

Organisation Profiles

Gathered as part of the Mental Health Delivery Network
Engagement Events

December 2014

Organisation Profile

Organisation Name	All About Care Limited
Organisation/Sector Type	Residential Care – Mental Health
Contact Name (that you are happy to be shared)	Jacqui Murray
Email address (that you are happy to be shared)	jacqui@all-about-care.co.uk

Concise Organisation Profile

All About Care is a successful family run business located in Herne Bay. We operate 2 Residential Care Homes for Adults with Mental Health difficulties. Both homes, The Hailey and Wimbledon House are registered independently with the Care Quality Commission. Overall they are registered for 70 residents, accommodating Young Adults (18 - 65)–and Older Adults (over 65) at both homes.

Throughout All About Care we recognise that each resident has their own individuality and personality, they all have a right to expect to be treated with dignity and respect, and it is the responsibility of each and every one of us to promote these values. Every resident in our care has the right to a lifestyle, which maintains their personal independence, safeguards their privacy, offers genuine choice and meets their social, cultural and individual needs.

All About Care is Owner Managed, we also have Registered Managers at each home, that have all of the appropriate qualifications and are in fact continually furthering their own and their staffs development.

Organisation Name	The Allied Health Practice Ltd
Organisation/Sector Type	
Contact Name (that you are happy to be shared)	Dr Joanne Ross
Email address (that you are happy to be shared)	enquiries@alliedhealthpractice.co.uk

Concise Organisation Profile
<p>A small specialist company trading since 2013 providing Occupational Therapy, professional consultancy services and training.</p> <p>Assessment and therapy programmes for children and adults to improve functioning in everyday activities at home, school, college and work. Also improving resiliency and well-being outcomes.</p> <p>Specialise in neuro-developmental (autism, ADHD, dyspraxia etc) and mental health conditions, particularly complex presentations. Work with individuals, families and groups. Also with schools, employers and third sector organisations.</p> <p>Professional consultancy services to public and private sector organisations including bid writing, business development, project management, service re-design and evaluation.</p> <p>Currently exploring the possibility of setting up a care farm to provide therapeutic work, social and learning opportunities.</p>

Organisation Profile

Organisation Name	Angy Care Limited
Organisation/Sector Type	Recruitment agency
Contact Name (that you are happy to be shared)	Motilayo Agoro
Email address (that you are happy to be shared)	Motilayo.agoro@angycare.co.uk

Concise Organisation Profile

Firstly, I'd like to thank you for the opportunity to introduce the services offered by Angy Care Limited, we look forward to the opportunity to building a long lasting relationship with you in provide fully trained, competent and experienced healthcare staffs for your organisations in accordance with Care Quality Commission and the UKHCA. Angy Care Limited is a recognised Healthcare Agency that prides itself as one of the leaders in providing Healthcare delivery services in England and Wales. We would love to be able to work with you, and expand our services, allowing us to deliver personalised and dedicated care to clients.

We provide healthcare staff in various categories, some of which include:

- Nurses
- Support/ Health Care worker
- Team Leader
- Domestic worker
- Cleaner

All of our staff are:

- Fully trained & experienced
- Have passed a written examination, testing their grammar and punctuation as well as health care industry knowledge.
- Thoroughly vetted & DBS Checked
- Referenced by at least two previous employers
- Reliable and timely
- Professional in conduct
- Fully certified

Some of the special services we provide include the transportation of staff at no extra cost and an operational policy that enables us to train and provide an efficient and effective workforce specific to each client requirements.

Our aim is to exceed our clients expectation through a customer focused and professional

response to any request.

We guarantee a full roster of staff that we can transport to you at no extra charge, which are capable and fully trained at the cheapest possible rates.

For further information on our services and operations, please contact us on 01474333

Organisation Profile

Organisation Name	Ashford and Tenterden Umbrella.
Organisation/Sector Type	Informal Community Service.
Contact Name (that you are happy to be shared)	E J Chambers.
Email address (that you are happy to be shared)	echam23@hotmail.co.uk

Concise Organisation Profile
<p>Ashford Umbrella is a registered charity and was founded in 1991. It provides a day service twice a week at the Parish Rooms in the Church Yard in Ashford Town Centre. Its mission was to provide a safe and secure place for people who had moved from the state run mental Hospitals into the community. The purpose being to facilitate these people into life outside of these institutions. One of Umbrella's main objectives was that it has a non-discriminatory open door policy to the whole community. Umbrella today continues these practises. In 2002 Umbrella was contracted by KCC and the PCT's to provide a service one day a week in Tenterden at the Leisure Centre. The name was then changed to Ashford and Tenterden Umbrella, and since then we have provided day services at both venues up to the present time a total of 23 years. Our main area of business is referrals both from the statutory sector, mental health team, GP's, and self referrals.</p> <p>Our customers are mainly people suffering from mental health problems who are in a stable condition and able to function in a way which with our support they can make progress and adapt to everyday living in the community. Our Stakeholders are KCC, CCG's, Wealden Wheels, and our service users. Some of our past stakeholders have been Lloyds TSB, The Brook Trust, Tesco's, Henry Smith Charity, The Big Lottery, Awards for All, Rural Revival, and the PCT's.</p> <p>One way we evaluate learning and development is having 6 weekly meetings of the trustees, which includes three service users, who are able to update the co-ordinator as to any concerns or problems that have come to light from feedback in the sessions. Also suggestions as to what users would like to do in future sessions. This may be visits to places of interest i.e. shopping, museums, cinema, trips the coast, visiting the Gateway (100yards from Umbrella) to use their computers. whatever choices are made service users involvement in organisation is strongly encouraged. All our volunteers undertake an induction, which include mission statement, objectives, procedures, and policies. For certain jobs special training would be required. The same applies to any service users that want to become trustees of Umbrella, they are fully informed of their responsibilities and commitment to the role of a trustee.</p> <p>Being a registered Charity we have to follow the guidelines and regulations set out by the Charity Commissioners for England and Wales, by submitting annual audited accounts and our AGM minutes showing progress of the charity over that year. In addition as we have been funded by Kent County Council and the CCG's we have a schedule of</p>

provision of services which we must adhere to, and supply the necessary service statistics every six months to KCC them any progress by the group or individuals.

We are an Apex Partner, have an affiliation with Wealden Wheels, and are also one of five Umbrella's, Canterbury, Whitstable, Herne Bay, and Faversham who have formed a collaboration in order that we can share and provide the necessary skills needed in providing a valid service to users.

Ashford including Tenterden and surrounding areas are where we operate our informal day services. At Tenterden we use a collect and deliver service for those service users who find it difficult to access the service, through either lack of public transport, a physical or mental disability who live outside of the main centre. We would want to continue providing a service to all these areas. In addition to develop, and extend the provision of service, by means of a outreach service to those places where transport is minimal, thus making it difficult for people to get the support and help they need. A visit by two trained members of staff who could make initial contact with these people to assess their needs what options may be open to them, and the choice of using our collect and deliver service which would enable them to attend Umbrella sessions.

Organisation Profile

Organisation Name	Ashford Counselling Service
Organisation/Sector Type	Counselling Service/ Voluntary sector
Contact Name (that you are happy to be shared)	Tracy Dighton
Email address (that you are happy to be shared)	management@ashfordcounselling.org.uk

Concise Organisation Profile
<ul style="list-style-type: none"> • Organisational Description (History/Mission/Purpose/ Objectives/Main area of business) <p>Ashford Counselling Service offers high quality affordable counselling to anyone over the age 16 in Ashford and the surrounding area. We are dependent on client contributions and our own fund-raising activities. We are a registered charity and have been in existence since 1987. We are based in Willesborough where we own our premises, the Paul Bower Centre.</p> <ul style="list-style-type: none"> • Organisational structure Customers/stakeholders <p>During the 2013 we had 20 – 22 volunteer counsellors, 3 paid clinical supervisors supporting the counselling work of the organisation. Volunteers have an intensive interview to ensure that they meet the criteria which the organisation sets, are DBS checked and are expected to give three hours counselling per week. All volunteers have supervision every two weeks with a paid supervisor.</p> <p>Last year we supported nearly 200 clients for a total of over 1600 counselling sessions. The majority of the clients that contact us suffer from depression, stress and anxiety or have family difficulties. Clients may self-refer. We also take referrals from GPs, adult mental health services, CAMHS, social services, FLOs, other mental health and welfare organisations.</p> <ul style="list-style-type: none"> • Approach to evaluation/learning and development <p>Evaluation of the clinical work is undertaken by the counsellors. Clients also provide an assessment of the service they received and the impact of the counselling sessions.</p> <p>On-going training is offered to ensure that our volunteers continue to develop their skills as counsellors. The charity's manager is undertaking an MSc in charity marketing and fundraising at the Centre for Charity Effectiveness, Cass Business School.</p>

The organisation's policies and procedures are updated on a rolling basis to reflect the development of the service.

- Any Regulatory requirements

Ashford Counselling Service is an organisational member of the British Association of Counselling and Psychotherapy. It adheres to its ethical framework. It is also regulated by Charity Law, Health and Safety regulations, Disclosure and Barring requirements, Safeguarding requirements.

- Partnerships/Affiliations

We are delivering a project on post natal depression with the Ashford Children's Centres. We have strong links with Tenterden Counselling Service and Hastings and Rother Counselling Service (Counselling Plus) although there are no formal links.

- Areas you would like to be considered for the delivery network

Delivering generic counselling in Ashford and the surrounding areas for people who are 16 years old and over.

- Areas you would like to develop

Closer links with organisations working with domestic abuse.

Organisation Profile

Organisation Name	Avondalecare Ltd
Organisation/Sector Type	Company providing Mental Health Community Support and Housing
Contact Name (that you are happy to be shared)	Thomas Jeffs
Email address (that you are happy to be shared)	Thomas.jeffs@avondalecare.co.uk

Concise Organisation Profile

Avondalecare Ltd is a local mental health specific organisation with its HQ in Westgate-On-Sea in Thanet. It has its roots in residential care, but has over the last 7 years developed a service by listening carefully to local service users, their families and mental health professionals. We have developed a range of support options within a credible care pathway from 24/7 high support rehabilitation and respite accommodation through to single occupancy tenancies supported peripatetically. We have developed an extensive network of partners across Kent willing to provide Avondalecare with accommodation predicated on the supportive oversight and intervention of our staff; they include shared properties in Dover, Canterbury, Ramsgate, Margate, Westgate, Medway and Dartford. We have developed access to scores of 1 bed apartments within these areas for service users wishing or needing their own front door and to move into from shared support. We have developed a Social Inclusion Centre in addition the 1 to 1 support and accommodation, which is based in Westgate. This is open every day and promotes peer support, education and community integration and is very well used with hundreds of individual visits every month.

Organisational structure Customers/stakeholders

All Avondalecare staff are local people with a vested interest in the success of our service for the betterment of their local community. All members of staff, including management, have regular contact with service users. Avondalecare is a limited company and currently employs 30 people who are chosen for their commitment to compassionately improving outcomes whilst displaying high levels of emotional and social intelligence. Our service has a small limited company structure which has sufficed until now in producing the outcomes we desire but we are actively investigating other forms of structure.

Approach to evaluation/learning and development

We have developed our own staff training programme, which comprises a community mental health Support Worker diploma delivered by the local college as well as internal training on a host of mental health related topics, from recovery to mindfulness.

Any Regulatory requirements

We are registered with CQC to provide care within a community setting. Apart from this, our preminent aim is to improve services in the eyes of our service users.

Areas you would like to be considered for the delivery network

1) A Recovery College – Providing a local base from which to offer courses in the

community and provision of staff educators and service users offering 'expertise by experience' for the college. See below within 'Areas you would like to develop'.

2) Recovery and respite housing with commensurate support and care. We already offer 24/7 care as a part of a flexible care pathway and already respond to request for step down placements or crisis placements. So, we consider pre-existing observations about effective community resources supporting hard pressed hospital care should comprise accommodation and support including:

- Intensive 24-hour staffed residential facilities.
- Less intensively staffed accommodation, customised to service user need.
- Shared or Single occupancy accommodation.
- Complex mental health support in the community.
- Pre and post hospital admission support.
- Social Inclusion Centres for peer networking and support with health and mental health specific education on site.

Areas you would like to develop:

1. We would like to support a county wide recovery College in respective local areas open to the whole community. This could be a recovery college based on a 'hub and spoke' model. We have had discussions with East Kent College about partnership and external funding sources. We are also in talks with CNWL Recovery college about developing local facilities and have agreed some support from them with course administration and content. We would be able to offer local training premises, as well as staff and service users who would be interested in developing /supporting /providing such education.

- i) Rebuilding your life,
- ii) Developing knowledge and skills,
- iii) Understanding mental health difficulties and treatments,
- iv) Getting involved.

Topics could include, mindfulness, sleep hygiene, understanding drug use, recovery and hope, developing personal coping strategies for better health, better thinking about money, Solution Focused Approaches to dealing with life problems, improving physical health, food champion & smoking cessation. We would favour courses which are co-produced. These short courses/ workshops are provided for students, who could be service users, family/carers, or staff from any sector.

Organisation Profile

Organisation Name	Barnardo's
Organisation/Sector Type	Voluntary Sector
Contact Name (that you are happy to be shared)	Rod Allonby, Locality children's Service Manager
Email address (that you are happy to be shared)	rod.allonby@barnardos.org.uk

Concise Organisation Profile

- **Organisational Description** – Barnardo's believes in children regardless of their circumstances, gender, race, disability or behaviour. Our purpose as a charity today is to transform the lives of the UK's most vulnerable children. We believe in the abused, the most vulnerable, the forgotten and the neglected. We will support them, stand up for them and bring out the best in each and every child. We do this because we believe that every child deserves the best start in life and the chance to fulfil their potential.

As one of the UK's leading children's charities, Barnardo's works directly with over 200,000 children, young people and their families every year. We run over 900 vital services across the UK, including counselling for children who have been abused, fostering and adoption services, vocational training and disability inclusion groups. Every Barnardo's service is different but each believes in the potential in every child and young person, no matter who they are, what they have done or what they have been through.

- **Organisational Structure** – please see attachment titled Barnardo's Organisation Structure SEA.
- **Customers/Stakeholders** – As a national charity Barnardo's provides services to various Local Authorities across the UK. For example Kent County Council, Essex County Council, Buckinghamshire County Council, Hampshire County Council, Portsmouth City Council, Brighton and Hove City Council, Leeds City Council, Bradford Metropolitan District Council, Croydon Council, Waltham Forest Council, Worcestershire County Council and North Lanarkshire Council.
- **Approach to evaluation/ learning and development** – Barnardo's places considerable importance in evaluating the outcomes of its services, and interventions with children/young people and their families. The organisation operates an 'Outcomes Framework' which identifies factors relevant to each service user, and their carers which employs a scoring system to determine whether and to what extent targeted goals have been met. In addition services use a range of other measures to assess outcomes

including psychometrics, service user feedback (evaluation) forms and other assessment measures. Barnardo's also has procedures for monitoring and evaluating the performance of its staff, and ensuring on-going learning and continued professional development. All staff and volunteers receive regular supervision in which their practice is evaluated, and their training needs and performance objectives examined. The training requirements involves mandatory class based training and e-learning on issues including safeguarding, data protection and information sharing, equalities and diversity and provision of internal and external courses on practice relevant to the specific service.

- **Any Regulatory requirements** - Where required our services are registered with the relevant regulatory bodies. For example Ofsted and CQC.
- **Partnerships/Affiliations** – Barnardo's has a long history and extensive experience of working in partnership with other organisations. We are fully committed to creating positive working relationships to improve all services for children and young people. Some of our partnerships are with Cleveland Policy and Middlesbrough Children, Community Children's Health Partnership and Westlea Housing Association.
- **Areas you would like to be considered for delivery of network** – Barnardo's operates a child/person centred approach to all its service delivery, and adapts the interventions to the needs and ability of the service user. We believe in providing an accessible service, with consideration given to location of venues and operating times. We frequently work in partnership with other organisations/agencies to ensure a comprehensive service is provided by those most qualified and experienced in the area of practice.
- **Areas you would like to develop** – As an organisation we believe that the provision of preventative/early intervention services can prove most effective in intervening with children and young people with emotional/mental health issues. School and community based Tier 2 services would be able to identify and engage with those children/young people with emerging difficulties, prior to them requiring CAMHS input.

Organisation Profile

Organisation Name	Beech Tree Total Care
Organisation/Sector Type	Health and Social Care
Contact Name (that you are happy to be shared)	Ann Taylor
Email address (that you are happy to be shared)	Ann.taylor@beechtreotalcare.co.uk

Concise Organisation Profile

Beech Tree Total Care Ltd has for the last twenty years been focused on the delivery of community based social care to adults across Thanet focusing on support to older people with a specialist service for complex care and support for people living with dementia. Building on this reputation for flexible, timely support in 2012 the new business owners, Hilton Nursing Partners Ltd. have been proactively redesigning the services offered from each of its four branches in both East and West Kent. Current delivery of 4000 hours per week of combined health and social community care from three Beech Tree Total Care branches and the Hilton Nursing Partner, CQC registered branch for diagnostics and screening, treatment of disease, disorder and injury and personal care, based in Tonbridge. Concentrating on a seamless health and social care support service for people living at home, the organisation focus is on the development and delivery of specialist care teams in each location. Working with dementia UK and lead Nurse for LD and Mental Health, we are able to support individuals through their unique health and social care pathway.

The organisation is owned by three partners, with a combined portfolio of both health and social care experience countrywide, working within corporate structures and smaller, localised services for older people, LD and Mental Health services. Holding both community based services and supporting independence service contracts, BTTC's current customer base includes the delivery of both contacts with KCC and privately. BTTC strives to ensure the appropriate choice is available to its customer, by working in partnership with other providers for additional specialist services and also voluntary sector groups. Led by the specialist nurse, whose experience in supporting the person rather than the condition has enhanced our holistic approach to an individual's health and social care needs.

Our proactive approach is to continually assess the changes which relate to a person's present and future life style. Changes related to receiving a diagnosis. We endeavour to assess the levels of stress, depression and anxiety that maybe caused by the immediate change in their health, whether this be mental or physical. We focus our own staff's development on a blended approach suitable to the needs of the service user and the skills of the identified staff member. The differing ways of being able to deal with life changes are idiosyncratic to each individual. For this reason our specialist areas ensure that we are able to offer support at the appropriate level of understanding for the person.

By contributing to the care of service users with varying levels of cognitive skills we aim to enable them to continue to maintain a high quality of life.

Liaison Mental Health and Learning Disability Nurses offer support to fellow professionals and relevant others involved in a person's care.

By sharing skills we safeguard a person, ensuring that they receive the holistic care required at all times. In such a way that their needs are not intensified.

Mental Health and Learning Disability Services including advocacy, day care, hospitalisation/appointment support, behaviour modification and cognitive therapy.

For dementia sufferers and families support of a Dementia Champion.

We have no regulatory requirements from CQC.

Our team are actively involved in the care alliances formed in Kent to support a wider understanding of the sector as a whole and develop collaborative working. Both the CEO and Finance Manager are chairs of these organisation and instrumental in encouraging and supporting partnership working at all levels.

Our network profile is for the integrated health and social care delivery for people living in the community with a specific focus on those people living with dementia and mental health services. We are interested in developing our network profile to the integration of health and social care support for LD services.

Organisation Profile

Organisation Name	Canterbury and District Mental Health Forum
Organisation/Sector Type	Voluntary sector, registered charity.
Contact Name (that you are happy to be shared)	Mark Kilbey
Email address (that you are happy to be shared)	hello@cadmhf.org.uk

Concise Organisation Profile

Canterbury and District Mental Health Forum (CADMHF) was established in 1996 and works across this area and more broadly across East Kent. We support people with mental health problems to work towards and maintain recovery, and work with strategic partners to improve services for mental health service users. CADMHF has three Service Level Agreements with KCC: to provide a mental health service user forum; to provide the payment of out of pocket expenses for service users and carers for their involvement work with statutory services; and to provide a Peer Support Brokerage service to mental health service users to assist them to access direct payments and community resources. In addition, we have also received funding from Canterbury and Coastal Clinical Commissioning Group (CCCCG) to provide further training for Peer Support Brokers and to run three Peer Support Groups for people with an eating disorder, personality disorder and a long term condition as well as providing training and mentoring of those who wish to have their voices heard in the commissioning and delivery of services.

Structurally, CADMHF has a board of trustees, all of whom have personal experience of mental health problems and currently all volunteers and staff also identify as having been or being a mental health service user. Our stakeholders are people who have personal experience of a mental health problem, current or past, their carers and we also work collaboratively with other organisations who provide services to service-users and carers.

Our approach to learning and development is that it should be experiential and meaningful and based on the skills, experience and knowledge that participants bring to their own development. We have considerable experience of providing training to people who identify as mental health service users and those in other organisations; for example we have trained Kent Police Special Branch in mental health awareness. For training to be effective, it must have measurable outcomes and lead to enhanced abilities and knowledge and so we base our training on research and current best practice.

With regard to regulatory requirements, we are registered with the Information Commissioner's Office and have all appropriate insurances in place.

As a provider to KCC, we clearly work closely with this organisation. However we also have close links to KMPT, engaging with them from practitioner to senior management level, with

CCCCG and with many other providers of services. We have close links with other service user forums through the Council of East Kent Service User Forums, which we administer, and with local carer organisations.

We would like to be considered for the provision of services directly to people with mental health problems; this is where our expertise lies and what we are good at. We have many years' experience of direct service provision and as a 100% service user led organisation are ideally placed to design, develop and deliver services to people with mental health problems. We see ourselves as being able to work with a number of partners to be a strategic partner in the delivery and management of services for people with mental health problems throughout Kent.

We would like to work with partners to develop services which are focussed on the needs of service users and which involve them at the core of those services. A service which does not have the service user at the heart of its delivery model is unlikely to be able to fully meet their needs; as service users with professional skills, we are ideally placed to promote this approach and ensure that services are fit for purpose.

Organisation Profile

Organisation Name	Canterbury umbrella centre
Organisation/Sector Type	Informal day service
Contact Name (that you are happy to be shared)	Eileen Shrubsole
Email address (that you are happy to be shared)	Eileen@canterburyumbrella.co.uk

Concise Organisation Profile

The Canterbury umbrella centre supports people on a social basis, promoting positive mental health, wellbeing and active involvement within the community. We are open 6 days a week to anyone who is experiencing or affected by mental health or feeling isolated or lonely. As part of our support we provide activities and outings for affordable prices, inclusive of what our members' want and require in developing their skills sets.

We aim to help people within the community to achieve their goals and be able to feel comfortable and accepted in the centre, as socialising can aid in recovery and continued wellbeing.

Organisation Profile

Organisation Name	Catch22
Organisation/Sector Type	Company Limited by Guarantee and Registered Charity
Contact Name (that you are happy to be shared)	Ruth Marriott
Email address (that you are happy to be shared)	Ruth.marriott@catch-22.org.uk

Concise Organisation Profile
<p>A forward looking social business, Catch22 has over 200 years' experience of providing services that help people in tough situations to turn their lives around. Our services and programmes are designed to help those we work with do well in school, develop skills for work, gain employment, desist from offending and ultimately lead more fulfilling lives within their communities.</p> <p>In 2012/13 we worked directly with 34,758 young people and supported a further 61,381 through national partnership programmes. In total we touched lives of over 96,000 people.</p> <p>Catch22 delivers services across four distinct themes (although many of the issues we deal with are overlapping):</p> <ul style="list-style-type: none"> • Education • Justice - Youth and Adult • Apprenticeships and Employability • Young People and Families <p>In 2008 Catch22 was created as a new registered charity and Company Limited by Guarantee created from the merger of Rainer and Crime Concern. Prior to this in 2007 Rainer acquired Communities that Care (registered charity). Communities That Care was wholly incorporated into Rainer and now Catch22.</p> <p>Catch22 Social Enterprise Limited was incorporated on 19th March 2007 but remained dormant until January 2010 when it began trading as Auto22. Until 14th February 2012 it was wholly owned by Catch22 –since then Catch22 have owned 62.5% of the share capital.</p> <p>In 2012 Catch22 acquired the Parent Pupil Partnership, a company limited by guarantee. Parent Pupil Partnership is a subsidiary of Catch22 and wholly owned by Catch22 Charity Ltd.</p> <p>Catch22 is a Social business. We maintain a strong ethical and values led approach combined with sound commercial and business skills.</p> <p>We are the originators of public service establishing our first "schools" for disadvantaged young people as far back as 1788. Today we provide a wide range of public services for a variety of commissioners. We are committed to the notion of co-production and design of user focused services. We work to a set of values that drive our behaviour. We are:</p>

- Fearless
- Original
- Non-Judgemental
- Results Driven.

These values inform our common methodology and are imbued through our staff induction and development programmes. Catch22 strives to transform the lives of those we work with.

Catch22 is a 200 year old organisation operating across the UK. We employ over 1000 people delivering a range of services. In 2012 our turnover was £54m and we have a clear plan for onward growth over the next three year period. Catch22 has a strong balance sheet with reserves of over £10 million.

We have a centralised HQ in London and our support services are housed in Kent.

The organisation is exceptionally well governed with a Board comprising significant commercial, financial, legal and operational expertise. The main Board works through a number of sub-boards which include the Audit Committee, a Finance and Business Committee, Governance and Remuneration Committee.

At this stage we are considering all areas for developing the delivery network.

Organisation Profile

Organisation Name	Catchinglives
Organisation/Sector Type	Homelessness and Mental Health
Contact Name (that you are happy to be shared)	Terry Gore
Email address (that you are happy to be shared)	terry@catchinglives.org

Concise Organisation Profile

Catchinglives' operates a daycentre and mental health outreach service. We work with the homeless and socially excluded people in the community to :

- support and enable each client to increase their sense of personal responsibility, motivation and self worth.
- improve the physical and mental health, of each client, by supporting them to take greater responsibility for their health management toward personal recovery.
- motivate each client to achieve positive steps toward independent living.

Interventions to achieve objectives

To this end, a combination of several different types of interventions are available on site; basic services such as nutritious meals, showers, laundry, clothing, a postal address and IT; health services providing access to the Mental Health Outreach Service, assistance in registering with a GP; referral to specialist agencies; social and emotional support offering pastoral care and crisis recovery support; advice, advocacy and referral, giving housing advice, benefits advice; we engage clients in work related learning and meaningful activities, recreational and community activities, literacy and numeracy support.

We work in partnership with many sections of the local community, statutory and voluntary, to deliver our services. We are currently delivering a project alongside the DWP. We also operate an annual rolling winter shelter, the Canterbury Community Shelter.

We are a local, Canterbury and East Kent based charity and intend to remain that way. We are interested in developing the mental health part of what we do, but as it pertains to the rough sleeping and homeless clients that we work with. We want to continue to develop our local community links and our training programme, which we would hope to deliver to local partners.

Organisation Profile

Organisation Name	CCK SUPPORT LIMITED
Organisation/Sector Type	MENTAL HEALTH/DOMICILIARY
Contact Name (that you are happy to be shared)	DEE BYRON, KATE ARNOLD OR DEBBIE ROWDEN
Email address (that you are happy to be shared)	info@ccksupport.co.uk

Concise Organisation Profile

- CCK Support Ltd is a relatively new company, running for nearly 2 years. We specialise more in Mental Health, Brain Injury and gaining a reputation for Challenging Behaviour. All of our staff are DBS checked, 2 references with all mandatory training plus specific other training suited for various client needs. Over 90% of our staff hold a NVQ or currently undergoing a QCF diploma. Our staff work very much as a team and achieve some fantastic results to enable service users to stay in their own home. Staff are matched to achieve the best results by working with the service user. Promoting independence and quality of life for all of our service users is our Mission, Purpose and Objective.
- Our Organisational Structure is: Registered Manager, Co-ordinator, Senior Support Workers, Support Worker, Trainee Support Worker. We don't currently hold a contract with KCC so all of our service users have come primarily from recommendations from Home Treatment Team, care managers, CPNs, etc.
- Regular supervision is held with all of our staff members, to listen to their views, highlight any problems that may need dealing with and highlight any training requirements that may be needed. We have recently changed our training provider from Social Care TV (as felt that this was a bit basic), to a more indepth training provider called Butterfields. We also attend external courses for specific areas of training that is needed. We encourage every staff member to train to the highest level that they wish to achieve. We have found that the way that we work, listening to staff and service user needs, working as a team, since we started the company January 2013, we currently now have 21 members of staff and only 1 member of staff have left us, reluctantly, and that was due to a university placement coming up.
- Our Regulatory body is CQC.
- We are currently working with Psicon that specialises in Brain Injury. Other than that we are with KCCA, Citizenship Business Club, FSB, Friends with Dementia
- The areas we wish to be considered for are:- Canterbury, Whitstable, Herne Bay, Faversham and surrounding areas.
- Future areas we would like to expand in are Sittingbourne and Thanet

Organisation Profile

Organisation Name	Centra Care and Support (Part of Circle Housing)
Organisation/Sector Type	Supported Housing/Domiciliary care/Supporting Independence provider Registered Social Landlord
Contact Name (that you are happy to be shared)	Kevin Prior
Email address (that you are happy to be shared)	Kevin.prior@casasupport.org.uk (pre January 2014) Kevin.prior@circle.org.uk (post January 2015)

Concise Organisation Profile

Circle Housing is a Group which is growing, developing and reshaping. We are proud of what we have achieved to date in helping to enhance life chances for our customers and people.

Our goals and vision for Circle Housing set out where we want to get to and why, and our business plan describes how we are going to get there. To make sure that we are all acting in a way which helps us to achieve what we want, we have values.

Human focused - Circle Housing puts our customers and our people at the heart of everything we do.

Stronger together - Circle Housing is a joined up team working together for the same purpose.

Moving forward - Circle Housing is optimistic, passionate and forward-thinking. If there is a better way to do something we are confident we'll find it.

Efficient - We know how to get things done and we deliver value every day.

Circle Housing's partners include 9 Registered Providers (RPs). Circle Housing Circle 33, Circle Housing Mercian, Circle Housing Merton Priory, Circle Housing Mole Valley, Circle Housing Old Ford, Circle Housing Roddons, Circle Housing Russet, Circle Housing South Anglia, Circle Housing Wherry Housing

Centra Care and Centra Support (formerly Circle Support) provides services that range from domiciliary care and sheltered schemes to prevention, mediation and tenancy sustainment services.

Working in partnership with the Group and local authorities, Centra Care and Centra support enhance the life chances of more than 5,500 people living in sheltered and supported housing or in their own homes.

We support:

- Learning disabilities via support services and accommodation
- Mental health through specialised support services
- Older people with housing and support services that maximise life choices and independence
- Women escaping from domestic abuse
- Specialist Housing Management services for 3,200 people living in sheltered and supported housing
- Tenancy Sustainment services for people with financial and mental health needs
- Young people who are homeless or at risk of homelessness with accommodation and support.

We currently provide a wide range of services for hundreds of local authority partners and housing associations as well as our own internal Circle Housing Group partners.

Where contracts and services require us to work with other organisations to enhance our offer we will do so, for example in Tower Hamlets we are the lead care provider in a consortium including specialist services St Hilda's, whose care arm specialises in Bengali service users, The Chinese Association of Tower Hamlets (CATH) and the Community of Refugees from Vietnam (CRV).

As traditional budgets are cut and health and social care services converge we are looking for ways to work innovatively and differently to continue to deliver high quality services to our customers. Together with our partner Centra Pulse we are trialing a number of integrated offers to help our corporate customers deliver more for less.

Centra Pulse & Connect

Our business partnerships are built on key principles around service quality, shared objectives and value for money. We are the partner of choice for numerous local authorities, housing associations, charities and private organisations. We provide quality customer focused services to over 100,000 end users.

Assistive technology is key to improving services and driving efficiency. Our investment in our new technology platform UMO last year means that we are fit for extensive growth and can support any potential partners to grow with us. We offer a wide range of service 24,7, 365 days a year so can tailor solutions to meet your need.

In the past year over 98% of our customers surveyed told us they were satisfied with the social alarm and monitoring services we provide at Centra Pulse.

Product innovation and telehealth

Following our investment last year into a new technology platform – the Verklizan system, UMO, we are able to work with a wide range of technology partners to deliver tailor made services to the NHS. We know however that it isn't about the equipment but the design and implementation of any telehealth service. For this reason we are working on integrating a range of products and working with partners that will allow us to provide a broad range of

new offers to both our corporate customers and individual payers of services. Some of the products and services currently in development include:

- Mobile telecare
- Automated SMS welfare checks and medicine reminder services
- Dementia services including the use of assistive technology to provide support and keep people safe
- Home from hospital services – a tailor made package of care and assistive technology

We are interested in developing our offer across the whole spectrum of mental health provision. We would look to work with other providers as a lead provider.

Organisation Profile

Organisation Name	Charlton Athletic Community Trust
Organisation/Sector Type	Charity
Contact Name (that you are happy to be shared)	Carl Krauhaus
Email address (that you are happy to be shared)	carl.krauhaus@cact.org.uk

Concise Organisation Profile

"Using the power of football and sport, Charlton Athletic Community Trust works in partnership with local communities to empower individuals to improve their lives and their environment. The types of programmes delivered by the Trust fit under five key aims: raising educational achievement, creating pathways to employment, building healthier lifestyles, bringing communities together and reducing crime."

The Trust exists specifically to:

- Deliver initiatives within the community designed to lessen the social exclusion caused by the effects of poverty, old age, disablement, health inequalities and economic deprivation;
- Advance education within communities, including social, physical and vocational training, the provision of training for unemployed persons and adult education;
- Provide or assist in the provision that are in the interests of social welfare, of facilities for recreation and other leisure time occupation for those within the community who have special need of such facilities;
- Promote the health of the community by the provision of facilities for playing football and other healthy sports and activities
- Promote good citizenship within the community
- Promote harmony between persons of different ethnic and cultural backgrounds within the community.

The Trust's principal strands of work are

Football and Sports Development

Social Inclusion

Disability & Mental health

Education

Health Improvement

Crime reduction

The organisational structure is listed below

Board of Trustees

CEO

COO

Director of Sports Development and education

Director of Youth and Social Inclusion

Senior Management team

Middle Management Team

Project Officers/support staff
Sessional staff

Our customers/stakeholders include

Local government, London boroughs of Greenwich, Bromley and Bexley, Kent County council, Oxleas NHS Foundation Trust, Kent and Medway NHS trust, Time to change, Big lottery, Football league, Metropolitan Police, Kent Police, Kent FA

Areas we would like to be considered for network delivery

We would like to be considered for the continuation of delivery of our activity project to young people in Kent who have been diagnosed with a first episode of psychosis. We have been delivering this project in partnership with Kent and Medway NHS trust and their early intervention in psychosis teams for the last 6 years. The project provides prolonged and varied activities for young people. The activities are designed to raise self-esteem, levels of confidence, physical health which all aids in and promotes the recovery process of the young people.

•Areas you would like to develop

We would like to develop a similar model of delivery to younger people who have been identified at risk of mental illness. Delivery to this age group would be similar to the main project which would include a full and varied programme of activities. We would also like to look at breaking down the stigma surrounding mental health in the school stage which would in turn prevent discrimination and stigma at a later stage in young people's lives.

Organisation Profile

Organisation Name	CROSSROADS CARE WEST KENT
Organisation/Sector Type	CHARITY
Contact Name (that you are happy to be shared)	IRENE JEFFREY
Email address (that you are happy to be shared)	Irene.jeffrey@crossroadswestkent.org.uk

Concise Organisation Profile

Crossroads Care West Kent is a Charity which has been delivering Carers support in the West Kent area for over 25 years. The Charity has a Board of Trustees drawn from a cross-section of local Carers, local businesses, health professionals, education and others. Crossroads Care West Kent is a member of Carer Trust, the largest national charity dedicated to promoting Carers issues.

As a Charity our mandate comes from the Carers that we support, ensuring that we provide quality, professional, empathetic services dedicated to supporting them in their caring role. We support Carers of all ages, disabilities and health conditions and our services are based in the communities that we serve, delivered by local staff who live in, and contribute to, their local communities. This local feel means that we are aware of local agendas and can be responsive to local need.

We work in partnership with Crossroads Care East Kent ensuring that Carers across Kent benefit from the same services, delivered to the same policies. We have a combined workforce of over 200 staff supporting more than 2,000 Carers each year. We are registered with CQC.

Further information about our organisation and our services can be obtained by contacting:

Irene Jeffrey
Chief Executive
Crossroads Care West Kent
Email: Irene.jeffrey@crossroadswestkent.org.uk
Phone: 01622 817114

Organisation Profile

Organisation Name	CXK Ltd
Organisation/Sector Type	Registered UK Charity Private Limited Company with Limited Guarantee
Contact Name (that you are happy to be shared)	Julie Stones
Email address (that you are happy to be shared)	JulieStones@cxk.org

Concise Organisation Profile

CXK is a large charity that supports young people (YP) and adults (particularly those who are vulnerable or at risk of social exclusion) to develop their skills, raise their aspirations and reach their full potential. We also help employers to develop their workforce and reduce unemployment. Our vision is "That children and young people live in a world where they are heard, valued and supported to have and realise their aspirations and be resilient to the challenges of life." We achieve this by ensuring that "Children, young people and their families have access to high quality services that encourage, inspire and support them to be resilient, resourceful and make the most of their lives." Our Services include:

- Careers guidance, advice and work related learning for vulnerable young people and adults (including the National Careers Service);
- Mental health & wellbeing services (Young Healthy Minds);
- Leadership & Development programmes for young people including the National Citizen Service and the Prince's Trust team programme;
- Management of youth centres and a mobile youth service (Community Activity teams);
- Training Programmes for those not in employment, education and training (European Social Fund);
- Accredited training for adults and professionals working with young people
- Parenting programmes and family workshop

As a charity, any surplus is reinvested into developing new and innovative projects for the benefit of clients. CXK work with a number of stakeholders and have long standing relationships with many of them. Stakeholders include: employees, suppliers, delivery partners, clients, young people, adults, subcontractors, local authorities and councils, VCSE organisations, MP's and councilors and other businesses and charities.

Please **see attached** 'Contract Structure Chart' as a pdf which outlines the internal structure of the organisation.

All CXK staff and volunteers receive a company induction (including our policies and procedures), to the project they work on and mandatory training on safeguarding and equality and diversity. Volunteers are offered the same package of training as staff with minimum requirements for: safeguarding and professional boundaries; managing challenging behaviour; and e-learning on topics related to the work they do with the organisation.

At CXK we believe passionately in delivering quality services for YP and their families to achieve this we have developed implemented the CXK performance management framework (PMF) which brings together the strategies, plans, policies, quality of life indicators with performance measures to enable customers, employees, managers and stakeholders to see how we 'measure up' compared to previous performance and other services/area. It provides a consistent approach ensuring performance and quality are monitored, reviewed, reported and managed at all levels within CXK and across our supply chain. We are ISO9001, IIP, Matrix and Merlin accredited. The key principals underpinning our PMF are:

- Clear vision, purpose and focus on outcomes
- Commitment to and enthusiasm for realising customer aspirations and maximising their potential
- Robust planning, monitoring and review systems, including effective, proactive customer engagement
- Frequent gathering of factual, objective information and data for performance and quality assessment and to satisfy evidence criteria and contract requirements
- Strong and responsive partnerships underpinned by robust agreements for subcontractors

Our success criteria for contract and performance management are:

- Service delivery is at least Good (Ofsted 2) and responsive to customer needs
- Actual and forecast performance against and KPIs is within 5% of profile for each delivery channel
- The expected business benefits, efficiencies and value for money are being achieved

CXK are a key member of two consortiums, The Kent Children and Families consortium – which is made up of local regional and national organisations. The Reachfor consortium which is a national consortium made up of careers management organisations delivering large scale contracts across the UK.

CXK are interested in working across the network and delivery as a strategic partner and as an end to end service provider.

The areas CXK are interested in developing are ensuring that there is a whole service approach with seamless transition pathways between the differing tiers of service provision and that step up and step down routes are planned and clearly identified including routes between children's and adult services with a parity of thresholds and service offer.

CXK are also interested in working across agencies to develop a wraparound approach to early help and identification of need and reducing response times to prevent escalation.

Organisation Profile

Organisation Name	Demelza Hospice Care for Children
Organisation/Sector Type	Registered Charity – Children’s Hospice
Contact Name (that you are happy to be shared)	Estelle Hudson, Statutory Sector Relations Manager
Email address (that you are happy to be shared)	Estelle.hudson@demelza.org.uk

Concise Organisation Profile

Demelza provides specialised support and care for children and young people with life-limited and life-threatening conditions, and their families.

Our services include:

- Concerted emotional support for the affected child and their family, including siblings, parents and the wider family network.
- Couples counselling and group work
- Pre-bereavement and post-death support for families
- Music, art, play, play specialism, and complementary therapies
- Transition support for young people up to the age of 25 including provision of social opportunities; development of independent living skills; moving on from children’s services; and preparing for end of life.
- Practical support for families e.g. liaison with social care, support with grant applications
- Safeguarding and specialist social work function
- Awareness raising and bereavement de-briefs in schools for both pupils and staff

We work in partnership with a range of organisations including KCC Education, Disabled Children’s Teams, EllenorLions (ChYPS Team), and Primary Care Mental Health, Tiers 1 & 2: CAMHS & AMHS, and other voluntary sector providers.

Service user involvement is important to Demelza and we have a number of service user forums including those for affected children, families and siblings and use evaluation tools such as Service User Self-Assessment [CORE-5/10/18, GAD, SDQ]; Practitioner Registration [HCPC & BACP / UKCP] , and use of technology aided communication devices to promote independence and active involvement.

Demelza is a CQC registered provider governed by Health Care Professional Council and British Association for Counselling & Psychotherapy. Demelza is also

affiliated to Play Therapy UK, British Association of Music Therapists, and British Association of Art Therapists. Family Support Services are trained, registered and highly skilled practitioners.

We would like to be considered for work relating to those services listed above.

Organisation Profile

Organisation Name	Dartford, Gravesham and Swanley Mind
Organisation/SectorType	Voluntary Sector registered Charity and Registered Company
Contact Name (that you are happy to be shared)	Justin Bateman
Email address (that you are happy to be shared)	Justinbateman@dgsmind.co.uk

Concise Organisation Profile

- Organisational Description (History/Mission/Purpose/ Objectives/Main area of business)

Founded over 45 years ago, we are an independent mental health charity affiliated to national Mind, and thereby having links to the other Local Mind Associations which operate in Kent, and throughout England and Wales. Our overall purpose is to provide services for people with mental health difficulties in the areas we serve, and we base these firmly on concepts of recovery, empowerment and social inclusion. We also have a role in campaigning for better services overall for people with mental health issues, and in raising public awareness of mental health issues.

We have expanded significantly in recent years, and turnover this year looks set to exceed £1million. We have an office base in Dartford, and from this month, one in Gravesend too which we are opening not just because the expansion of our workforce requires additional premises, but because we believe in local people having local services. We deliver these services for approximately 13 community venues, including Leisure Centres, Libraries, etc

- Organisational structure Customers/stakeholders

The elected Board of Trustees is the ultimate authority in the organisation, and delegates the hands-on running of the organisation to the CEO. We currently run 4 departments, each with their service manager. These are: Supported Housing, Primary Care Psychological Therapies, Community Services and Low-cost Counselling. We provide services to around 2000 people in a year, covering the whole range of mental health issues from those with enduring issues who might feature as regular users of our services, to those who require short term therapeutic help. We employ 32 staff, support 60 volunteers and make use of 17 sessional therapists.

- Approach to evaluation/learning and development

We have a strong track record of evaluating our services, and making improvements

based on the findings of these. A recent global survey of service-users across all departments found that extremely high levels of satisfaction were obtained. The national measurements used to monitor our psychological therapies showed that we score way above national averages in our recovery rates. We have a mandatory 3 day training event for all staff and volunteers, acclaimed by external assessors, and compile a training matrix as part of the annual planning cycle. Staff are encouraged to study for appropriate qualifications, and have for instance recently variously achieved qualifications in High Intensity CBT, Housing Management, Counselling, Supervision, Psychological Wellbeing Practitioners. We host placements for Social Work Students, Trainee counsellors and mental health nurses.

We welcome assessment by various quality assurance systems, and have awards in Mind Quality Mark (endorsed by the Charity Commission), Investors in People, and the Mentoring and Befriending Foundation.

- Partnerships/Affiliations

We have formal partnerships with the West Kent Advice Together Partnership, and with Dartford CAB. We are always interested in working in partnership with others, where this is beneficial for our services users: for instance, we have informal agreements with several other local agencies to improve service delivery (Theatres, Arts Organisations etc). Backed by substantial internally-generated development funds, we are open to all approaches that would further our mission over a wider area.

- Areas you would like to be considered for the delivery network

We are interested in delivering services and being involved in strategic partnerships across the whole of the North Kent Area, particularly Dartford Gravesham and Swanley and Swale, if that is to be the way services are configured.

- Areas you would like to develop

We are keen to create peer support mechanisms. We are developing successful Mindfulness services. Our experience with running Coping with Life Courses is also ripe for expansion. While it perhaps is not immediately relevant to this workshop, our 3 year strategy sees us developing services into Medway, working more with people under 18 and improving benefits advice to people with a mental health issue. We have recently moved into work with secondary schools in our home area.

Organisation Profile

Organisation Name	Dover Counselling Centre
Organisation/Sector Type	Charity
Contact Name (that you are happy to be shared)	Christine Atkin
Email address (that you are happy to be shared)	chris-atkin@tiscali.co.uk

Concise Organisation Profile
<p>Organisational Description - The Dover Counselling Centre (DCC) was formed in 1988 taking over in title from the Herald Assistance Unit, a service set up by Kent County Council following the <i>Herald of Free Enterprise</i> Ferry Disaster in 1987. Today the Centre is virtually self-financing through its provision of services to businesses, statutory organisations and the community. DCC is a registered company number 2334448, and a registered charity number 800988.</p> <p>Objectives - The principal objectives are to provide counselling, consultancy and educational services to individuals, families and professional workers and to benefit the community.</p> <p>Organisation - The board of DCC is currently made up of six Trustees with backgrounds in both public and private organisations, with skills ranging from human resources, health and safety, occupational health and counselling.</p> <p>DCC's management structure consists of a General Manager and Training and Clinical Manager and there are seven administration and support staff are all trained in dealing with distressed clients and distressing calls.</p> <p>DCC has a register of counsellors covering the UK and ensures that its Counsellors are trained to at least Diploma level or equivalent in counselling with at least 2 years post diploma, supervised time limited, counselling experience, and that they abide by the British Association of Counselling and Psychotherapy Ethical Framework for Good Practice. Counsellors must also be BACP, UKCP accredited, or working towards accreditation or having BPS chartered status. All must attend regular supervision for their work with DCC</p> <p>Risk Management - The trustees actively review the major risks that the charity faces on a regular basis and believe that increasing reserves, combined with an annual review of the controls over key financial systems, will provide sufficient resources in the event of adverse conditions.</p> <p>Activities - In the period that DCC has been in existence counselling in the community has</p>

become recognised as a valuable service. Within this framework DCC has achieved the recognition and respect of those within the industry particularly since it has promoted self-regulated quality and professional service.

Employee Counselling Service - DCC provides an employee counselling service, contracting with organisations both local and further afield, including NHS Trusts, to provide an employee counselling service to their staff. This service helps DCC to continue with its community service by part funding the staff costs and premises from which it operates.

NHS Psychological Therapies: DCC's workload has more than doubled with the commencement of the NHS Psychological Therapies Service. DCC now covers Thanet, Dover District and Shepway along with a smaller service in the Canterbury area.

Community Work: DCC offers a confidential, self-referral, community service to those aged 14 years onwards, offering a rapid response to those who not eligible for NHS psychological therapies or any other Services and do not have the means to pay for counselling.

Following a successful project, funded by Awards for All, DCC continues to work with Migrant Help, working with victims of human trafficking. DCC also works with Bechange, and, over the years has provided counselling to service users and clinical supervision and training to staff.

Annually, DCC provides training to organisations also arranges annually a programme of Continuing Professional Development training courses for its counsellors which is also open to those not connected with DCC.

Evaluation and Monitoring - DCC monitors and evaluates all its services, tracking progress through monthly statistical returns and evaluations.

All service users are involved in the development of the services by giving DCC detailed feedback on their experience. By responding to the perceptions, suggestions and constructive criticisms, DCC is in a position to modify and develop the service that service users receive, ensuring they receive the service that is best fitted to their needs.

Future Plans - The Board of Directors, together with the management team, meet regularly to discuss the future direction of the business, its aspirations, needs and opportunities. As always, the objective is to keep DCC financially healthy whilst maintaining its integrity and reputation as a commercial and community service.

Employee Counselling - . DCC's objectives are to increase the number of tenders competed for in all parts of the UK and to ensure companies and organisations are aware of the excellent training and other services on offer. At the same time, ensuring its existing customers, continue to receive the first class service they are used to

Community – Partnership working with other agencies to expand the community service by offering more free early intervention services for young people and adults.

Accreditations- DCC's aim is now to obtain organisational accreditation with the British Association for Counselling and Psychotherapy.

Organisation Profile

Organisation Name	Eden Counselling and Training
Organisation/Sector Type	Private Company
Contact Name (that you are happy to be shared)	Claire Kirrage
Email address (that you are happy to be shared)	Claire@edencounsellingandtraining.co.uk

Concise Organisation Profile

Eden Mission:

Making Life Better.....By giving children & young people and families the therapeutic support they need. AT THE TIME THEY NEED IT

Eden Aims:

- To make a positive difference in the lives of children, young people and families **by**
- Providing specialist therapeutic sessions **and**
- Professional training & consultancy **with**
- Qualified and experienced staff & therapists.

Eden Structure:

Directors- Bradley and Claire Kirrage

Clinical Manager & Clinical Supervisor- Lorna Nash & Denise Askham

Service Co-ordinator- Lesley Read

Sessional Counsellors (Various)

Student Counsellors (Various)

Evaluation, Learning and Development:

Evaluation- self evaluation (child, young person, parent, adult, delegate). Clinician evaluation using specific and related measures ie, CORE, SDQ, Leven scales and Eden HHA1.

Learning and development- Eden provides team and external CPD, supervision, consultancy and peer support.

Regulatory requirements:

Eden Counsellors are individual members of British Association for Counselling and Psychotherapy (BACP) and are bound by its ethical framework for good practice in counselling and psychotherapy and subject to the professional conduct procedure.

Partnerships and affiliations:

Virtual Schools Kent (VSK)

Primary and Secondary schools

Areas to be considered for delivery network:

Outcomes to be measured

Areas to develop:

Outcomes to be measured

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Organisation Profile

Organisation Name	Faversham Umbrella
Organisation/Sector Type	Charity – Mental Health
Contact Name (that you are happy to be shared)	Jackie Kelly
Email address (that you are happy to be shared)	faversham@btconnect.com

Concise Organisation Profile	
<p>The Faversham Umbrella was set up 22 years ago to provide a community support centre supplying facilities for recreation, education, refreshment, companionship, encouragement, friendship, and general care. We aim to boost our members self esteem and confidence so they can successfully integrate back into the community, rather than feel isolated by their illness.</p>	
<p>We act as a lifeline to local people who have suffered varying degrees of mental health trauma whether it be short or long term, and we also serve as a place where members of the local community can come to enjoy friendship and activity. The ‘Puddles Café’ offers light refreshments at a very reasonable cost, and there is an opportunity to play table tennis, bingo, darts, Wii fit, and pool. There are a range of arts and crafts activities to join in with and basic IT help is on offer. The Centre also organises trips, quizzes, pool and darts competitions and other activities.</p>	
<p>We are in the process of updating and redecorating the Centre, and reorganizing the activities and support we can offer. We always welcome new visitors and members, and urge people to come and see for themselves what the Centre is about. We also welcome any new ideas for improvements and offers of help.</p>	
<p>As a newly appointed Manager of the Centre I am looking at ways to increase membership and explore ways to increase revenue whilst looking to establish partnerships.</p>	

Organisation Profile

Organisation Name	Folkestone and District Mind
Organisation/Sector Type	Voluntary
Contact Name (that you are happy to be shared)	Michael Lake or Pam Comber
Email address (that you are happy to be shared)	contact@folkestonemind.org.uk

Concise Organisation Profile

Folkestone and District Mind has been operating for over 20 years. It has a broad mission statement to “ improve the quality of life for those experiencing mental distress and support positive mental health and wellbeing “. FDM’s core offer is aimed at people with complex and enduring conditions for which the desired outcomes are to;

- Promote independent living using a person centred approach
- Improve access to therapeutic interventions and wellbeing activities
- Improve access to learning opportunities
- Reduce social isolation
- Promote engagement in meaningful activities
- Suicide prevention

Folkestone & District Mind (FDM) is affiliated to National Mind but operates as an independent Charity and Company Limited by Guarantee with its own Board of Trustees . It is bound by Charity Commission regulations and National Mind Quality Standards but has been considering a social enterprise model for the delivery of some of its newer services. It actively encourages people who access the service to get in involved in both design and delivery where appropriate.

FDM has 17 part time staff who have considerable experience of working with this client group. It has a number of assets including two shops and the Resource Centre, located in the town centre, which it owns outright. It also has a healthy balance of reserves which presents an opportunity for innovation. FDM has an excellent track record in obtaining grant funding for a range of activities and provides a number of services in addition to those publicly commissioned.

FDM works in partnership with a number of organisations and agencies and has done so for many years. It has strong links with the Community Mental Health Team. FDM recognises that partnerships and practices change and is responding accordingly. For example, FDM is currently housing the Kent Sheds Project run by the Shepway Volunteer Centre , supporting war veterans and the Nepalese community in particular, in addition to IAPT services operated by Dover Counselling.

Folkestone Mind’s current area of benefit is Shepway but the organisation is able constitutionally to offer and develop services across South Kent Coastal boundaries. The view of the organisation is that

there is a need to develop better integrated services with like minded and mindful providers. FDM would therefore like to work with Organisations who share a similar philosophy and are genuinely interested in being at the forefront of the change that is taking place. The areas we would like to develop specifically are as follows;

- An holistic service that recognises the interdependence of physical and mental wellbeing
- Improved local access to psychological and talking therapies
- Better access to alternative therapies including Mindfulness
- Provision of a wider range of evidenced based wellbeing activities
- Establishment of a functional “non psychiatric care” driven Crisis Management Service
- Exploration of new approaches to the sustenance of mental wellbeing
- Joined up and relevant adolescent wellbeing services
- Social enterprise per se

Organisation Profile

Organisation Name	The Garden Gate Project Ltd
Organisation/Sector Type	Charity
Contact Name (that you are happy to be shared)	Paul Boyce
Email address (that you are happy to be shared)	gardengateproject@yahoo.co.uk

Concise Organisation Profile

The Garden Gate Project Ltd is a charity working within the local community helping adults with learning disabilities, mental health issues or both. We are situated in Northdown Park, Cliftonville, and our service users come from all wards in Thanet and surrounding areas. We provide a safe and secure environment where adults are able to socialise and help in the garden. We have a full time manager, an administrator, a green wood work specialist, three part time staff and volunteers who provide support. Horticultural therapy is proven to assist mental health recovery. In Thanet there are very few places for adults with mental health issues to go where they can feel safe and have a positive impact on the local community. All our staff and volunteers are DBS checked.

The Garden Gate Project supports service users in a working environment and actively encourages them to engage and improve their mental wellbeing by...

- Connecting with the people around them – Working together as a team and encouraging users to become involved in projects at their own speed. Developing relationships with other users of the garden and feeling valued as a member of the garden. With our open door policy, users families, friends, colleagues and neighbours are also welcome to visit the garden and come along to regular open days, craft and music events. In addition we encourage the local community to volunteer which helps break down the barriers of ignorance and misunderstanding on both sides. This year the garden won the Gold Award for the Kent Wildlife Trust 'Wild about Gardens' Competition for Community garden of the year.
- Being active – Being in an outdoor environment, users are involved in the up keep of the garden, new projects and workshops dependant on their individual skills and physical abilities. The garden encourages our members to find an activity in the garden that they enjoy and make it a part of their visit. We are cycle friendly and promote healthy eating, utilising fresh seasonal produce from the garden.
- Learning – learning new skills gives our users a sense of achievement and a new confidence. We hold regular floristry courses, seasonal arts and crafts, deliver a gardening course via a community learning program via East Kent College. Users are encouraged to learn about and cook produce from the garden. An introduction to learning can help open new doors and ignite new interests that will support users on their future path.

- Giving to others – being part of a local community group and making a difference improves wellbeing and helps build new social networks. We encourage users to help and support new users of the garden, and work with others towards a shared goal. Our Code of Conduct ensures that all users are treated with respect and show respect for others.
- Being aware – Users are in a peaceful environment where they can reflect and be more aware of the present moment, including feelings and thoughts and the world around them. This "mindfulness" helps them to connect and refresh their mind set to enable them to make positive changes about the way they feel about life and how to approach challenges.

The project works closely with East Kent Mencap, local special schools, mental health community workers who refer their service users. Mental health service users who wish to refer themselves and parents/guardians of and young adults with learning difficulties can also self-refer. Volunteers are always welcome and we encourage diversity.

Please see below the aims and objectives of The Garden Gate Project...

Aims

- To contribute to the improvement of the quality of life of people experiencing social exclusion through mental ill health, and or learning disability, living in Thanet
- To contribute towards the building of community cohesion and inclusiveness.
- To build skills and capacity within the local community and to support community participation.
- To inform and engage local people in addressing their own and wider social, economic and environmental well-being.
- To reduce prejudice and to raise awareness, inform and influence others on the needs of those with mental ill health and or learning disability.

Objectives

- To provide health, social, environmental, educational, and economic and leisure opportunities within a framework of a community garden.
- To provide opportunities for local people to come together through volunteering and creative activities, within the context of a community garden.
- To provide a locally managed community facility, that is accessible and open to all.
- To develop the community facility based on sustainable development principles.
- To provide community-based, community-inclusive services and activities

Organisation Profile

Organisation Name	Groundwork South
Organisation/Sector Type	Environmental/Health/Youth
Contact Name (that you are happy to be shared)	Garnet Johnson
Email address (that you are happy to be shared)	Garnet.Johnson@groundwork.org.uk

Concise Organisation Profile

Groundwork South Kent and Medway is an independent charity that works to create social, economic and environmental improvements.

Groundwork South (GWS) is a self-governing autonomous organisation affiliated to the Federation of Groundwork Trusts but. As a charity GWS is governed by a Board of Trustees with members represent the geographical areas in which we work. In addition to the main Board there are two sub committees – Policy and Finance and Operations, both meet quarterly and have regular visits to see projects and meet stakeholders and beneficiaries.

Each Operational area is lead by an Operations Manager and Development Manager who are supported by Business Support Administrators and operational staff. Executive Director has overall Operational responsibility for the trust and meets monthly with each senior team.

Our main beneficiaries are local people in the communities we serve. Our work is primarily focused on deprived and disadvantaged neighbourhoods where the need for investment and regeneration is greatest.

Our strength lies in working in **partnership** with other organisations and through adopting a sustainable and holistic approach that actively involves communities in the regeneration process.

One of our key objectives is to identify and deliver effective and creative projects that tackle social, economic and environmental issues and meet local community, partner and client need. This ensures that projects are developed and delivered closely matching the needs and aspirations of local people.

Our work is delivered through three themes:

- **Youth and Employment:** Training and engagement to support and inspire people to gain the skills they need to get a head start in the employment market.
- **Create and improve green spaces** for community benefit and to reconnect people with nature.
- **Greener Living and Working:** Education and behaviour change programmes to supporting households and businesses to save money, resources and reduce waste.

All of this is underpinned by our community focused ethos, working in partnership to achieve the best and most sustainable outcomes for the people, land and communities in which we work.

Everything we do contributes to our vision of a society made up of sustainable communities, which are vibrant, healthy and safe, which respect the local and global environment and where individuals and enterprise prosper.

Groundwork South supports communities to enable them to lead on making positive change in their neighbourhoods. We provide training and mentoring to build the capacity and confidence of community groups.

For nearly 30 years Groundwork has worked with disadvantaged communities. We deliver a wide range of projects and programmes that support and invest in local communities, provide learning, training and employment opportunities for young people in particular but also older people disadvantaged through lack of opportunity or encouragement, poor education or through suffering a learning disabilities.

Our very distinctive approach comes from our core practice as a community enabler and not just a 'single issue' organisation. This manifests itself in a culture where solutions are based on an understanding of local communities and where building trust with people is the first step to realising a host of sustainable community outcomes

GWS currently works with a range of partners within Kent including, local RSL's (Registered Social Landlords), JCP (Job Centre Plus), Local authorities, KCC Public Health (Kent Sheds – Six Ways to Wellbeing Project), Healthy Living Centres, Hadlow College, MCCH & various CCG's (Clinical Commissioning Groups) to name but a few.....

Organisation Profile

Organisation Name	Herne Bay Umbrella Centre
Organisation/Sector Type	Voluntary and Community Sector
Contact Name (that you are happy to be shared)	Anne Stevenson
Email address (that you are happy to be shared)	annestevenson@umbrella.plus.com

Concise Organisation Profile
<p>Herne Bay Umbrella Centre was established in 1985 to provide support for people in the Herne Bay community who are experiencing mental health and/or associated learning disabilities. Our clients are in the main on low income, disenfranchised adults, the elderly and those isolated by living with mental health difficulties in rural and coastal areas of East Kent.</p> <p>As a registered charity we aim to –</p> <ul style="list-style-type: none"> Relieve the effects of mental sickness Protect and preserve mental, emotional and physical health Provide community support and activity Drop-In Centre Counter the isolation often associated with mental health difficulties. <p>We do this by –</p> <ul style="list-style-type: none"> Prevention – for those members who, for a variety of reasons, are affected by depression or anxiety. We help stop the downward spiral into more serious mental health problems. Sustaining – improving the quality of life of those members affected by long-term mental illness, including the elderly. Rehabilitation – for those members leaving hospital care so that they may enjoy life in an inclusive society. <p>The day centre is run by a manager with session workers, an admin officer and volunteers, all who have been interviewed, references taken up and DBS checks in place.</p> <p>The organisation is overseen by a board of trustees who include a solicitor, mental health advisor, fund raiser, JP and local business people, all of whom support the work of the centre.</p> <p>Herne Bay Umbrella is a “user lead” service which means that the organisation exists to meet and facilitate the needs and wishes of the members. As such, members are encouraged to have a strong voice in shaping the services offered and will be listened to when deciding the future shape of the Centre and the service it offers.</p> <p>This is achieved by –</p> <ul style="list-style-type: none"> Training trustees, staff and volunteers in the principles of user-led service position Including members representatives in the board of trustees meeting with support for them when attending such meetings Involving members in the day to day running of the centre and the projects Listening to members on a daily basis, responding to issues raised Placing a suggestions box in an accessible position and encouraging members to use the suggestion forms provided Trying, within the parameters of finance, Health and Safety and our Constitution, to incorporate members suggestions Having a clear Complaints Policy and an accessible procedure enabling members to resolve conflict should this become necessary

Conducting regular member surveys to obtain detailed, anonymous opinions and suggestions on every aspect of Umbrella's operation.

We offer specific sessions throughout the week for both members with physical/learning disabilities and for members with enduring mental health issues both at the day centre and off site at our two gardening projects and our woodworking shop. These sessions may include art, bingo, computing in our newly re-furnished computer suite, music, craft, quizzes, games and many other activities.

We also hold two evening sessions for groups identified as being underrepresented, people aged 18-35 and women.

We are a part of the Joint Umbrellas Group, meeting with other Umbrella Centres in the geographical area to support each other and more recently to prepare a joint funding bid when commissioning begins.

We would like to develop our service and help support our members back to either work if at all possible or at least into some kind of supported volunteer role to help increase their independence and their self esteem.

We are part of a pilot project with CAB to enable members to access in confidence but in the safety of the centre via computer link, information on benefits and advice on a number of issues without the need to travel into Canterbury which some find difficult if not impossible.

We would like to think that we can accommodate most requests from our members and with our attending numbers on the increase, this would seem to bear this out

Organisation Profile

Organisation Name	Home Group (Stonham)
Organisation/SectorType	Supported Housing Provider, Charity and RSL
Contact Name (that you are happy to be shared)	Steve Hickman-Brown
Email address (that you are happy to be shared)	Steve.hickman-brown@homegroup.org.uk

Concise Organisation Profile

Home Group is one of the largest providers of care and support services in England, working in partnership with over 200 local authorities, health care providers, probation services and others, delivering services to 30,000 people each year.

We support some of society's most marginalised people, providing accommodation and housing related support to enable lifestyle changes, improved choices and positive outcomes for clients. We have extensive experience of working with a wide range of client groups, including:

- People with learning disabilities
- People with long term health conditions
- People with mental health problems
- Older People
- People with physical and sensory disabilities
- Vulnerable families
- Intensive Family Support Intervention Support Services
- Single homeless people
- Young people at risk and leaving care
- People with drug/alcohol problems
- People who've been in prison or through the courts
- Teenage Parents
- Women only and domestic violence services
- Male victims of domestic violence

Our services are delivered using a wide range of models, including:

- Accommodation-based support
- Personalised support packages funded through individual budgets
- Community based support

Home Group is committed to the development of all colleagues within the business and ensuring all colleagues have the skills and knowledge to undertake their role effectively. Learning and Development is a significant investment for Home Group both as part of core learning relevant to each role and a broader learning offering which enables colleagues to personally and professionally achieve their full potential.

Home Group is committed to employing ex-service users and offers Apprentice schemes to support this progression.

All colleagues joining Home Group will undertake a programme of core learning which has been shaped in line with the requirements of their role. Learning and Development

solutions offered to all colleagues adopt a blended learning approach ensuring an appropriate mix of face to face sessions, e-learning and conferences/events.

Home Group is registered with the CQC under the Health and Social Care Act 2008 to provide three regulated activities. Compliance with care and support regulators and quality frameworks such as NHS Information Governance Toolkit, Foyer Federation Standards, and QAF is currently monitored within care and support management structures. Home Group is proud to be affiliated and monitored against the following quality marks, Mindful Employer, Investors In People, Equal Opportunities, Positive about Disabled People, No Offence Key Mark, Clean Sheet Programme, Stonewall.

In Kent, our Mental Health Services work closely with Offender, Young people's and other services ensuring that Mental Health remains a key focus to ensure people receive or are directed to the appropriate support. Our innovative *Integrated Health Care Products* developing services and health responses to help prevent people getting unwell and avoid crisis, to reduce demand on expensive hospital placements and creating robust links with local CCG groups.

Home Group has a strong record working with other organisations who deliver services on behalf of us as managing agents. Nationally there are over 60 agencies responsible for contract value of £4.1m.

We would wish to be considered as a county wide prime provider. Recent work completed for national probation tender has enabled us to develop a robust model of prime delivery with a strong emphasis on positive market stewardship.

Organisation Profile

Organisation Name	Insight Healthcare
Organisation/Sector Type	IAPT Provider Primary Care Psychological Therapies
Contact Name (that you are happy to be shared)	Alec Renmant – Service Lead
Email address (that you are happy to be shared)	kent@InsightHealthcare.org

Concise Organisation Profile	
ABOUT INSIGHT HEALTHCARE	
<p>INSIGHT Healthcare is a not for profit organisation providing all primary care psychological therapies throughout Kent and Medway on behalf of NHS Kent & Medway, following the AQP process.</p> <p>INSIGHT Healthcare has more than ten years’ experience delivering NHS commissioned primary care psychology therapy services in a number of regions including Northumberland, Newcastle, the Wirral, Teeside, Calderdale, Nottinghamshire, Nottingham City, Darlington and Peterborough. To ensure that the quality is maintained and continuously improved Insight Healthcare will adhere to the requirements of ISO 9001:2008 and the BACP, EAPA UK and Department of Health guidelines.</p>	
Organisational culture	
<ul style="list-style-type: none"> • Compassion and hopefulness • Being open and friendly • Inclusivity and fairness • Experience and expertise • Hard work, creativity and innovation. • Going the extra mile with people to achieve the right outcomes 	
IAPT, AQP Service Provision:	
<ul style="list-style-type: none"> • Free to use service for 18’s and over • Convenient and easy to refer; Self-referrals welcome by phone, email or via our website • Appointments available face to face and on the telephone • Flexible out of hour’s therapy on the telephone:- Appointments are available Monday to Friday during working hours. We offer some flexibility within Kent for evening and weekend appointments. • Comprehensive feedback provided to GPs, both at assessment and discharge. • Insight Healthcare provides appointments flexibly within the patients’ community • Insight Healthcare works to NICE Guidelines • Recovery Rate of 56% where national average is 45% using specific IAPT outcome measures 	

Interventions include all evidence based treatments:

- **Assessment** – by a Psychology Wellbeing Practitioner (PWP)
Within 3 working days of receipt of referral / takes ±40 minutes
- **All Step 2 (low intensity) therapies – PWP guided**
 - Guided Self Help
(CBT approach using the techniques of cognitive restructuring, behavioural activation & sleep hygiene)
 - *6-8 sessions, each session lasting 40 minutes – more sessions are available if there is a clear clinical need*
 - Signposting to other organisations
- **All Step 3 and Step 3+ (Hi Intensity) therapies including:**
 - Counselling
 - Cognitive Behaviour therapy (CBT)
 - Eye Movement Desensitisation and Reprocessing (EMDR)
 - Counselling for depression
 - Couples counselling
 - *6-8 sessions, each session lasting 1hr -a clinical decision is made to increase the number of sessions if there is a clear clinical need*
 - Signposting to other organisations

Contact Details:

- Tel **0300 555 5555**
- Safehaven Fax **0300 555 5578**
- Email **kent@insighthealthcare.org**
- Address **INSIGHT Healthcare, Benenden Hospital Trust,
Goddard's Green Road, Cranbrook, Kent, TN17 4AX.**
- Website **www.insighthealthcare.org**

Organisation Profile

Organisation Name	Invicta Advocacy Network
Organisation/Sector Type	Advocacy Charity
Contact Name (that you are happy to be shared)	Katie Smith-Palomeque
Email address (that you are happy to be shared)	Katie@invicta-advocacy-network.org.uk

Concise Organisation Profile

Invicta Advocacy Network is a charity established in 1995. Our aim is to provide independent issue based advocacy for those adults in Dartford Gravesham and Swanley who have a mental health illness. In addition, we provide the statutory Independent Mental Health Advocacy (IMHA) for patients sectioned under the Mental Health Act in Littlebrook Hospital Dartford and forensically detained patients in Kent and up to 150 miles outside of the Kent border for those patients ordinarily resident in Kent.

We provide statutory Independent Mental Capacity Advocacy (IMCA) for West Kent and Medway.

We provide community advocacy, dementia advocacy, BME service user forum, Heart of the Matter service user forum and Patient Council feedback from inpatients at Littlebrook Hospital.

A Board of Trustees provides Strategic Direction via a three year business plan, delivered by a dedicated staff team led by the Chief Executive Officer who is supported by an Advocacy Manager and Finance Manager. Key stakeholders include KCC, Medway Council, KMPT, DGS CCG, local organisations, service users and volunteers.

We have a robust Quality Assurance Policy, delivered through a system of audit, evaluation, feedback, training and development.

We hold the Quality Performance Mark for Advocacy Services. All our staff hold or are working towards the Independent Advocacy Qualification including specialist units relating to their role. The CEO trains and assesses on the IAQ in addition to holding a Diploma in Management.

We have developed a bespoke database in collaboration with a reputable IT company to enable us to accurately monitor, report and improve on any area of work, included in this is a client self-evaluation wellbeing tool to enable us to accurately measure outcomes.

We are regulated by the Charities Commission and bound by both the Mental Health Act and Mental Capacity Act in addition to service specifications.

We actively work with a variety of organisations but to date we do not have any formal partnership working arrangements, however this has been identified as a risk and is under development.

We are confident that we are able to respond to the challenges across all the delivery network and are midway through a three year plan of organisational development which is designed to capacity build for the future.

We would like to further develop our ability to expand and grow the organisation to meet emerging opportunities.

Organisation Profile

Organisation Name	Kent and Medway NHS and Social Care Partnership Trust
Organisation/Sector Type	NHS Mental Health Trust
Contact Name (that you are happy to be shared)	Mr Roger Edmonds
Email address (that you are happy to be shared)	roger.edmonds@kmpt.nhs.uk

Concise Organisation Profile	
Organisational Description	
<p>Kent and Medway NHS and Social Care Partnership Trust was formed on 1 April 2006 after East Kent NHS and Social Care Partnership Trust and West Kent NHS and Social Care Trust merged. We provide mental health, learning disability, substance misuse and other specialist services for 1.6 million people across Kent and Medway. KMPT's vision is to deliver quality through partnership. Creating a dynamic system of care, so people receive the right help, at the right time, in the right setting with the right outcome.</p> <p>(www.kmpt.nhs.uk)</p>	
Organisational Structure	
<p>KMPT's structure works under the Trust Board which is publicly accountable for the running of the Trust and holds corporate responsibility for its actions. It is made up of executive and non-executive directors and meets monthly. Members of the public and staff are welcome to attend board meetings.</p>	
Evaluation/Learning and Development	
<p>KMPT promotes a patient-centred approach to the evaluation, learning and development of all personnel including the dignity of patients, carers and relatives. Dignity of patients, carers and relatives is reinforced throughout the programme of education.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Mandatory training, Regular staff supervision and appraisals, adherence to professional Continuous Professional Development (CPD) standards, Competency based assessment, statutory and mandatory training, eLearning and health and safety training <p>Staff are supported through a programme of buddying, supervision, peer review and undertake regular reflective activities, this leads to an individualised personal development plan (PDP) which acts as part of appraisal and revalidation. KMPT's induction programme includes background to KMPT, our culture, values, policies, protocols and procedures.</p>	
Regulatory requirements	
<p>KMPT is regulated by the Care Quality Commission (CQC) for the provision of health and</p>	

adult social care services and is registered to undertake the following activities:

Assessment or medical treatment for persons detained under the Mental Health Act, Diagnostic and Screening procedures, Treatment of disease, disorder or injury

Partnerships/Affiliations

We work in partnership with local NHS organisations to provide some services. We are also commissioned by local Clinical Commissioning Groups. We are a Partnership trust with Kent County Council and have a strong partnership between health and social care.

Areas KMPT would like to be considered for the delivery network and areas we would like to develop

- Integrated models of delivery – older adults
- Anticipatory care planning and shared records
- Integrated discharge planning

Organisation Name	Lifeways, West Kent Housing Association
Organisation/Sector Type	Registered Social Landlord
Contact Name (that you are happy to be shared)	Rebecca Thompson
Email address (that you are happy to be shared)	rebecca.thompson@wkha.org.uk

Concise Organisation Profile
<p><u>About our organisation</u> Lifeways is part of West Kent Housing Association (West Kent HA), a Registered Social Landlord who provide homes for those struggling to afford them, and who nurture the communities around those homes. Lifeways is the department within West Kent HA that deliver care and support services, not just to our own tenants but to the wider communities in which we work.</p> <p><u>Our Community Offer</u> Our vision is to</p> <ul style="list-style-type: none"> • Deliver exceptional housing and support services across a range of tenures • Deliver first class advice and information services • Promote active ageing and empower our service users • Promote strong, cohesive and inclusive communities across Kent <p><u>Our Support Services</u> Lifeways delivers support services through the following:</p> <ul style="list-style-type: none"> • Generic, intensive floating support services • Time limited floating support services to survivors of domestic abuse in west Kent • Delivery of the Freedom Programme and the Recovery Tool Kit for survivors of domestic abuse • Time limited floating support to ex-offenders in west Kent • Intensive support to people with mental health support needs in the west of Kent • Long term support to people with a learning disability in the west of Kent • Care Navigator services to the over 55s in the Sevenoaks District • Family Advice and Troubled Family support services in the Sevenoaks and Tun Wells Districts • Support services to the over 55's within sheltered, extra care and community settings (in the west of Kent but we are now building new extra care schemes in the east of Kent) • Dementia support through memory café's and our work to become Dementia Champions • Crisis intervention services for West Kent HA tenants <p>We deliver these services not just to our own tenants but to the wider communities in which we work. Support is offered through a mixture of one to one home visits, community</p>

hub events and telephone/email engagements.

How we are funded

Our services are mainly funded through grants from Supporting People and KCC Social Care as well as through individual budgets.

Our key stakeholders

We work closely with Supporting People, Kent Probation, KCC Adult and Older Persons and Children & Families Services, KDAT, CMHT's, Family Centres, GP's, Kent Police, other housing providers and local charities.

How we monitor what we do

We are a very customer focused organisation, and regularly invite our service users to provide feedback on the services that they receive from us and make suggestions for service improvement. Most of our grant funded services require us to meet certain output targets, and are delivered within a framework of performance management which we collate and share with our stakeholders. We receive external validation on the excellence of our service through the Quality Assessment Framework (we were given a grade A rating in our last 3 external audits), and through our Investors in People gold standard.

Delivery Network

We are interested in developing our Care Navigator services, and promoting positive mental health and well being amongst our service users. We would also like to extend our preventative floating support services, and crisis intervention services for people with mental health support needs.

We are working to become Dementia Champions and make our services and communities dementia friendly. (We are part of the national Dementia Friends initiative funded by the Dept of Health and delivered in partnership with the Alzheimers Society) and would like to extend the range of Memory Café's and Reminiscence Workshops that we currently run.

We are also interested in extending our preventative work for survivors of domestic abuse and their families – particularly in promoting the Recovery Toolkit and encouraging individuals to attend to build their self-esteem and mental wellbeing.

Organisation Profile

Organisation Name	Lizzy Booth consultancy, counselling and supervision service.
Organisation/Sector Type	Sole trader
Contact Name (that you are happy to be shared)	Lizzy Booth
Email address (that you are happy to be shared)	lizzy@lizzybooth.co.uk

Concise Organisation Profile
<p>I have been a consultant and counsellor for many years working in various sectors including schools, NHS and private practice with a vast knowledge of mental health issues. My mission is to deliver a programme for building resilience and strategies to groups who could benefit from this. I have a programme ready to deliver to ages 14 upwards to families and adults of all backgrounds, cultures and ethnicities.</p> <p>I am independent and work as a sole trader currently.</p> <p>I am interested in core evaluation and Stirling Children's Wellbeing Scale and learning the best way to evaluate well-being in general. Reflective practice and development of systems is an approach I use currently and am looking to expand.</p> <p>I don't believe there are any regulatory requirements although therapeutically I am bound by an ethical framework.</p> <p>I am involved in Headstart within KCC involving schools and young people and attend their seminars to develop a strategy for building resilience in young people.</p> <p>I would like to be considered for young people and adults in frontline services to service users.</p> <p>I would like to develop mental health resources for all in a unique innovative approach I am currently developing.</p>

Organisation Profile

Organisation Name	Look Ahead Care and Support
Organisation/Sector Type	Care and Support Organisation
Contact Name (that you are happy to be shared)	Guy Robinson
Email address (that you are happy to be shared)	newbusiness@lookahead.org.uk

Concise Organisation Profile

Look Ahead, founded in 1973, provides a range of care and support to 6,000 individuals in London and the South East of England every week, with needs including: mental health, learning disabilities, substance misuse, domestic violence, young people and physical disabilities.

We currently employ 1,097 staff in 130+ services across 30 local authorities and health trusts: delivering accommodation, floating and specialist outreach support services through block contracts, core-and-flexi supported housing models as well as Individual Budgets and spot purchase contracts.

Providing support to individuals with mental health needs is a core specialism; we support individuals through a range of services from low to high needs. We currently work in partnership with NHS Foundation Trusts to deliver highly specialised and innovative services e.g. crisis house as an alternative to hospital admission, step-down forensic services and a recovery college.

Our vision is to continue to provide safe, high quality care, support and housing services. This vision is underpinned by our mission statement which is:

To enable those with particular needs to live ordinary lives within the community.

Look Ahead's strategic objectives ensure that our business planning process is continually informed by our vision and values. Our objectives are to:

- Deliver excellence in service quality to sustain business and deliver growth;
- Promote customer choice and independence through personalised services;
- Develop and manage strong relationships with commissioners and partners;
- Enable staff to develop their careers and reach their highest potential;
- Use our resources most effectively to deliver best value for money.

Look Ahead is governed by our Board of Management, who are responsible for the organisation's overall direction and strategy. Our Customer Services Committee, a sub-committee of the board, provide a high level customer voice within the organisation and support continuous improvement.

Look Ahead is regulated by the Homes and Communities Agency, Financial Conduct Authority and Care Quality Commission.

Approach to evaluation/learning and development: Continuous evaluation, learning and development are promoted through our quality monitoring systems, specialist service improvement groups and our learning and development programme. In recognition of our growing number of specialist mental health services we have invested resources in developing our knowledge and expertise. We have developed a tier-based approach to describing the range of mental health we deliver across the care pathway which is based on complexity of need and risk.

Our staff learning and development programme is informed by our service tiers, ensuring that staff are appropriately equipped through specialist training. Our Head of Mental Health Development is leading on our Mental Health Improvement Programme designed to share good practice and deliver improvements to enhance the quality of our services through various work streams e.g. recovery in Mental Health, Living Environments and Health and Wellbeing. This programme is underpinned by principles of recovery, personalisation and promoting peer support.

Partnerships/ Affiliations: Look Ahead partners with a range of NHS Foundation Trusts to deliver some of our mental health services and have Service Level Agreements in place with 19 housing associations. Also we have accreditation with CHAS, and Investors in People, and we work in partnership with SPICE to deliver time credits to our customers.

In addition, we partner with customers as outlined by our Co-production strategy. This strategy details our commitment to developing our business through working with customers to:

- Direct and build their own support and care;
- Have opportunities to shape and improve services;
- Draw on the insight and experience of their peers;
- Deliver staff training through our Experts by Experience Programme.

Delivery Network Areas: At present Look Ahead deliver low to medium tier mental health services across West Kent and Ashford. Moving forward we hope to expand our services to individuals with a more complex range of mental health needs e.g. step-down forensic services, crisis houses etc. in West Kent, Ashford, Canterbury, Dartford, Gravesend, Swanley and Swale either as the lead supplier or sub-contractor.

Development Areas: Look Ahead's key area for development is complex mental health services; we are committed to enabling individuals move from inpatient wards into the community. To deliver high quality, safe, hospital alternative services we are seeking to partner with health care organisations to provide clinical input.

Organisation Profile

Organisation Name	Maidstone & Mid Kent Mind
Organisation/Sector Type	Registered Charity
Contact Name (that you are happy to be shared)	Jennifer Walsh
Email address (that you are happy to be shared)	jenniferwalsh@maidstonemind.org

Concise Organisation Profile
<p>Maidstone Mind have a proven track record of developing and delivering contracts and programmes that can play a vital role in strengthening the social, economic and wellbeing of individuals and communities throughout the District.</p> <ul style="list-style-type: none"> • Financial control: Strict financial systems and protocols are in place to ensure all delivery is within budget. Our accounts are reviewed monthly by the Treasurer and audited annually. • Service Level Agreements are standard practise in our organisation and jointly agreed and signed by partner organisations • Project co-ordination and management is monitored and co-ordinated by Maidstone Mind Operations Manager and overseen by the CEO • All staff has a current DBS check that meets minimum standard required. • An overall risk assessment for the delivery of programmes are conducted by Maidstone Mind and each activity that forms part of the project will have its own risk assessment undertaken once tender is successful and delivery is finalised. • Maidstone Mind has policies and procedures in place to cover the delivery of this project; <p>DBS Disclosures Policy Diversity and Equalities Policy Health and Safety Policy Lone Working Policy Risk Assessment Safeguarding and Vulnerable Adults Protection Complaints and Suggestions Data Protection Training and Development</p>

Organisation Profile

Organisation Name	South London and Maudsley NHS Foundation Trust
Organisation/Sector Type	Mental Health
Contact Name (that you are happy to be shared)	Emily Buttrum
Email address (that you are happy to be shared)	businessdevelopment@slam.nhs.uk

Concise Organisation Profile
<p><u>South London and Maudsley NHS Foundation Trust</u></p> <p>We provide NHS care and treatment for people with mental health problems. We also provide services for people who are addicted to drugs or alcohol. As well as serving the communities of South London, we provide specialist services for people from across the UK and beyond.</p> <p>Locally, we deliver mental health and substance misuse services for people living in the London boroughs of Croydon, Lambeth, Lewisham and Southwark; and substance misuse services for residents of Bexley, Bromley and Greenwich.</p> <p>We provide clinical services in seven London boroughs, with a combined population of nearly 2 million people covering an area of 168 square miles, rich in culture, diversity and architecture.</p> <p>We are part of an Academic Health Sciences Centre called King's Health Partners with King's College London, Guy's and St Thomas' and King's College Hospital NHS Foundation Trusts. Our aim is to be a leader in improving health and wellbeing - locally, nationally and globally.</p> <p>A truly unique organisation Excellence in treatment, research and training</p> <p>There are very few organisations in the world that have such wide-ranging capabilities working with mental illness. Our scope is unique because it is built on three major foundations: care and treatment, science and research, and training.</p> <p>Service users benefit from the highest level of care; research teams explore new and better treatments; and in-house training facilities pass on the latest knowledge and skills to staff members. Close relationships between these three faculties ensure that lessons learned from patient contact and research can be translated into effective treatment, benefiting people locally, nationally and internationally.</p>

Promoting mental health and wellbeing

We are increasingly focused on promoting mental health and wellbeing rather than simply responding to mental illness. Our philosophy of care is the recovery model. We provide treatment that helps people get well and stay well, so they can achieve their full potential. Above all, we believe change is possible, no matter how long someone has had a mental health problem, or how much this has changed their life.

Our integrated adult services make it possible for us to address both an individual's mental health and social care needs. In particular, we are focusing more on early intervention: getting help to people sooner and supporting them at an earlier stage in their lives – especially younger people. Our work is about changing lives, not just for individuals, but in partnership with them.

SLaM would currently be interested in participating in all the themes and can add value in all areas.

The Trust is overseen by Monitor, the regulatory body that oversees all Mental Health Trusts. From 2014 all mental health Trusts have to have a licence to operate.

Organisation Profile

Organisation Name	MCCH
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Organisation/Sector Type	Registered charity no 1156486 Company limited by guarantee no 8971493
Contact Name (that you are happy to be shared)	Jacky Hammond (Director of Operations for Mental Health)
Email address (that you are happy to be shared)	j.hammond@mcch.org.uk

Concise Organisation Profile

Organisational Description

mcch is a Kent based charity that has been supporting people with mental health needs, learning disabilities and autism for nearly 30 years. We employ circa 1600 staff and support over 2000 people. We support people throughout their life pathway, with a range of different services to meet people's needs. Our mental health services operate across the South East and include wellbeing centres, employment support, enterprises, accommodation and community inclusion services. Our vision is a world where everyone is valued for who they are and can live the life they choose. In the last year we supported 937 people within our mental health community based services, 220 people were supported to stay in work, whilst 112 people were supported to find new work. We are innovative in our approach and create models which promote recovery, community participation and user involvement at all levels.

Partnerships/Affiliations

mcch recognise the importance of peer support in supporting someone's pathway, in partnership with many organisations. Our services across Kent include the wellbeing services in Ashford, Dover and Deal and employment services in Dartford, Gravesend, Maidstone and Folkestone. We work in partnership with a diverse range of partner organisations across sectors, in order to provide person centred, innovative and individually tailored services, which puts the individual at the centre of service provision. Our Wellbeing and Employment services in Kent are founded on co-production, co-location and shared goals/outcomes, in partnership with CMHT's, partner providers, individuals and carers. We have been fundamental in delivering on the Live-it-well programme across Kent. We have also been working with KMPT and the CCGs to deliver mental health specialist work, supporting individuals to move from secondary mental health services to primary care.

Organisational structure customers/stakeholders

We are governed by a Board of Non Executive Directors which meets quarterly. In addition to the full Board there is an Operations and Development Committee that meets to discuss strategy and monitor performance including Complaints and Adult Safeguarding. mcch CEO reports to the mcch Board and the Executive Director of Business Development and Operations heads a team of Senior Managers who are responsible for mcch service provision. We have a dedicated Senior Manager who oversees our mental health wellbeing and employment services.

Approach to evaluation/learning and development

The Quality Monitoring Assessment Tools currently utilised in our services include:

- Recordbase database monitoring system – monitors all service user information from the outset, as well as accidents, incidents, safeguarding, compliments and complaints.
- Monthly reports – all services provide monthly reports evidencing progress on contract targets, this are collated into commissioner reports
- Audits – carried out by the Senior Operations Manager and Experts by Experience against Key Performance Indicators. Outcomes are recorded and action plans are agreed to address any issues. Action plans then feed in to staff supervisions to ensure actions are implemented within set timescales.
- IPS Fidelity Scale – a monthly Fidelity Scale is undertaken within Employment services measuring adherence to the principles of the IPS model.

All new staff attend a 5 day Induction training programme covering the standard skills set including Safeguarding, Mental Capacity Act, Equality and Diversity, First Aid, Personalisation and support planning, Mental Health, Confidentiality, Personality Disorder, Challenging Behaviour, Autism and Aspergers. Staff are expected to achieve QCF levels 2&3 in Health and Social Care and Managers level 4/5. For staff working in mental health Employment hub services additional training includes Job Retention Training; Motivational Interviewing; Individual Placement and Support Model for Supported Employment (IPS); vocational profiling (in-house). Staff also receive training in uses of the Recovery Star; WRAP; Six ways to wellbeing; mindfulness; Positive Behaviour Support, Individual Planning, Risk Assessment; Drug and Alcohol Awareness; MH First Aid and MH First Aid Lite.

Any Regulatory requirements

No, but within our Employment Services, we work within the IPS model of Supported Employment.

Areas you would like to be considered for the delivery network

As above in respect of our current provision and supporting partnerships.

Areas you would like to develop

Signpost, Brokerage and the transition from children's to adult mental health service and develop further our work with the mental health specialists and the CCGs.

Organisation Profile

Organisation Name	Medway & Swale Advocacy Partnerships
Organisation/Sector Type	Not for profit charity - Mental Health Advocacy.
Contact Name (that you are happy to be shared)	Gill Syred
Email address (that you are happy to be shared)	Gill.syred.msap@gmail.com

Concise Organisation Profile
<ul style="list-style-type: none"> • Organisational Description (History/Mission/Purpose/ Objectives/Main area of business) <p><i>Medway & Swale Advocacy Partnerships - BACKGROUND / HISTORY:</i> <i>Medway & Swale Advocacy (MSAP) was established in 1993 as a citizen advocacy (based in a tiny office in Berengrave Lane in Rainham!) and went on to become an independent registered charity in 1995.</i> <i>The area of operation has expanded since then to include IMHA advocacy and has also covered advocacy in hospital and currently, prisons as part of privately funded project work.</i> <i>The types of advocacy provided are always on a one to one basis usually by trained paid staff supported by volunteers. We aim to help anyone with a mental health issue within the Medway and Swale area.</i></p> <p>What we do: <i>We provide an independent, free advocacy scheme for people in the area of Medway Towns & Swale who may be suffering with mental health issues including depression or a disability. We employ appropriate staff and recruit and train volunteers as necessary, to carry out the work of MSAP.</i></p> <ul style="list-style-type: none"> • • Organisational structure Customers/stakeholders • <i>Run by experienced Trustees, managed by a Coordinator with paid staff supported by volunteers. Stakeholders are our clients.</i> • Approach to evaluation/learning and development. • <i>We run user forums for feedback and evaluation. Use Own trainers plus outside training courses, private trainers if field right for us. We try to use similar agencies to ourselves to learn best practises.</i> • Any Regulatory requirements – Only Charity Commission requirements. • Partnerships/Affiliations – None at present. • Areas you would like to be considered for the delivery network. • <i>Training that may be planned for the service. (as per approach to IMHA)</i> • Areas you would like to develop. • <i>What is envisaged to be the main target / work load.</i> <p><i>Plus Outcomes measurements – what and how.</i></p>

Organisation Profile

Organisation Name	MHM
Organisation/Sector Type	Registered Mental Health Charity and company limited by guarantee
Contact Name (that you are happy to be shared)	Alan Heyes
Email address (that you are happy to be shared)	aheyes@mhm.org.uk

Concise Organisation Profile
<p>Mental Health Matters is a leading national provider of innovative mental health and social care services. We have over 30 years' experience of providing high quality personalised support and recovery services initially in the North East and more recently in the North West and across England.</p> <p>Our extensive support and recovery services range from Mental Health Day Services, to employment and enterprise, crisis support and respite care, emotional support helplines to prevent relapse and we are nationally, a leading third sector provider of primary care mental health services (IAPT).</p> <p>Locally, in Warrington we are the lead provider as a single point of access service for primary care in Mental Health (IAPT) and provide all psychological therapies for the borough.</p> <p>MHM is now the longest standing and most experienced third sector IAPT service delivery organisation in England, delivering real improvements to people's mental health and employment status across 7 national IAPT delivery sites – Teesside, Liverpool, Sefton, Warrington, County Durham and Darlington, and Staffordshire - to populations of around 4 million people.</p> <p>The National Telephone Helpline provided by MHM receives 42,000 contacts a year. It provides a single point of access to 4 IAPT sites within the UK, operates 24/7 and deals with triage, signposting, managing & reducing waiting lists, carries out assessments, operates language line to support BME contacts, offers talking therapy and emotional support, underpins 'back to work', job retention with condition management and IAPT employment schemes, actively case manages to minimise DNA and maximise treatment take-up and retention.</p>

Organisation Profile

Organisation Name	Meritum Independent Living
Organisation/Sector Type	Community Care/ Homecare
Contact Name (that you are happy to be shared)	Andrew Saunders
Email address (that you are happy to be shared)	andrew@meritum.org.uk

Concise Organisation Profile
<p>History: - Meritum began in 1994 trading as Ashford Homecare. In 2000 a branch in Maidstone was opened. It was decided in order to meet future demands and expectations, as well as meeting the changing care environment a revised name and company image was needed.</p> <p style="text-align: center;">Ashford and Maidstone Homecare became Meritum Independent living</p> <p>We have many years' successful experience working contractually with Kent County Council, Medway Unitary Authority and the National Health Service.</p> <p><u>Mission</u></p> <p>Our mission is to provide all our service users/patients with the highest standards of care and support within their own home or home environment, in order to maximise their full potential.</p> <p><u>Purpose Aims and Objectives</u></p> <p>Our overall purpose is centred around three main Aims</p> <ol style="list-style-type: none"> Promoting Independence and well-being by enabling people to prevent manage and postpone the need for care and support. Putting people back in control of their own lives. To transform peoples experiences by putting people in control of their own lives and supporting them with this. Excellence in care and support. Helping people to stay in their own communities by being supported by well-trained motivated staff who will treat all our service users /families with dignity and respect. <p><u>Main Areas of Business</u></p> <p>Domestic Care and Support, Personal Care, Meeting Mental Health Needs, Dementia Care and Crisis Support, Hospital Discharge, Children and Families, End of Life Support, Complex Care Needs, Enablement, and Respite Care.</p> <p><u>Organisational Structure</u></p> <p style="text-align: center;">The Staff Complement within Meritum is structured into the following Job Positions</p> <p style="text-align: center;"><u>Customers and Stakeholders</u></p> <p>Managing Partners Area Manager Registered Manager Care Coordinators General Administrator</p>

Senior Carers / Support Workers
Cares and Support Workers

Approach to evaluation /learning development

As a summary, Care/Support Workers are required to have, as a minimum, the following qualifications in order for them to provide care/support services for customers at their homes:

Common Induction Standards, Food Hygiene, Infection Control, Fire Safety, Equality & Diversity, Health & Safety, Adult Protection, Child Protection, Medication, Mental Capacity, Deprivation of Liberty, Manual Handling and Emergency First Aid at Work/ BLS Adult and Paediatric Resuscitation.

On top of this we have specialty training at QCF levels. We take training very seriously

Any Regulatory Requirements

Fully compliant with the Care Quality Commission

Partnership/Affiliations

Meritum Integrated Care LLP looking at complex care for children and families and older people.

Areas you would like to be considered for delivery network

Helping people with their Mental Health Needs. Supporting Independent Services.

Areas you would like to develop

Prevention. Helping people to take control of their own health needs both mental and physical, using tele-technology to support this. Public Health Support and communication needs.

Organisation Profile

Organisation Name	Porchlight
Organisation/Sector Type	Primary Care Community Link Worker
Contact Name (that you are happy to be shared)	Ross Fisher-Smith
Email address (that you are happy to be shared)	Ross@porchlight.org.uk

Concise Organisation Profile
<p>Currently working in Community services sector within Porchlight in Primary Care Community Link Role. Working with vulnerable adults with mental health and physical health issues . Giving advice regarding housing, benefits and signposting.</p> <p>Very interested in the pulling together of services and agencies to offer a more strategic realistic and deliverable service of care, services and provision . Looking at positive outcomes regarding wellbeing with benefits to both physical and mental health.</p>

Organisation Profile

Organisation Name	Priory Group
Organisation/Sector Type	Healthcare, social care and education
Contact Name (that you are happy to be shared)	Natasha Craig
Email address (that you are happy to be shared)	businessdevelopment@priorygroup.com

Concise Organisation Profile

The Priory Group of Companies is dedicated to helping people to improve their health and wellbeing. We understand that in order for people to achieve high quality clinical and educational outcomes they need individually tailored programmes, suiting their specific needs.

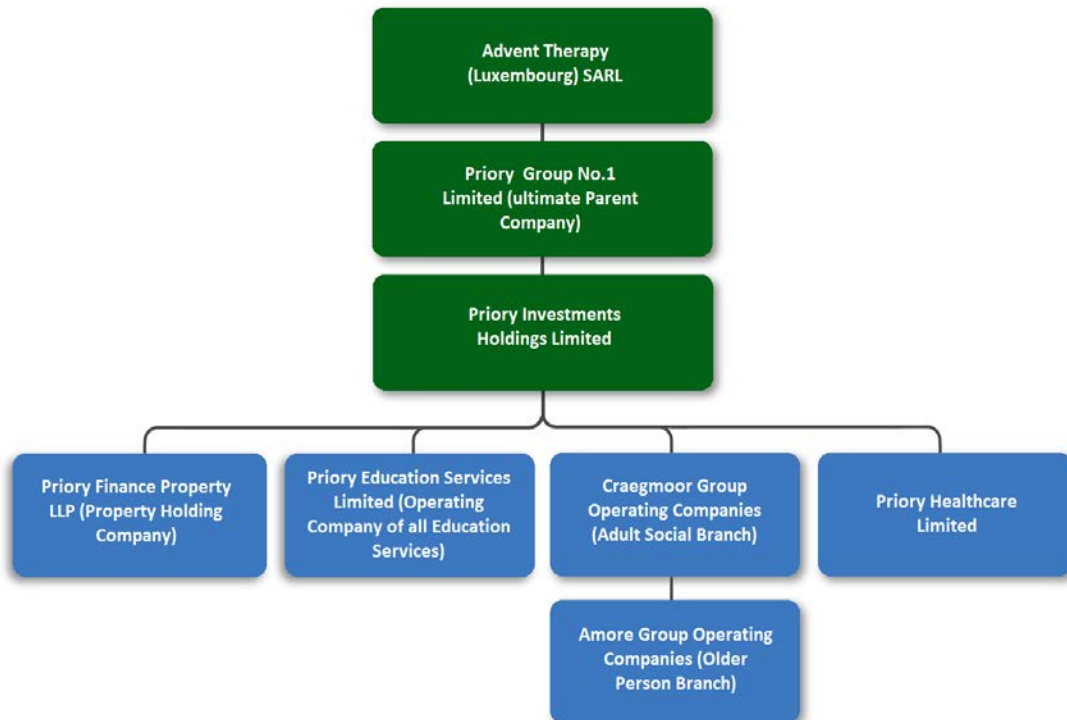
The Priory Group has established an unrivalled reputation for providing quality, inspiring innovation and delivering value for its service users. The Group currently treats more than 70 different conditions through a nationwide network of over 275 facilities that support service user's health, care, education and specialised needs and include:

- Complex care and neuro-rehabilitation facilities
- Mental healthcare (depression, stress, anxiety) hospitals and clinics
- Medium and low secure facilities
- Specialist schools and colleges
- Supported residential facilities and homes
- Care homes for older people

The Priory Group was created in 1980 with the purchase of the Priory Hospital, Roehampton by an American healthcare company. The Roehampton site has been in continuous operation since its launch in 1872 by psychiatrist of great distinction, Dr William Wood. Over the following decades the Group acquired more hospitals and diversified its services. In 1993 the Priory Group moved into specialist education services with the purchase of Jacques Hall Foundation, then an adolescent therapeutic community, in Manningtree, Essex.

Our older peoples division was established in May 2009 and is now known as Amore Care. The Priory Group acquired Craegmoor in March 2011 allowing a growth in the Group's portfolios of hospital and specialist educational colleges. As the market leader in autism and learning disability services, Craegmoor enables the Group to create a new division operating in that marketplace.

Our network of high quality facilities allow us to offer joined up care pathways. We offer programmes which integrate healthcare, therapy, specialist and education services that are tailored according to individual needs in an appropriate setting. Our integrated strength is that we can provide a seamless transition for the individual as they progress between higher and lower dependency services.



Organisation Profile

Organisation Name	
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	Project Salus CIC
Organisation/Sector Type	Community Interest Company (CIC)
Contact Name (that you are happy to be shared)	Sally Williamson
Email address (that you are happy to be shared)	sally.williamson@projectsalus.co.uk

Concise Organisation Profile
<p>Project Salus CIC delivers a wide range of direct delivery services and training to children and young people, families, schools, communities and other practitioners.</p> <p>We work extensively with partners to ensure our work results in improved outcomes specifically, improved emotional health and well-being, social skills, engagement and educational outcomes for children, young people and their families.</p> <p>Our current range of services includes Early Intervention Targeted Support, Domestic Abuse Support, Family Intervention Programme (Troubled Families), Anti-Bullying Support for schools, Schools Drugs Education Advisory Services, Youth Services, Restorative Approaches in Neighbourhoods and Schools, Restorative Justice, Work Based Learning and Intensive Parental Support for Children with an Autistic Spectrum Disorder.</p> <p>Project Salus has worked in partnership with Canterbury Christ Church University, through a Knowledge Transfer Partnership, to develop a framework for evaluating services; this has been rated as outstanding by the Technology Strategy Board and is incorporated into all elements of our work.</p> <p>Further information is available on request.</p>

Organisation Profile

Organisation Name	
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	Quo Vadis Trust
Organisation/Sector Type	Supported Accommodation, Residential and Domiciliary Care for persons with Mental Ill-Health
Contact Name (that you are happy to be shared)	John O’Sullivan
Email address (that you are happy to be shared)	j.osullivan@qvt.org.uk

Concise Organisation Profile
<p>GENERAL INFORMATION</p> <p>Quo Vadis Trust is a Charity and Housing Association which provides supported social housing to people with mental ill health in the South East.</p> <p>Our main base of operations is in Lewisham where we have 100 flats and accommodation in shared houses. Our supported housing ranges from residential care homes, 24 hour support, 7 hour support down to community flats where clients receive regular calls from staff to ensure that they are maintaining their tenancy. There is a 10 bed residential care home in Bexley which provides residential care for those with severe long term mental illness. Our domiciliary care service is based in Canterbury but there are plans to extend this service to London Boroughs.</p> <p>FUNDING</p> <p>Our recovery services are funded by Lewisham and Croydon local authorities through what used to be called Supporting People. We are on the Framework Agreement for Croydon in the following areas: Mental Health, Learning Difficulties, Generic Services, Dementia and Older People. We are currently in the process of tendering for the Southwark and Lewisham Framework.</p> <p>60% of our services are independent housing services eligible for exempt status for the purposes of housing benefit. Clients in these services receive housing support with a small client funded selection of personal support. Additional services may be purchased if required.</p> <p>CLIENT GROUP</p> <p>We have both long term residents who are unlikely to show considerable recovery where the main focus is quality of life and clients who with the right support will show some lesser or greater degree of recovery. So we provide care and support services across the spectrum and including residential and domiciliary care.</p> <p>PHILOSOPHY AND CULTURE</p> <p>As a relatively small organisation we are “small enough to care”. Our responsibility to the people in our services is our primary concern particularly in ensuring that they have the resources and assistance to realise their full potential. Our Inclusion and Empowerment team actively works with clients to help them to find ways of expressing themselves, participating in activities or undergoing training so that they can move towards finding a job and fully participating in the community.</p> <p>The separation of Housing Support from Recovery services is embodied in our organisational structure and ensures that there is clear focus on personal development and recovery.</p>

PARTNERSHIPS AND COLLABORATION

In Lewisham we have found it advantageous to work with other providers and voluntary organisations through a partnership known as the Lewisham Mental Health Connection (LMHC). This partnership seeks to work together to pool and share resources so that service users can have more opportunities. We have also jointly funded Local Mental Health Conference with the aim of stimulating greater cooperation and awareness between voluntary sector providers in the Borough. These two initiatives enable us to be focussed on the local community and to ensure that local service users have the opportunity to develop local activities and initiatives.

QVT wants to work with other providers of services and accommodation because the sharing of skills and resources greatly enhances the delivery of services to the clients.

Though small, we have the capacity to source and develop accommodation for the mentally ill that enables them to live comfortably in a secure and safe environment with appropriately trained and vetted staff who are focussed on their needs.

By focussing on local Boroughs we are able to build relationships with commissioning staff and work with them to provide the outcomes they are seeking.

SERVICE USER INVOLVEMENT

QVT is committed to encouraging service user involvement in the services it provides and has a vibrant community of service users who are actively engaged both in our own services and with other voluntary and community groups that are associated with the LMHC.

Clients of QVT are part of a community that will always be there for them to assist throughout the transition from 24 hour to general needs housing. We understand that clients need continual support to prevent relapse even after recovery.

EQUALITY, DIVERSITY AND EQUAL OPPORTUNITY

We are committed to Equality and Diversity and Equality of Opportunity for both our clients and staff. In Croydon we co-sponsor Know my Mind Theatre company a group focussed on bringing to public attention the stigma and prejudice towards mental health that afflicts BME communities. Our workforce is ethnically diverse and positive efforts are made to ensure that all employees have opportunities for advancement within the organisation as it develops.

LEARNING AND DEVELOPMENT

At QVT we understand that our staff are key to the successful delivery of services for our clients. We currently are working to separate the functions of housing support from recovery support so that those in the recovery teams can be focussed on providing appropriate support that meets the needs of the individual and are not side-tracked with the day to day demands of maintaining housing. This proposal will lead to a small group of exceptionally well qualified and trained specialists who will deliver different aspects of our recovery services in a more effective manner to achieve the outcomes required by commissioners.

FUTURE STRATEGY

Our strategy is focussed on delivering self-contained flats in community settings clients that give our clients quality accommodation which is delivered with flexible support and services on tap to assist if and when a need arises. In achieving this we focus on partnerships with local housing associations and developers where the mutual benefits of strength in housing and strength in support services can be realised to provide outcomes that each partner would not otherwise realise on their own.

We are seeking to diversify the locations that we operate in and the services that we

provide. We are doing this by actively seeking partners that are strong in areas that QVT does not currently operate in particularly Learning Difficulties and Drugs and Alcohol. A much larger goal is to work with other providers to develop holistic multi health centres with a bias towards mental health where social prescribing is actively encouraged to prevent an over reliance on drug therapy.

Organisation Profile

Organisation Name	Rethink Mental Illness
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Organisation/Sector Type	Charity
Contact Name (that you are happy to be shared)	Cath Weir
Email address (that you are happy to be shared)	Cath.weir@rethink.org

Concise Organisation Profile

Rethink Mental Illness is a charity that believes in a better quality of life for everyone affected by mental illness. We are a national membership organisation governed by a Board of Trustees consisting of people who have lived through mental illness, carers and other stakeholders. Since 1972 we have brought people together and provided recovery focused support to people with mental illness, campaigning to raise awareness and reduce stigma.

We are the largest voluntary sector provider of mental health services in England, supporting almost 60,000 people every year to get through crises, live independently and realise they are not alone. Our website and National Information and Advice helpline give information and advice to 500,000 more.

We provide approximately 230 mental health related services including services for specific groups: younger people, those in the criminal justice system, BME communities and veterans/members of the armed forces.

Nationally, we currently hold contracts for:

- 12 Floating Support services
- 29 Supported Housing services
- 30 Community support services
- 8 Helplines
- 9 Employment (including IPS) services
- 25 Registered services

We have no parent company and have 5 subsidiaries; 1 no longer trading, 3 dormant; NSF Trustees Ltd, NSF Trading Ltd (no longer trading), Rethink Severe Mental Illness Ltd (Dormant), Rethink Mental Illness Ltd (Dormant), Rethink Mental Health Ltd (Dormant).

Our Activists are people with lived experience and carers who contribute to the organisation through a range of planned and target activities.

We campaign nationally for policy change, influencing modernisation and reform of mental health services and are a lead partner in the Schizophrenia Commission. We are a leading partner in the Time to Change campaign which aims to tackle stigma and improve service provision and local support.

In Kent we currently hold two Advocacy services; three Community services; three

Supported Housing services; a Carer's service; and an Employment and Training service. We are looking to expand our provision of these wide ranging mental health services within all areas of Kent.

Organisation Profile

Organisation Name	Richmond Fellowship
Organisation/Sector	Mental Health Charity

Type	
Contact Name (that you are happy to be shared)	Alexandra Dave
Email address (that you are happy to be shared)	Alexandra.Dave@RichmondFellowship.org.uk

Concise Organisation Profile

At Richmond Fellowship [RF] it is our mission to 'make recovery reality' and recovery is firmly embedded in every aspect of the work we do.

We are a recovery-focussed mental health charity delivering over 120 services across England. We encourage each individual's sense of security, purpose, inclusion and fulfilment, and develop the skills necessary to manage their mental health and wellbeing.

Our primary services are:

- Community Based Services (Day Service)
- Supported Housing (12/24hr)
- Crisis Housing
- Floating Support
- Employment Services (IAPT/Individual Placement Support)
- Registered Care Homes and Care Homes with Nursing
- Individual self-directed packages of support

At the heart of everything we do lies:

Hope: the belief that recovery is possible for every individual

Respect: valuing differences and all contributions

Enabling: giving people encouragement and support to achieve their goals

Inclusion: the belief that everyone has a right to participate fully in society

We work with over 100 Social Services departments, 45 Health Authorities and Trusts, 36 other Housing Associations, over 50 Supporting People administering authorities and Job Centre Plus'.

We employ over 900 people nationally and in 2013/14 we provided a service to 9,475 people experiencing or recovering from mental health problems.

We have achieved Committed to Excellence level for European Foundation for Quality Management model, we are Investors in People accredited and hold the Matrix quality mark for Information, Advice and Guidance services.

We are a Registered Provider of Social Housing and a charitable company limited by guarantee. We are regulated by Companies House, the Charities Commission, the CQC (Care Quality Commission) and Homes and Communities Agency. RF is the parent company of 2care. MyTime, CAN and Croftlands Trust are legal subsidiaries

of RF.

Areas Considered For: We would like to deliver a full mental health pathway in Kent, including

- Step-down Supported Accommodation
- Crisis Housing
- Floating Support
- Community Based Services
- Dual Diagnosis services
- Mental health Employment services

Areas to Develop: We would like to develop

- Recovery College's across Kent
- Young Peoples services
- Acute Discharge service and Personality disorder work
- Crisis say service with a 24/7 phone line
- Men's Sheds and new ISP based employment contracts
- Wellbeing groups to increase access to all
- Peer Support [in person and inline using digital technology

Organisation Profile

Organisation Name	Sanctuary Supported Living (Registered as Sanctuary Housing
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	Association)
Organisation/Sector Type	Sanctuary Supported Living is not a legal entity but a trading name
Contact Name (that you are happy to be shared)	Bid Management
Email address (that you are happy to be shared)	Bidmanagement@sanctuary-housing.co.uk

Concise Organisation Profile
<p>Sanctuary Supported Living (SSL) is part of Sanctuary Housing Group and operates nationally.</p> <p>Every year at Sanctuary Supported Living, we provide care and support to over 6,000 people across England. Many of the people who use our supported living services have mental health needs or a learning or physical disability. Some have experienced homelessness, domestic abuse, become a teenage parent or face losing their home due to a personal crisis.</p> <p>Working closely with local authorities and other agencies, we design and deliver a range of specialist services that meet the needs of different people across the country. As part of our supported living services, we help our clients gain the confidence and life skills they need to realise their potential and build the foundations for independent living.</p> <p>We support people to lead happy and healthy lives by providing support tailored to their individual needs. We work together with people to help them make the changes they want for a better life.</p> <p>In Kent, we provide floating support to people living in their own homes (including young people at risk), supported housing to people with mental health issues and supported housing for people who have experienced homelessness and/or have complex needs.</p> <p>The area in which we would like to be considered for the delivery network is Thanet and South Kent Coast.</p> <p>We have a specialist Sanctuary Supported Living Learning and Development team that provide advice and guidance for all SSL staff. This service includes a range of bespoke learning and development interventions and workshops to develop the knowledge and skills required by all staff who works in this business area.</p> <p>Customer involvement and co-production are core principles within Sanctuary Supported Living and we value our customers' feedback and opinions. We record customer satisfaction on a local service level via workshops run by our local service managers or client involvement champions. We also have regional client representatives and run focus groups and workshops which enable customers to input into policy development. Our senior management team use customer feedback to determine how best to develop our service to suit our clients' needs.</p> <p>For further information, please contact Stuart Kichenside, Business Development Manager, stuart.kichenside@sanctuary-housing.co.uk</p>

Organisation Profile

Organisation Name	SEAP
Organisation/Sector Type	Voluntary & Community Sector (Registered Charity)
Contact Name (that you are happy to be shared)	Sarah Deason, Team Manager (Kent & LB of Sutton)
Email address (that you are happy to be shared)	sarah.deason@seap.org.uk

Concise Organisation Profile
<p>SEAP is a specialist advocacy provider with a 20 year history of delivering person-centred services across the south of England. We empower people to get their voices heard; ensuring their rights are safeguarded and their views are taken into account when decisions are taken about their lives. We are known for high quality, easy to access services.</p> <p>Our mission is to provide client-led services which enable and empower service users, providers, planners and policy makers to support the successful resolution of individual client issues, ensuring the experiences, views, wishes and feelings of clients impact on, improve and play a central role in service planning and delivery.</p> <p>SEAP has been delivering advocacy services since 1994 and has been a registered charity since 2000, providing instructed and non-instructed advocacy and other related services, within both statutory and non-statutory frameworks, across southern England. SEAP is also a City & Guilds accredited centre for Advocacy Training. Current services include Independent NHS Complaints Advocacy, IMHA, IMCA, DoLS and a wide range of community and specialist advocacy services supporting vulnerable and marginalised client groups. SEAP services include advocacy in prisons and in high secure units and hospitals.</p> <p>SEAP has 12 years' experience of implementing and delivering Independent Health Complaints Advocacy across Southeast and Southwest England. We currently provide this service in 26 Local Authority areas.</p> <p>Organisational objectives:</p> <ol style="list-style-type: none"> 1. Ensure clients' views and experiences are relayed to providers, to improve services. 2. Support service providers, at individual staff level and organisational level, to improve their practice. 3. Involve our clients in all we do. 4. Support those that can to self-advocate, and those that can't to be heard and respected. 5. Meet statutory and best practice requirements of a leading Third Sector organisation. 6. Maintain open communication and strong relationships with funders. 7. Seek, develop and invest in partnerships.

8. Be an employer of choice, recognising and investing in our workforce.
9. Ensure our services represent excellent value for money.
10. Maintain our reputation for quality services.

Current services include, but are not limited to:

- Independent Health Complaints Advocacy
- Independent Mental Health Advocacy (IMHA)
- Independent Mental Capacity Advocacy (IMCA)
- Deprivation of Liberty Safeguards (DoLS)
- Community Mental Health Advocacy (including in prisons)
- Advocacy for people with learning disabilities; physical disabilities; sensory impairments; dementia; acquired brain injuries
- Military Advocacy for veterans and service leavers
- Buddy Scheme for Disabled Young People
- Appropriate Adult Scheme
- Advocacy/Peer Advocacy Training

SEAP's work targets diverse groups, in particular vulnerable adults and children, many of whom have long term conditions, physical or mental health conditions, or long term disabilities, and we fully embrace the principles of the Equality Act in planning new services.

SEAP works in partnership and believes wherever possible in building capacity within smaller charities, having the central services, corporate governance and professional expertise to support smaller organisations which hold a good local reputation. SEAP tries not to compete with local organisations providing quality services and would rather work in partnership than see effective local organisations lose services.

SEAP currently employs 121 people. The organisation works to the highest standards and, since 2010, has held the Action4 Advocacy Quality Performance Mark (QPM) and the EFQM 'Recognised for Excellence' quality mark. All advocates must undertake the national City & Guilds accredited Level 3 Qualification in Independent Advocacy (QIA). SEAP is particularly proud of its high quality advocacy training, ensured through delivery by dedicated tutors and trainers. Since the inception of its Advocacy Training team in 2009, SEAP has also successfully trained around 720 advocates on behalf of other advocacy organisations.

Organisation Profile

Organisation Name	Sevenoaks Area Mind
Organisation/Sector Type	Registered Charity and Company Limited by Guarantee
Contact Name (that you are happy to be shared)	Jill Roberts
Email address (that you are happy to be shared)	jill.roberts@sevenoaksareamind.org.uk

Concise Organisation Profile
<p>Organisational Description</p> <p>Sevenoaks Area Mind (SAM) is a high quality, well established, Mind-branded mental health charity with a strong track record of service delivery, community development, training and innovation. We exist to ensure that no-one has to face a mental health problem alone. We are successfully delivering an ambitious five year plan which has five key aims, to:</p> <ol style="list-style-type: none"> 1. Increase the number and diversity of people we support. 2. Become a focal point and key community resource for better mental health & wellbeing. 3. Overcome stigma and discrimination. 4. Raise our profile. 5. Achieve a sustainable funding base. <p>Main areas of business include the successful delivery of:</p> <ul style="list-style-type: none"> • Social, therapeutic, and recovery groups, to meet a range of mental health needs from long term and enduring problems to mild to moderate conditions. • Healthy Mind, an IAPT (Increasing Access to Psychological Therapy) service for West Kent providing counselling, CBT, psycho-educational classes and groups – NHS funded through the West Kent Clinical Commissioning Group. • Mental Health First Aid, ASIST suicide awareness and prevention and a number of related trainings e.g. Mental Health for Frontline Workers, delivered across Kent to a wide range of cross sector organisations and individuals. • Anti-stigma work, including an innovative Kent-wide Time to Change project ‘Skiffle for Change’ which involves 50 volunteers with lived experience of mental health problems. • Interactive Mind Fitness sessions in schools and colleges, to raise awareness of mental health and wellbeing amongst tutors and students. • Supported housing to enable people with long term mental health problems to move on to independent living. • Community development - building community resilience through wellbeing and preventative activities and community involvement. We engage with 1,000s of people every year from a wide cross sector of the community. • Personal development grants, co-ordination of Kent-wide Mental Health

Action Groups, hosting and supporting the Live It Well website and strategy.

Organisational structure

SAM has a Board of Trustees, who delegate operational control to a Chief Executive Officer, Jill Roberts. Under the CEO is a 7 strong senior management team (SMT), with expertise in housing, mental health occupational therapy, counselling and CBT, community development, training including Mental Health First Aid, volunteer management, communications, accounts and administration. The SMT manage a skilled and committed staff team who in turn support 125 skilled volunteers, many with lived experience of mental health problems.

Approach to evaluation/learning and development

We evaluate all areas of our work and seek continuous improvement. We use national evaluation tools such as the Warwick-Edinburgh Mental Wellbeing Scale for recovery groups & befriending, PHQ9, GAD7 and patient experience questionnaires for psychological therapy, and the Time to Change evaluation tool of attitude change for Skiffle for Change. All training is evaluated and we conduct a 6 month follow up to assess longer term outcomes of some courses. In addition we use locally developed client feedback questionnaires and focus groups. As a training and development organisation all staff and volunteers have many learning and development opportunities including in-house training, coaching, supervision, appraisals, and external training and development opportunities via their work. The following quote is from external auditors following our most recent Mind quality audit where we achieved the top grade 3 award. *'The level of discussion and debate with everyone during the visit confirmed for the reviewers that SAM is a 'learning organisation' and an inspiring place to be'*

Partnerships/Affiliations.

SAM is affiliated to national Mind and benefits from belonging to a national network. Other formal partnerships include 3 local Minds for the delivery of psychological therapy, a 24 strong third sector partnership to create a virtual one stop shop, we also work in partnership with KCC, West Kent CCG, the district councils, Time to Change, local businesses large and small, secondary mental health services, the 650 members of the Mental Health Action Groups, which we service across Kent as well as individuals and groups from the community, to name but a few.

Areas you would like to be considered for the delivery network and/or develop.

We already deliver a wide range of specialist mental health services and have many partners to support that delivery, we would like to build on this to ensure that all mental health needs including wellbeing and preventative actions can be delivered from single local hubs covering a geographical area, this would include quality referrals between high functioning and skilled delivery networks across West Kent.

Organisation Profile

Organisation Name	Shaw Trust
Organisation/Sector Type	Charity
Contact Name (that you are happy to be shared)	Shelley Southon Karen Hegarty Lesley Street
Email address (that you are happy to be shared)	Shelley.southon@shaw-trust.org.uk Karen.hegarty@shaw-trust.org.uk Lesley.street@shaw-trust.org.uk

Concise Organisation Profile
<p>The following has been provided as an aid to help you to describe your organisation: Your profile will be shared to support networking.</p> <p>Shaw Trust's vision is that everyone has the right to employment; inclusion and independence ensure that the most severely disabled people had opportunities to work</p> <p>Our charitable mission states that we will 'Focus on people who experience barriers related to disability, health and other disadvantage, providing personalised support to enable them to work, gain independence</p> <p>Shaw Trust Leads the Tonbridge Live it Well Centre/ Employment Service, the centre has been set-up to support people experiencing mental ill health. We are funded by KCC Social Care Commissioner for Mental Health and work in partnership with KSE, Winfield; CMHT Secondary & Primary Care, IAPT (Improving access to Psychological Therapies), and Sevenoaks Area Mind.</p> <p>Other organisations delivering their contracts here at the centre are Health Trainers, MHR Reachout and Government Work Programmes, we all cover Tonbridge, Tunbridge Wells, Sevenoaks & surrounding areas.</p> <p>As well as the Tonbridge LIW. Shaw Trust Kent Mental Health Employment Service has offices in Ashford, Whitstable, Dover and Swale. We operate out of these localities so that we can provide a Mental Health service throughout Mid, East and North Kent. The referrals for this come through the CMHT Secondary and Primary Care and IAPT.</p> <p>Shaw Trust Employment service can offer support in finding paid employment and help with sustaining their job.</p> <p>Shaw Trust work towards developing peoples skills, building their confidence and Self-Esteem.</p> <p>Free training opportunities given to clients, through our Employability Skills and Personal Development course.</p> <p>Job action groups and Staff 1-1 working to provide clients with professional CV's,</p>

Cover and Spec letters, Personal Profiling, Application form filling, Mock Interview Skills training, Telephone techniques and Job searching Skills.

1-1 sessions with our advisors, where the client is given a signed Development Plan to help with their progression.

Job Retention Service: Our Employment advisors are able to provide support to both the employee and the employer so that the individual can retain their employment status. This support comes in the form of: Giving advice to the Employer around any necessary adjustments. Negotiating phased returns, Regular in work reviews. Supporting a client going through disciplinary procedures.

Post Employment Support: Our advisors are on hand to deal with any difficulties that the client may face post employment. We work close with the individual and the employer so that employment is sustained.

Shaw Trust has national accounts in place with employers which advisors at local levels use to find suitable work experience and paid opportunities for clients. Advisors also build relationships with local businesses and ensure that the client is working in an environment where they can use their potential.

We work close with many organisations across Kent that include but not limited to: KCA IAPT, MHCO, CMHT MCCH, Together, National Careers Service, Pitmans, Porchlight, Volunteer Centres, Go-Response, Turning point, and Rethink.

Organisation Profile

Organisation Name	Skills for Health
Organisation/Sector Type	Registered Charity supporting Health Service provision - Acute, Community and Mental Health in the public, private and third sectors
Contact Name (that you are happy to be shared)	Kate Gascoyne – Development Co-ordinator & Jim Moran – Regional Director
Email address (that you are happy to be shared)	Kate.gascoyne@skillsforhealth.org.uk Jim. Moran@skillsforhealth.org.uk

Concise Organisation Profile

The following has been provided as an aid to help you to describe your organisation: Your profile will be shared to support networking.

At its heart Skills for Health (SfH) is concerned with improving healthcare and the patient experience by supporting employers in the sector to deliver high quality, cost effective and efficient services. SfH is a not-for-profit organization, registered as a charity in the U.K. and with a mission to provide health care organizations with practical solutions in workforce design, development and deployment. We are the employer-led authority on workforce skills in the health sector, and work with employers throughout the UK to develop a skilled, flexible and productive workforce to improve the quality of health and healthcare.

We offer a range of tools and solutions that are tried and tested by the sector and offer tangible benefits including improved productivity, quality and efficiency. We cover the whole of the health sector (NHS, independent and voluntary employers) and work with a range of partners.

Skills for Health have considerable expertise in the development of the health sector workforce and is nationally recognised in the UK as a source of expert skills and advice in workforce transformation. Our a wide range of education and workforce products and services include:

- The development and maintenance of a searchable database of workforce competences (National Occupational Standards) categorized by function
- Realtime Rostering the award-winning workforce management tool from Skills forHealth designed in collaboration with clinicians and healthcare workforce professionals to address the complex task of healthcare workforce management
- E-learning programmes covering a range of core and specific workforce skill areas
- The delivery of Apprenticeship, adult learning and accredited qualification programmes for the whole health sector workforce
- Research and Labour Market intelligence to inform workforce planning
- Development programmes, raising skills and capabilities in workforce planning, management and leadership and integrated service and workforce development.
- Considerable experience supporting clients with Integration of Health and Social Care.

SfH is the Sector Skills Council for the UK health sector covering the NHS, independent and voluntary employers, regulated and recognized for excellence in that function by the UK Commission for Employment and Skills and the Department for Business, Innovation and Skills.

We have the organisational capacity to deliver workforce development solutions for all health sector employers. We have in place strong and responsive systems and processes that guide and manage our engagement with health sector employers and the way in which we operate internally within the group. Where SfH may require additional capacity or expertise to deliver specific workstreams within the agreed deadlines, the company maintains a register of associates that possess specific skills relevant to our work. This enables us to rapidly flex our resources to respond to demand. There is a rigorous policy for appointment of associates. They are managed by a Skill for Health lead manager for the programme of work, who develops the work specification and carries out performance management and quality assurance of the work. At the start of any project there is a project initiation meeting held with the client where we ensure that all their requirements are captured. Our project management practices dictate that through regular monitoring and reporting, potential variations to the delivery of the service are captured and assessed, and any changes needed for successful delivery can be put in place.

SfH has considerable experience of supporting large strategic contracts across national, regional or local stakeholders. Working in partnership with employers (that includes NHS, independent and voluntary sectors), contracts have encompassed

- Large and Small Scale Service Reviews (South West SHA, BHR A&E Review, NNUH Stroke Review)
- Facilitating the exploration of alternative ways of service delivery and care pathway design
- Assessing the workforce implications associated with new models of delivery
- Facilitating the development of new roles, drawing on our library of over 60 transferable roles
- Applying a “functional analysis” approach to articulate competency and skills required by various levels staff at key points along care pathways
- To evolve, facilitate and support Organisational Development programmes that will deliver the desired service change

We have extensive experience of working in many different environments. Our clients include primary, secondary and tertiary care providers in the different National Health Systems in place in England, Wales, Scotland and Northern Ireland. The various government departments have been major clients of ours for some time, and we also work with private sector healthcare providers and with not-for-profit and charitable enterprises. One of the keys to our success across this wide range of clients is the sensitivity our consultants consistently demonstrate to the particular unique culture and needs of each client.

Further information can be seen on our website ...

<http://dev.skillsforhealth.org.uk/about/our-people>

Organisation Profile

Organisation Name	Social Enterprise Kent
Organisation/Sector Type	Social Enterprise/Community Interest Company
Contact Name (that you are happy to be shared)	Rebecca Smith
Email address (that you are happy to be shared)	r.smith@sekgroup.org.uk

Concise Organisation Profile

Social Enterprise Kent (SEK) is a community interest company and has been trading for over 30 years to benefit individuals and local communities.

Our employment support team have helped 259 people with mental health issues towards and into employment over the last year. We currently hold a contract with KCC for the Canterbury area.

Within SEK we also operate a comprehensive training centre. Over the last year alone we have provided training to over 4000 people which has helped them to gain and sustain employment. This includes diplomas and apprenticeships in a wide variety of subjects (eg Health and Social Care, business management and Children and Young People to name a few) through to short courses such as Mental Health Awareness and MCA & DOLS.

This forms part of our employment support offering and all clients within the mental health team have access to free training.

SEK is used to leading and supporting partnerships and consortiums. We have successfully managed a national £5.2m consortium of 8 training providers for the past 3 years which has helped 3952 learners and apprentices achieve their goals across the country. Social Enterprise Kent is also a partner with East Kent College for the ESF Skills Support for the Workforce project across the SELEP. We are open to new partnership opportunities within Mental Health.

We hosted a free mental health event for Kent employers who would like to end mental health stigma and end discrimination in the workplace on World Mental Health Day on the 10th October.

Social Enterprise Kent also holds a contract with KCC for the delivery of the STAMP programme which is designed to support VCSE sector organisations to become more commercially aware and increase sustainability.

We led a consortium of 25 partnering organisations in a successful bid to draw down £3m from the Big Lottery Fund to reduce social isolation for older people in Thanet over 5 years.

We hosted an EU funding fair which was attended by over 100 delegates from 107 VCSE sector organisations to assist them to access EU funding.

Social Enterprise Kent also provides support services such as HR, finance and payroll to local charities.

SEK is looking to form and lead partnerships within Mental Health across all geographic areas within Kent.

More information can be found at www.sekgroup.org.uk or by contacting Rebecca Smith on 01227 844449 and r.smith@sekgroup.org.uk.

Organisation Profile

Organisation Name	SpeakupCIC
Organisation/Sector Type	Service User Involvement. Maintaining recovery through peer led activities and peer support.
Contact Name (that you are happy to be shared)	Maggie Gallant
Email address (that you are happy to be shared)	Maggie@speakupcic.co.uk

Concise Organisation Profile
<ul style="list-style-type: none"> • <i>Organisational Description (History/Mission/Purpose/ Objectives/Main area of business)</i> • <i>Organisational structure Customers/stakeholders</i> <p>SpeakUpCIC is a Community Interest Company (CIC) supporting current and former mental health service users. Formed in February 2011, it is service user led. It was established by Maggie Gallant, who has over 22 years working in the mental health field. Maggie has led and developed the project for many years, including in its earlier stages when it was managed through first Thanet Mind and then Rethink. Her leadership throughout this period has provided stability both to the organisation and to the people it supports.</p> <p>It has a board of four directors, 3 staff members and 9 committed and experienced volunteers who deliver the services of well-established user forums and groups in the East Kent area. SpeakUpCIC is an effective and active user forum in Thanet, Dover and Deal and Ashford, providing feedback to professionals and voice for users, as well as providing groups, clubs and peer support to facilitate well-being and recovery. It is set to draw on this well-established service with 340 members, to develop its activities in the future through sustained and new business. Kent County Council and the three Clinical Commissioning Groups covering Ashford, Thanet and South Kent Coast are our main funders although we have been successful in gaining some grant-funding to develop and pilot our peer support work.</p> <p>SpeakUpCIC believes that all service users / survivors have a right to be treated with dignity and respect. We believe that by working together we can create a culture of hope, support and recovery that embodies a belief in people’s own ability to manage change and improve the quality of their lives. We strive to create communities free from stigma and discrimination and to educate others.</p> <ul style="list-style-type: none"> • <i>Areas you would like to be considered for the delivery network</i>

Key functions of current activities based in Thanet, Dover, Deal and Ashford:

- Campaigning and championing
- Peer Support and befriending
- Group work and user-led training/education
- Social activities
- Enabling service user participation
- Gaining feedback from service users
- Giving feedback to providers/ commissioners

- *Areas you would like to develop*

We have some grant funding to start a peer support group in Sandwich. We would consider working in other areas in east Kent based on a lack of provision for mental health services users of the services where we have expertise.

We would like to develop peer support activities as the outcomes for our work in this area are impactful for services users' continued recovery, fit with Better Care Fund objectives and are cost effective for the statutory sector.

- *Approach to evaluation/learning and development*

Our members are involved in delivering peer support services as co-producers. Exchange is therefore continuous and development relates closely to our surveys, evaluations and meetings with others. We use academic research on outcomes, impact and cost effectiveness to inform our work and our business planning. Our staff work towards CPD goals. We are a forward thinking organisation.

- *Any Regulatory requirements*

Risk assessments; disclosure and barring service requirements; legislation regulating companies;

- *Partnerships/Affiliations*

No formal partnerships. We work with many organisations who support our members.

Organisation Profile

Organisation Name	Swale Community and Voluntary Services
Organisation/Sector Type	Voluntary and Community Sector
Contact Name (that you are happy to be shared)	Sarah Williams
Email address (that you are happy to be shared)	Sarah.williams@swalecvcs.co.uk

Concise Organisation Profile
<p>SCVS has been delivering services since 1973 and acts as a support and development organisation and exists to champion and strengthen local charities, voluntary organisations and community groups. SCVS works in partnership with the public sector and the private sector to maximise benefits for the Voluntary and Community Sector.</p> <p>SCVS is led by a robust group of trustees and have a senior management team to focus on leadership, management and strategic focus and direction. SCVS is a registered charity and currently going through the process of becoming a charitable incorporated organisation (CIO). Our strategic priorities are :</p> <ul style="list-style-type: none"> - Provide effective and efficient support and development services - Encourage volunteering and promote community action - Provide bespoke and specialist services – optimising resources and maximising efficiencies; adapting our services, activities and offer to the VCS depending on their needs. <p>Our governing body is the National Association for Voluntary and Community Action (navca) and we adhere to the quality assurance standards as set out in PQASSO; which is a quality assurance system designed for small to medium sized voluntary and community sector organisations. SCVS is also an accredited member of Volunteering England and is currently undertaking the provider standard in Mentoring and Befriending.</p> <p>We work in partnership with a number of public sector organisations, including KCC, Publish Heath, CCG's and Swale Borough Council. We work collaboratively at different levels with other CVS's and VC's across the county. We will lead/facilitate consortium bidding and working approaches between and for voluntary organisations across the borough of Swale.</p> <p>SCVS would welcome the opportunity to be part of the supply chain as a sub contractor to deliver services. SCVS would welcome the opportunity to support the outcomes focussed approach and the monitoring and evaluation of the outcomes including social value.</p> <p>SCVS would like to develop their approach as a lead contractor for the future if at all possible</p>

Organisation Profile

Organisation Name	SHEPWAY OPEN FORUM
Organisation/Sector Type	MENTAL HEALTH
Contact Name (that you are happy to be shared)	JACKIE FAIRLIE
Email address (that you are happy to be shared)	shepwayopenforum@gmail.com

Concise Organisation Profile

Shepway Open Forum is for people who have or have had a Mental Health Issue. We meet every week at various venues including the Folkestone Community Mental Health Team base in Folkestone.

The area we cover is Folkestone and Romney Marsh.

We support people both in the community and in hospital (if they are already a member of the forum), in various ways tailored to the individuals need at the time.

We are all Service Users or Ex Service Users.

We are an entirely voluntary organisation we have no paid staff.

We have been in existence since April 1995 and celebrate our 20th year next year.

Our purpose is to try and keep people well and out of hospital when ever possible.

We attend meetings and conferences with Kent County Council, Kent and Medway Partnership Trust and Clinical Commissioning Group's.

We also network with a variety of other 3rd Sector Providers and are members of a lot of their groups.

Were funding permits we like to attend regional and national conferences and events.

We are members of the Council of East Kent Service User Forums (CEKSUF), who meet together once a month to share issues that affect people across East Kent.

We take any relevant issues to these meetings and feedback to our members.

We adhere to all KCC regulatory requirements.

The Area we would like to be considered for is East Kent Mental Health Service User Forums and develop to cover the whole of Kent and Medway if possible.

Organisation Profile

Organisation Name	Terrance House Care Ltd
Organisation/Sector Type	Residential Home for Adults and Older People
Contact Name (that you are happy to be shared)	Julie Cleary
Email address (that you are happy to be shared)	manager@terrancehouse.co.uk

Concise Organisation Profile

Terrance House is an established care home offering professional, supportive care in a friendly welcoming environment for people with Dementia, Korsakoff Syndrome and other long term mental health difficulties.

Established some 25 years ago it has been owned by the current Proprietors for the past 6 years. Our organisational structure is: Proprietors, Directors, Accounts Manager, Estates Manager, Home Manager, Deputy Manager, Lead Carer, Senior Carers, Care Team, Administration, Hospitality, Catering, Domiciliary, Maintenance.

Our mission is to promote a quality of life for our residents that enables them to enjoy their independence, their individuality and sense of value. To ensure that our care is delivered in a flexible, approachable manner. To provide emotional support to our clients when it is required and to deliver the best possible care at all times.

We approach learning and development through a number of formal and informal training and development services. Our Director, responsible for training, ensures the effectiveness of the homes training and learning provision and all staff undertake a number of mandatory and supplementary training, both in-house and via distance learning programmes.

Fully compliant with all CQC, KCC and CCG regulations and strategies, we are constantly monitoring and reviewing our services and their effectiveness. We are also affiliated to KCTA and Skills For Care and regularly utilise their services in order to improve our own.

For Delivery Network, we would like there to be a greater level of services that are inter-connecting where we are able to source and support resources and access advice and information. A networking service that has high availability and high performance.

As a home we strive to develop and currently key areas that we have highlighted for progression are:

- **The Environment:** the home has recently completed a number of improvement projects and this will continue over the next three-five years.
- **Technology:** there are plans to develop a personalised database which can be accessed by all departments via a Servershare, where all business specific information and records can be stored, we are also planning to improve technological systems that our Service Users can access and enjoy.

- Service User Personal Development: We plan to implement a programme of support that will enable some of our Service Users to live more independently, whilst still accessing the care and support system that is offered by Terrance House.

Organisation Profile

Organisation Name	The Training Effect LTD
Organisation/Sector Type	Service Provision / Consultancy / Training
Contact Name (that you are happy to be shared)	Mark Bowles
Email address (that you are happy to be shared)	mail@thetrainingeffect.co.uk

Concise Organisation Profile
<p>The Training Effect (TTE) provides a range of services to the public, private and third sector, including training, facilitation, consultancy and business development.</p> <p>Established in 2011, TTE has specific expertise in the areas of substance misuse, families with complex needs, mental and emotional health, poverty and child and youth services.</p> <p>TTE is a national provider of services to the UK's public sector and enjoys approved supplier status with local authorities throughout the UK, our local authority clients include:</p> <p>North Yorkshire County Council Bedford Council Oxfordshire County Council Essex County Council Barking and Dagenham Council Kirklees Council</p> <p>In addition TTE provide services to a growing number of charities and other organisations across the country, these include:</p> <p>Turning Point Porchlight KCA Stepahead DATUS DENS CXK</p> <p>TTE provides a diverse range of training, including: substance misuse, risk-taking, sexual health, emotional and mental health, families with complex needs, domestic abuse, challenging behaviour, child protection and animal assisted interventions.</p> <p>Our structure is dependent on the needs of our delivery areas. We have a central structure based in Kent with associates, consultants, sessional staff and full and part time employees based across the country.</p>

TTE deliver countywide services focused on the well-being of secondary aged pupils for both Oxfordshire County Council and Essex County Council. Details on these services can be found at the following websites, for our Oxfordshire service [click here](#). For our Essex service [click here](#).

TTE are the joint owners of our Risk-Avert programme developed in partnership with Essex County Councils Public Health team. This agreement demonstrates our commitment to effective partnership working and our ability to develop strong partnership relationships with local authorities. TTE also has developed joint venture relationships with a diverse range of organisations, enabling us to respond effectively to the needs of our customers using a subject specific expert approach.

TTE have real expertise in the field of intervention design, evidenced by our In-Formed and Risk-Avert services. We would like to be considered for consultancy projects related to the development of services to improve mental health and well-being. This would include but is not limited to the following activities:

- Research
- Consultation
- Facilitation
- Programme Design
- Evaluation
- Service Deliver

TTE would also welcome the opportunity to develop training programmes for young people and adults in the broad fields of mental health, emotional health and well-being.

Organisation Profile

Organisation Name	Together Working for Wellbeing
Organisation/Sector Type	Mental Health Charity
Contact Name (that you are happy to be shared)	Sandra Bray
Email address (that you are happy to be shared)	sandra-bray@together-uk.org

Concise Organisation Profile



Together is a specialist mental health charity delivering a range of support services to people across England.

We have extensive experience of supporting people to deal with the personal and practical impacts of mental health issues, enabling them to lead more independent, fulfilling lives as part of their communities.

We employ over 600 permanent staff and 200 relief/volunteer workers and deliver over 70 services across the country. Our national office is based in London, providing central support to all of our services.

Our support is driven by our belief that the individuals are the experts and should therefore be empowered to lead their own recovery, make their own choices and set their own goals and aspirations. We believe that no matter what the diagnosis, all of our service users can be supported to exercise choice and maximise their level of independence.

The people who use our services are at the heart of everything we do. They influence and shape the support they receive from us and the way our services are run. Our dedicated service-user involvement team give users of our mental health services a voice at every level of Together and facilitate regional and national steering groups where our service users can discuss issues and influence the direction of Together.

We are committed to continuously improving our services, primarily by learning from service users, staff, partner agencies, stakeholders and commissioners (eg through service user and stakeholder forums, peer audits, surveys and regular reviews).

Within Kent, Together provides an effective Community based service (Your Way) across Sittingbourne and Sheppey. Your Way provides flexible mental health support and guidance based on individual requirements. The service promotes Kent's 'Six Ways to Wellbeing' and provides support to improve physical and mental wellbeing, including support to access to vocational opportunities, education and training. The service works in close partnership with numerous organisations across the area and was recognised for this work with an award in 2014.

Nationally, our services include:

- Advocacy, delivered across a wide range of settings including secure mental health facilities, hospitals and within the community
- Community based support, including Your Way services
- Floating support, including housing related support
- Residential accommodation (CQC registered) and supported accommodation, ranging from 24-hour high need services to low-level support
- Peer support
- Criminal justice services

Together are interested in opportunities to deliver these services across Kent, as a provider within the mental health wellbeing and delivery network.

Organisation Profile

Organisation Name	Tunbridge Wells Mental Health Resource Ltd
Organisation/Sector Type	Mental Health Charity
Contact Name (that you are happy to be shared)	Alison Skulczuk
Email address (that you are happy to be shared)	alisons@twmhr.org.uk

Concise Organisation Profile
<p>Tunbridge Wells Mental Health Resource Ltd (MHR) was incorporated in 1993 as a company limited by guarantee. It was formed to provide practical and emotional support in a safe environment for people suffering from mental ill health.</p> <p>Our mission is to work with people who have mental health issues; to support, explore and develop their potential within their own lives as well as in their own local communities and to empower them to reach their personal goals. Our aim is to promote social inclusion, well-being, equal opportunity and awareness of mental health in the community.</p> <p>We have three projects:</p> <p>The Hub provides a variety of activities and groups suited to the needs of individuals to help raise confidence and self-esteem thus encouraging positive emotional and physical well-being. Activities range from art and pottery to computer studies and healthy eating. Many workshops take place in community based settings and help to break down barriers enabling people to gain a better understanding of problems associated with mental health.</p> <p>Assert has two roles: Community Advocacy which is provided to any adult with a mental health diagnosis who lives in the West Kent community. We aim to protect rights, provide information and promote informed choices. From April 2015 we will be providing statutory community advocacy as specified in the Care Act 2015. IMHA: We provide a statutory service which supplies an accredited Independent Mental Health Advocate (IMHA) to people whose liberty is curtailed by the Mental Health Act</p> <p>Reachout has six facilitated self-help forums in West Kent. Its groups provide friendly and confidential peer support in the community and enable involvement in feedback to service providers and planners regarding treatment, care and services.</p> <p>Organisational Structure, Customers/stakeholders</p> <p>MHR has a Board of Trustees that has a broad range of skills. Project Managers and senior staff report directly to the Board of Trustees and participate in the Operational Management Committee (OMC) along with service users. The OMC meets on a regular basis and provides a communication channel between the Board, staff and service users. Its service users are adults (18+) living in West Kent who have mental health issues. Patrons include Gregg Clark MP, Clive Mansell, the Archdeacon of Tonbridge and Lord Mayhew.</p> <p>Approach to evaluation/learning and development</p> <p>MHR welcomes feedback from service users and has a formal comments and complaints procedure. It constantly evaluates the provision of its services and works to identify areas of</p>

need and gaps in service provision. It promotes training for staff and volunteers with a formal training and development policy and individual training plans.

Regulatory requirements

Assert provides a statutory IMHA service as specified in the 2007 amendments to the Mental Health Act (1983) and will be providing statutory community advocacy as specified in the Care Act 2015.

Partnerships/Affiliations

MHR is part of the Live it Well group based in Tonbridge, the Partnership in Action group Tunbridge Wells, and it facilitates the Bi-Polar (UK) Self Help group at its premises. It works closely with other local mental health organisations and has close ties with local businesses and the local Job Centre Plus. Last year it was the Tunbridge Wells Mayors charity of the year.

Areas to be considered for delivery

We would like to be considered for the delivery of informal community mental health services, Advocacy and the provision of Forums within Kent. We are also keen to explore the provision of other mental health services.

Areas to develop

We are constantly working to identify areas of need as highlighted by service user feedback. We are developing a literacy and numeracy project in conjunction with the Job Centre Plus to help people with mental health issues develop skills to get them back to paid or voluntary work and to help them participate fully in the community. Other areas include a specific Advocacy service for the 16-18 age-group. We are keen to consider providing services outside of West Kent.

Organisation Profile

Organisation Name	United Response
Organisation/Sector Type	Voluntary
Contact Name (that you are happy to be shared)	Martine Norton
Email address (that you are happy to be shared)	martine.norton@unitedresponse.org.uk

Concise Organisation Profile

United Response is a national charity supporting adults, young people and children with a wide range of disabilities and mental health needs to take control of their lives. We provide everything from 24 hour support to a few hours of support a week including supporting people to live independently in their own home, going shopping, accessing the community, or getting a job. We support a growing number of people who use direct payments and personal budgets to buy their support.

We have been supporting people with mental health needs for approximately 20 years in Kent. Our distinctive approach means we work in partnership with people, supporting them to make choices about how they want to live their lives. We work with people to create opportunities and enable them to choose the support they want.

We support people with a range of severe mental health needs, including psychosis, schizophrenia, personality disorder and severe depression. In addition, we provide support to an increasing number of people with a dual diagnosis of learning disability and mental health need.

We provide a variety of mental health services, working in partnership with clinical partners to deliver tailor-made support, based around each individual's care management plan. Our emphasis is on recovery, and where possible we focus on early intervention to help prevent more serious problems from occurring.

We try and provide whatever it is that someone needs to get better and recover from a period of mental health distress. This means looking at all sort of different approaches, and being open to new ideas to help people. We are committed to overcoming isolation, supporting our clients to maintain a presence in their local community. We work hard to build relationships and trust, focusing on demonstrating positive outcomes for people. We work closely with local housing providers (private landlords and housing associations), various community teams and other providers in the private and voluntary sector.

Our interest is to develop a series of localised, creative, good quality integrated community support networks that maximise on the wealth and strengths already present in any family or any given neighbourhood. This network should encompass all of those in need in a given location including those who are most vulnerable or acutely ill thus embedding a truly local approach to both treating and preventing mental ill health. In summary, a community orientated approach/social model that focusses on what people can do and what they can contribute.

Organisation Profile

Organisation Name	Voluntary Action Maidstone (VAM)
Organisation/Sector Type	Charity
Contact Name (that you are happy to be shared)	Charlotte Osborn-Forde
Email address (that you are happy to be shared)	charlotte@vam-online.org.uk

Concise Organisation Profile

The following has been provided as an aid to help you to describe your organisation: Your profile will be shared to support networking.

VAM began in 1975 in Maidstone and has strong ties to the local area, but we deliver services across Kent, working at the heart of the community. We have a broad remit to support people and communities in need, developing services in partnership. We are a Volunteer Centre and Council for Voluntary Service as well as providing a wide range of services in the community supporting health and wellbeing.

We are a registered charity and company limited by guarantee lead by a diverse and very experienced board of directors and trustees, with high level expertise in HR, Governance, the law, health and social care services, business management and finance. We have around 40 staff and 500 volunteers. We have number of externally assessed quality accreditations including Volunteering England and NAVCA. We are exploring registering for ISO9000.

VAM has been providing health improvement and wellbeing interventions successfully on behalf of KCC and other funders for more than 20 years for a range of beneficiaries including carers, older people and people with mental health issues. We currently hold the Carers Assessment and Support contract on behalf of KCC, as well as contracts for Fall Prevention and a wide range of grants for social care services in the community.

Our current work in mental health includes;

- Service user forum for mental health (Maidstone, 20 clients)
- Supported volunteering for people with mental health problems (Gateway Volunteers and V Team, 60 clients)
- Mental Health Carers Assessment and Support Service (250 clients)
- Time to Change – ‘Talking Heads’ (challenging stigma, 20 volunteers attending 48 events)
- Macmillan Volunteers Befriending service (emotional support and befriending for people with cancer, 80 clients)
- Brighter Futures Befriending (emotional support and befriending for 150 isolated older people)

Partnership work is at the heart of our approach and we work closely with KCC, Borough councils, other charities (such as Macmillan and Mind), the NHS (KCHT, GP practices, hospitals), Kent Adult Education and local businesses. We use a range of partnership agreements, SLAs and contracts with partners.

VAM has a range of robust staffing and operational policies in place. Policies are developed according to best practice with external expertise if appropriate. VAM has a culture of performance management for staff with relevant policies. We employ an HR consultant to ensure all aspects of staff management and performance processes meet best practice and the organisation's services and operations are run by staff as effectively and efficiently as possible.

As a result of delivering a wide range of services for a variety of different funders, VAM has developed highly robust project monitoring systems, including bespoke databases, and web based forms, such as timesheets and client assessment documents. To ensure continuous improvement, we have ongoing self-evaluation processes in place, for example, staff routinely record issues and reflections, which are collated as reports for management. These reports support the development of the individual staff member's own practice, alongside more formal training and development. This form of record keeping also ensures effective business continuity.

Service user/ client involvement is at the heart of the organisation. All services have effective monitoring and evaluation systems, making use of a range of methodologies including focus groups, evaluation forms, questionnaires, individual interviews and use of outcomes stars. We make use of external evaluation to guarantee quality, and enhance organisational practice. Information is collated and reports are produced regularly which evidence impact and quality, and highlight any areas of concern or service development needs. These are addressed at the highest level including with the Board of Trustees/ Directors if appropriate. VAM also has a Complaints policy which is accessible to anyone.

VAM would be keen to work in community based services in mental health across Kent. We bring a holistic approach focusing on wellbeing, reducing isolation, building community capacity and resilience, localism and involving volunteers.

Organisation Profile

Organisation Name	Walk Tall
Organisation/Sector Type	Registered Charity 1094146
Contact Name (that you are happy to be shared)	Ann Duke
Email address (that you are happy to be shared)	annduke@walk-tall.org.uk

Concise Organisation Profile

Organisational Description

Walk Tall is a registered charity, founded in 2002, based in Ebbsfleet and has delivered projects throughout Kent. Walk Tall supports vulnerable people of all ages to overcome damaging thinking and lifestyle patterns caused by negative experiences and/or circumstances. Walk Tall equips service users with skills, tools, confidence and behaviours to break those barriers that stop them from moving forward with their lives. We use an integrated approach of talking therapy, developmental drama and informal and/or accredited learning. Those using our service can access from one or all of these activities as may be appropriate and/or relevant for them.

Charitable Services include:

- 1:1 and group counselling & psychotherapy for all ages
- youth and adult developmental and therapeutic drama;
- daytime accredited education for vulnerable 14 – 18 year old school refusers or those taken off-roll, (includes core GCSEs, BTECs, personal development);
- Accredited employability qualification, personal development & job readiness training for adults (specialising in gaining access to the Creative Industries).
- Integrated family cohesion & community learning models

Professional Services:

Walk Tall also provides a range of corporate & professional, income generating services:

- Continuing professional development training for counsellors, including training counsellors to work with young people.
- Accredited training from Level 3 Counselling Skills to Level 5 Therapeutic Counselling.
- Provision of counsellors to various agencies including schools & EPA programmes
- Corporate theatre, education & entertainment, including Theatre-in-Education
- Professional training for actors (accreditation pending).

Organisational structure, customers/stakeholders partnerships/affiliations

Walk Tall has a governance board, staff team and over 50 volunteers. We are organisational members of BACP; all counsellors are individual members of BACP and/or UKCP; We are a licensed centre for the Warwick-Edinburgh Wellbeing assessment tool and a registered, accredited education centre. Funding is a mix of grants, commissions and income generation. Service users range in age from 4 years old to retired individuals. We provide services for the whole spectrum of vulnerability without focussing on any particular type of vulnerability – for example; we provide for service users with physical/mental learning needs and the physically/mentally gifted & talented.... We also provide some open access services. Referring organisations and partners include youth and adult intervention services, family support services, KIASS,GPs, schools, Educational Welfare, other commissioned services. The general public can also self-refer.

Approach to evaluation/learning, development

As teachers and practitioners, we embed self-reflection and service evaluation into all aspects of our process. Walk Tall is flexible and responsive to the ever changing needs of service users and continually develops and adapts programmes to provide the most effective support we can. This has led to the development of highly effective models for intervention. We recognise that it is vital for every organisation to have an ongoing commitment to personnel and organisational learning & development in order to provide the most effective and targeted services. Walk Tall is committed to working in cooperation, collaboration and partnership and also to sharing and learning information via these channels.

Areas Walk Tall would like to deliver & areas for development.

(Please see our list of charitable and professional services.) We would like to be considered for interventions for all age groups and for family and intergenerational models, including 1:1 and group counselling/psychotherapeutic interventions across all groups, therapeutic, developmental, expressive drama and cross disciplines, including training. We are interested in taking our innovative models further out into Kent and to grow our family and adult employability models which suffer from lack of funding. We are keen to work with partners of complimentary services to develop even more holistic models for delivery.

Organisation Profile

Organisation Name	Winfield
Organisation/Sector Type	Charity-Voluntary Sector
Contact Name (that you are happy to be shared)	Nigel Southall
Email address (that you are happy to be shared)	Nigel.southall@unitedresponse.org.uk

Concise Organisation Profile

We are a mental health charity operating in North and West Kent, we merged for operational reasons in 2008 with the larger national charity United Response.

The Winfield charity was founded in 1997 and has always specialised and used the vehicle of IT delivery and training to support adults with severe and enduring mental health diagnoses. The service currently has five centres across Kent- Tunbridge Wells (1997) Maidstone (2002) Chatham (2006) Dartford (2009) and Tonbridge (2012). The charity has one area manager and two locality managers. We employ 8 full time staff and have approximately 200 clients per week accessing the service. As part of the national charity the Winfield projects have all legal requirements including governance, management and policy requirements in line with United Response. The organisation employs over 2500 people and has over 120 projects nationwide.

The aim of Winfield is to support in the community adults with mental health diagnoses to assist with the attainment of vital skills and qualifications in IT, very much an essential requirement in modern society. The service also places a high value on self help and peer support within the structure of the activities delivered. In partnership with thirty two other mental health agencies across Kent we enable people to have informed choices to help keep well in their own locality and an awareness of a wide range of services to aid that recovery and continuation of health and well-being .

We have been part of the KCC Mental Health Vocational services since 2006 and operate in partnership with the Kent 'Live it Well' centres. The charity mission is to help adults gain skills and build confidence through training. The charity also works closely with other mental health services to assist in general wellbeing and social integration. The Winfield service supports adults to gain skills/re-skill and update IT skills in preparation to returning to a wider society through employment and vocational links with other services. The service now provides, through its wealth of mental health experience and knowledge in Kent, advice and support for individuals in each of the localities. We are well placed in terms of partnership working with mental health services in Kent and have already established and developed extensive networks with other organisations, which although primarily linked to vocational support, we also support individuals with life skills and personal support in managing their mental health within their neighbourhood and family environments.

Our clients are primarily referred from vocational advisors embedded within the mental health teams and we receive primary care referrals direct from General practitioners. We also have contracts in place with KCC to receive referrals from the CAMS teams and

organisations whereby mental health is involved in a multi-agency support.

Winfield measures its success and outcomes in the following ways: We record the number of level one and two IT qualifications achieved in any one contractual year, we measure and contribute to job outcomes within the existing partnerships, these have met and delivered all targets within that partnership over the last few years. Regular client feedback is recorded at the end of each IT module and all information is updated weekly on the KCC at a partnership meeting to update the client spreadsheet. We record all individual attendance hours. Winfield operates within the full regulatory and legal requirements of our KCC contracts and the operational policies of United Response. We are regulated in our academic qualifications delivery by the Oxford and Cambridge Exam Board.

Areas for consideration when delivering our services would be the areas we have already developed extensive and successful partnerships with - particularly North West Kent in Dartford where we support mental health services in the DGS area and we work alongside KMPT/ MCCH and Dartford MIND. In West Kent we work alongside the Shaw Trust/KMPT/ Kent Supported Employment and Sevenoaks Area MIND, Reachout and Carers First. In Maidstone we work alongside mcch and Blackthorn Trust, KMPT. Winfield would value the opportunity to develop further partnership work in East Kent. In the future we would like to develop –training and support for the aging population with specifically in relation to elderly adults within mental health use of modern technologies, minimising social isolation and increasing general well-being with the ability to keep active and involved in a wider society. Support and involvement of children’s mental health services would be an area of development we would welcome.