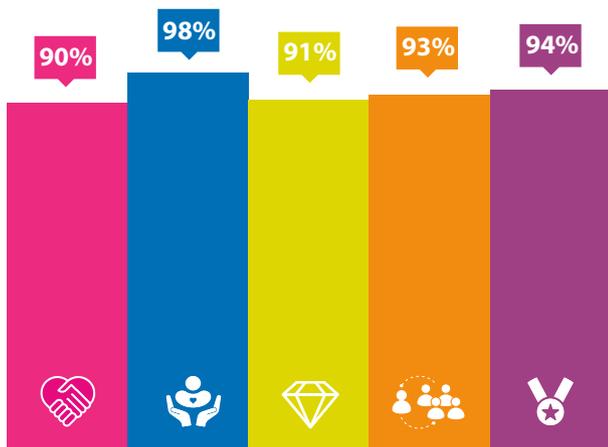
These figures are based on data from the last financial year (1 April 2017 - 31 March 2018).

QUALITY & PERFORMANCE

The Service User questionnaire has been re-designed this year based on a series of 'I statements' to make it simpler for service users to complete and easier to measure. Service users and employees were involved in the development of the survey and the questions are aligned to our values. The new survey is available via an app, on-line, paper form and conducted via volunteer led 'call centres' to give as many people as possible an opportunity to have their say on our services.



Community Links Service User Annual Satisfaction Questionnaire 17/18



-  I feel that my story is shared appropriately so I don't need to repeat myself
-  I am treated as a human being with dignity and respect
-  I believe that workers go the extra mile - no one gives up on me
-  I make my own choices and feel supported through the choices I make
-  I value the relationships with my worker and feel listened to when I have ideas

 **30%**
Completed via the mobile app

 **60%**
Completed via online forms

 **10%**
Completed via paper form

93% said they would recommend us to their family and friends



CO-PRODUCTION

Community Links 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 staff to planning and organising events.



Enormously, absolutely wonderful, it has helped motivate me to clean up my flat and get a routine, also to get back in touch with alcohol services.

Dual Diagnosis service user



The support has given me confidence in speaking to people, it has been a huge support in helping me get moved to suitable housing.

CLASS service user



I don't know how I could thank you all for everything you've done not just for me but for my family as well.

Chart service user

8

Service users were trained in Recruitment and Selection in 2017/18

100%

of Community Link's job interviews have a service user on the interview panel

The staff are amazing, very respectful, caring & dignified with a fantastic amount of empathy and care.

Connect Well service user

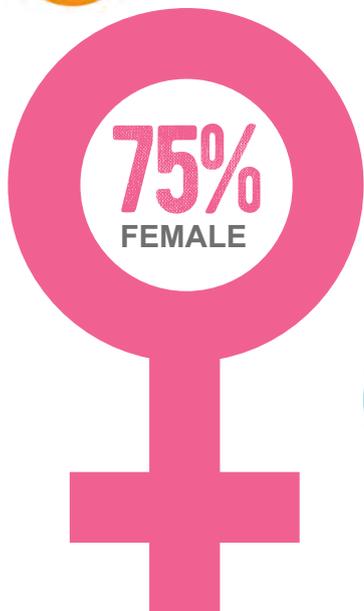
SECTION 3 – COMMUNITY LINKS EMPLOYEES

Overview of employees

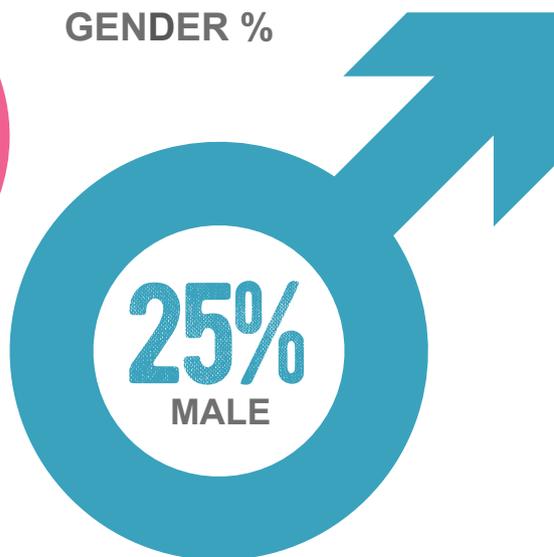


Our theme for 2018-19 is For Everyone.

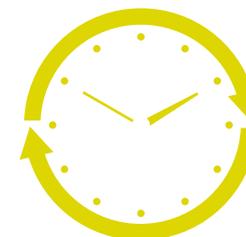
NO OF EMPLOYEES
232



GENDER %



PART TIME – 74



FULL TIME – 158

Ethnicity breakdown of employees

WHITE
69%

IRISH
2.2%

BLACK
6.9%

ASIAN
3.4%

DUAL HERITAGE/MIXED
4.3%

OTHER ETHNIC GROUP
0.9%

NOT KNOWN/UNDISCLOSED
13.3%

Figures in this section are based on a data snapshot taken on 31 March 2018.

Investing in Volunteers

Community Links welcomes and values volunteers. Volunteers attend in house training as part of their induction. One third of our volunteers are ex-service users.

We have had 12 volunteers involved over the last financial year with the CLEAR service.

Our CLEAR coordinator Abi along with her volunteers organised a Volunteering Fair in Huddersfield during National Volunteers Week. Many local organisations supported this event, along with our CLEAR LGBT peer support group.

In addition to this, there have been 9 board members who attend working groups and meetings on a voluntary basis.

If you would like to find out more about volunteering with Community Links visit:

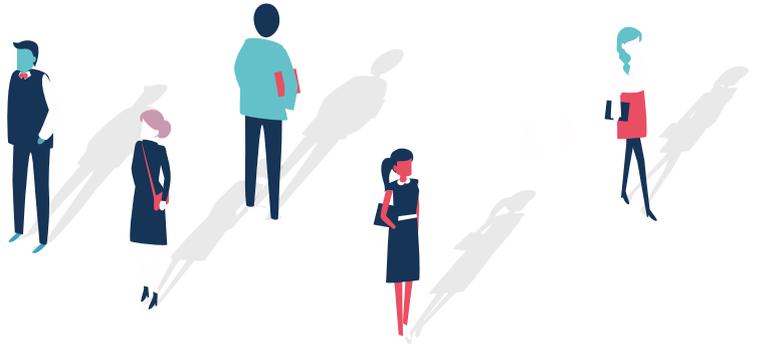
www.commlinks.co.uk/volunteering





The coordination at CLEAR is excellent. You find yourself surrounded by individuals and an ethos that values your input, integrity and experiences. The Co-ordinator Abi is an ever present support in both building your skill base and your self-esteem. For a volunteer from a service user background her approachability, dedication and encouragement has been crucial in me meeting and surpassing my own expectations!

A. Frost



12

Volunteers involved with the CLEAR service 2017/18

9

Board members who attend working groups and meetings on a voluntary basis



ACHIEVEMENTS

We are delighted to have achieved Best Company status for the 11th year and this year it's the 9th year we've made it onto the Sunday Times List of Top 100 Not-for-profit organisations to work for.

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

In 2017, we were ranked no 9 on the Inclusive Top 50 UK Employers List and are extremely proud of this achievement. The list features the Top 50 UK based organisations that promote inclusion and all strands of diversity including age, disability, gender, LGBT, race, faith & religion.

We were also finalists for three 3rd Sector Care Awards; the Innovation Quality Outcome Award for the Aspire Dramatherapy service, the Collaboration Integration Award for the CLEAR service and the Community Engagement Award for ABCD work (Otley Links).





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