



**WORCESTERSHIRE VCSE MENTAL HEALTH PROVISION  
PHASE ONE  
SEPTEMBER 2023**

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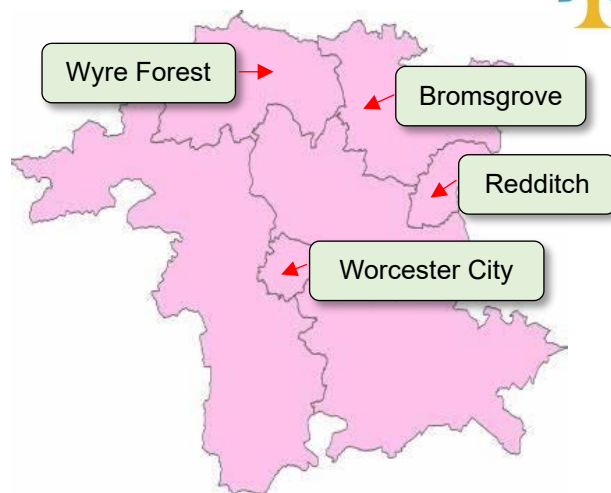
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## Background Information

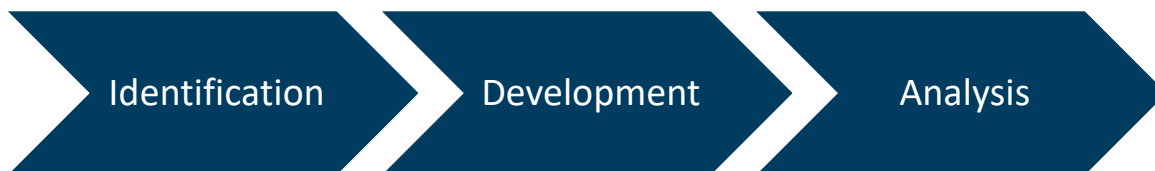


The aim of this report is to have a greater understanding of the organisations providing support to people living with a mental health condition.

The initial area focus was Redditch, Bromsgrove and Wyre Forest, and then extended to include Worcester City.



### Process



1. Organisations were identified based on the following criteria:
  - a. Provision of services aimed to support people with mental health conditions
  - b. Delivering services in the locations highlighted above
  - c. Services targeting particular groups of people eg: veterans, older people, new parents, carers, those living in areas of highest needA number of organisations were already known to Worcestershire Association of Carers through partnership working and signposting people for support. Wider desktop research was carried out to identify support delivered for particular groups of people such as LGBTQI+, Travellers and Faith
2. The questions for the survey were then developed to gain an understanding of:
  - a. The organisations and the diversity services they are providing across the areas above
  - b. The types of referrals these services are receiving and their capacity
  - c. The funding structure to deliver the services
  - d. Any gaps in provision*(The questions can be found at the end of this report Appendix 1)*
3. An MS Form was produced and sent to the identified organisations asking them to complete their information as comprehensively as possible. A deadline of the 30<sup>th</sup> June 2023 was given for all submissions, which was subsequently extended for one additional week due to holidays and absences. Analysis of the data provided forms the content of this report.\*

*\*4 additional organisations were added to the report in September 2023.*

## Overview of Key Findings



A total of 78 organisations and groups have been invited to participate and share information about their services and the challenges they may be facing to continue delivering support to people living with mental health conditions. 35 organisations responded (42%), giving an overview of 64 services. (*Appendix 2*)

### What does a typical Organisation providing Mental Health Services look like?

Based in Worcester and delivering services from multiple locations across the County.



Delivering a range of wellbeing interventions.



Providing face to face services.



Deliver group/peer support models and one to one interventions.



Take referrals for people with low level MH needs but support people with more substantial need.



Employs up to 10 members of Staff and up to 10 volunteers.



Funds the organisation through grants, charitable trusts and charitable funds.



Provides services for up to 500 people per year. All services have a waiting list.



Keen to increase their service provision with additional funding and more staff.



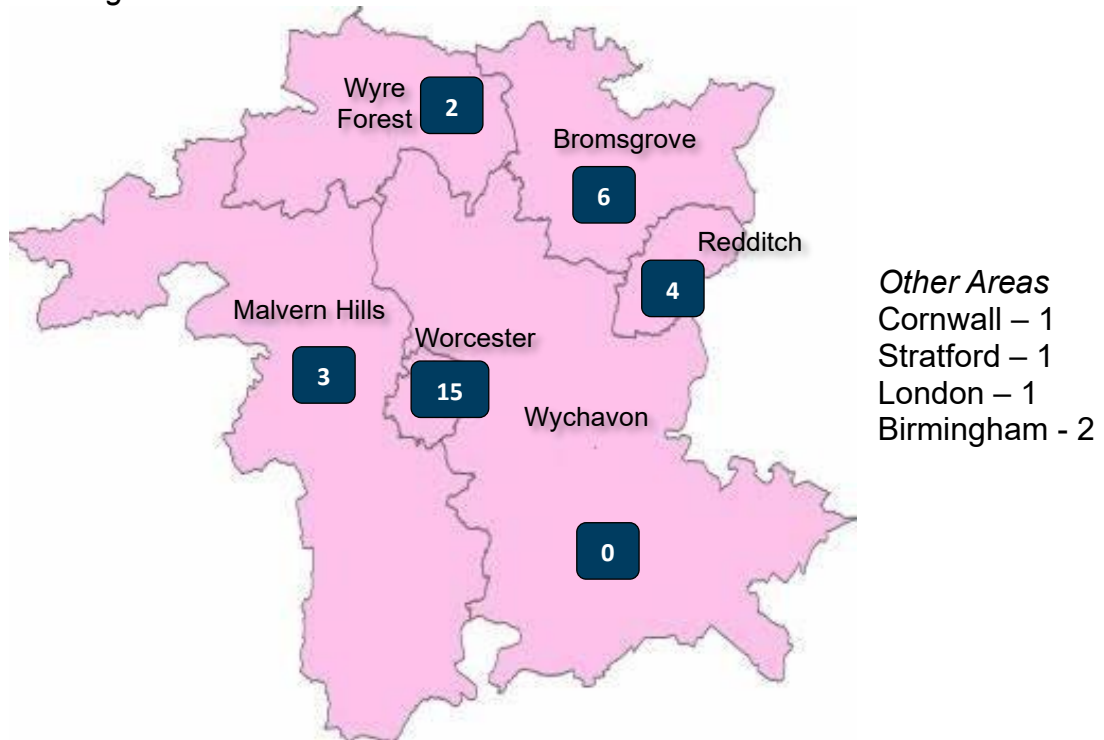


### Location of Organisations

The following map shows where the organisations participating in this project have their head office. Appendix 2 gives more detail about these organisations and where they deliver services.

- 43% of all organisations participating are based in Worcester City.
- Although Malvern Hills and Wychavon were not part of this phase – 3 organisations are based in Malvern Hills.

### Number of Organisations



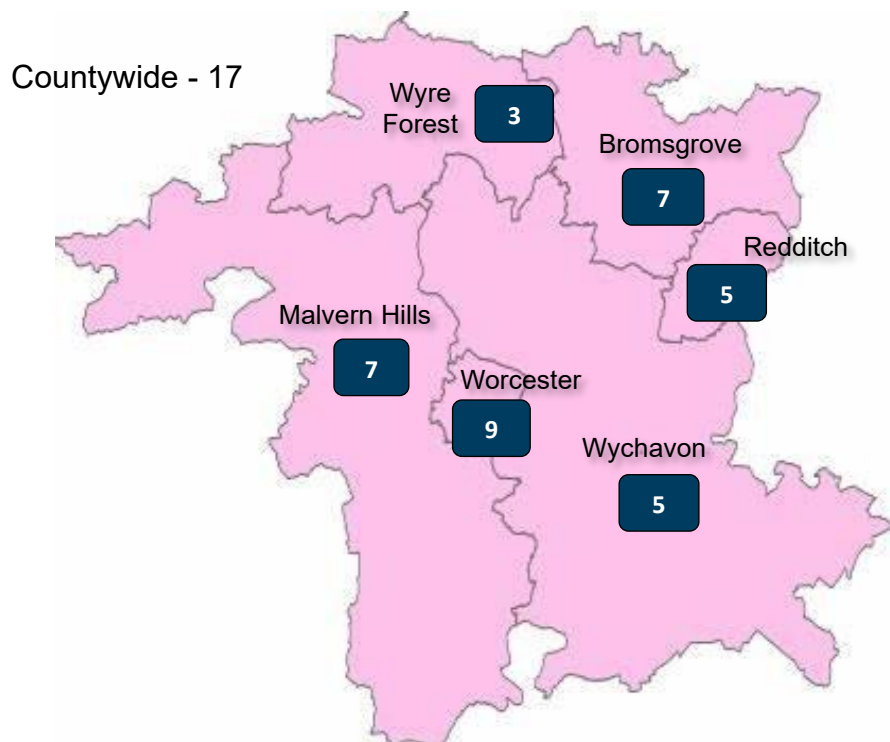


### Location of Service Delivery

The map below shows the areas where organisations are delivering their services. This indicates that each organisation is providing support in multiple areas.

- 25% of all organisations deliver services Worcester City
- 47% of all organisations deliver services across the County.

### Number of Services



Number	Worcester City	Bromsgrove	Redditch	Malvern Hills	Wychavon	Wyre Forest	Other
Head Office	15	6	4	3	0	2	5
Services*	9	7	5	7	5	3	0

\*excludes 17 services which are delivered countywide



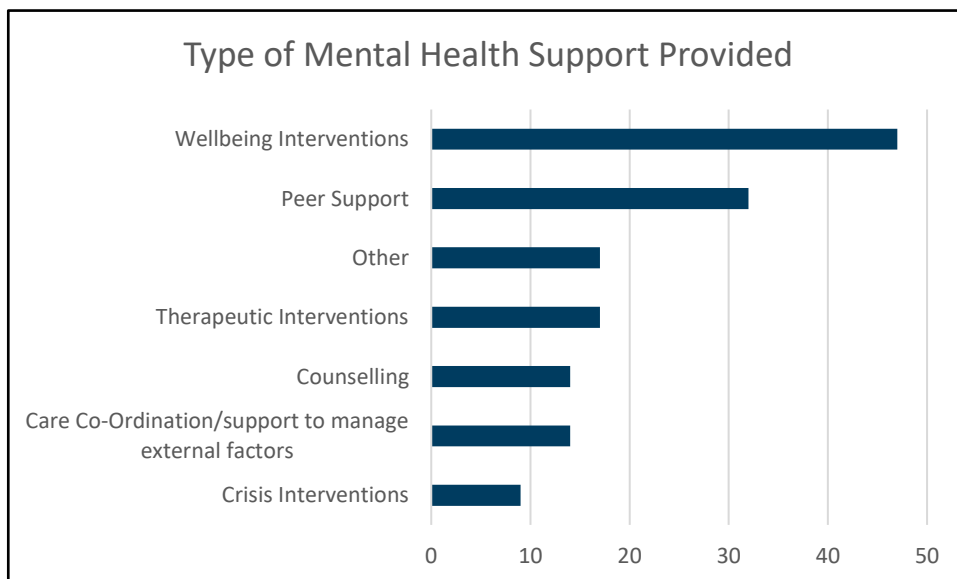
### Types of Mental Health Support Provided

Organisations were asked to indicate the type of support they offer through their services.

- 33% are focused on delivering one type of support - the most popular being wellbeing interventions.
- 22% deliver two types of support – peer support and wellbeing interventions being the most common.
- 13% deliver three types of support – peer support, wellbeing interventions and care Co-Ordination/support to manage external factors being the three top types.
- The remaining 32% deliver 4 or more types of intervention.

Organisations were given the option of adding additional types of support they offer and these included:

- Camaraderie and Friendship
- Bereavement Support
- Volunteer Befriending
- NHS sanctioned wellbeing app
- Helpline
- Social / Peer Events
- Coping Strategies
- Referrals and signposting to relevant groups and services
- Managing anxiety and wellbeing relating to autism
- Early interventions around mental health and awareness
- Information on mental health issues for new parents and infant mental health issues
- Signposting
- Groups to reduce loneliness and isolation
- Future Planning
- Help with social, emotional and practical problems
- Talking therapies



**Organisations Providing Crisis Support**

- Worcester Community Trust
- Salvation Army
- Home Start NE Worcestershire
- Ahead of Wellbeing CIC
- Sandycroft



### Gaps Identified

Organisations were asked to highlight any gaps in service provision for the people they are supporting. A number of themes arose from the responses which are listed below. (See Appendix 2 for full responses).



<p><b>Location</b></p> <p>Enabling all services to be delivered across the county. Suitable venues at reasonable costs.</p>	<p><b>Prevention</b></p> <p>Provision of preventative services and support to avoid more complex or severe MH issues arising.</p>	<p><b>Loneliness</b></p> <p>Additional face to face and one to one support to tackle loneliness. More friendship groups and social opportunities for a wider range of people.</p>	<p><b>Waiting Lists</b></p> <p>Support for people on MH waiting lists. Practical and emotional. Group and one to one based. Counselling.</p>
<p><b>Specialist Support</b></p> <p>Specialist services to support people either living with certain conditions or from a particular community eg: interpreters, LGBTQI+</p>	<p><b>Reach</b></p> <p>Support and training to reach and provide expert support to more people eg: autism, ethnic communities.</p>	<p><b>Transitions</b></p> <p>Support and services for people experiencing transitions.eg: young adults, parents, carers.</p>	<p><b>Partners</b></p> <p>More collaboration between partners to enable wider delivery of services and support.</p>

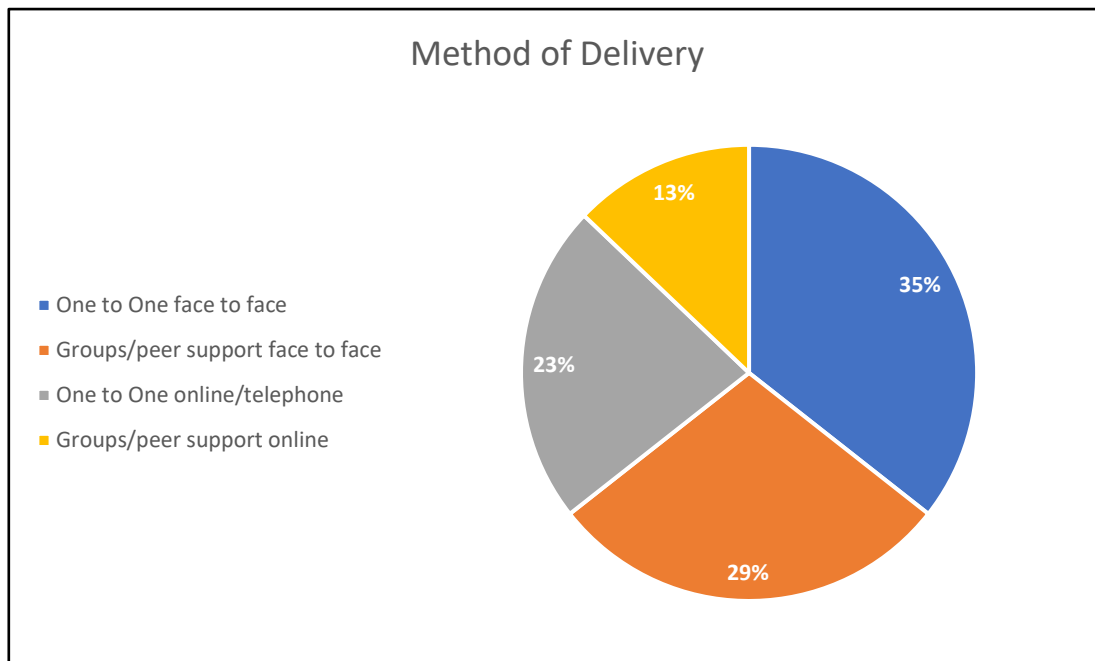




### Models of Delivery

Organisations were asked how they deliver their services to people living with mental health issues.

Online	Face to Face
47 services are delivered online	85 services are delivered face to face
	



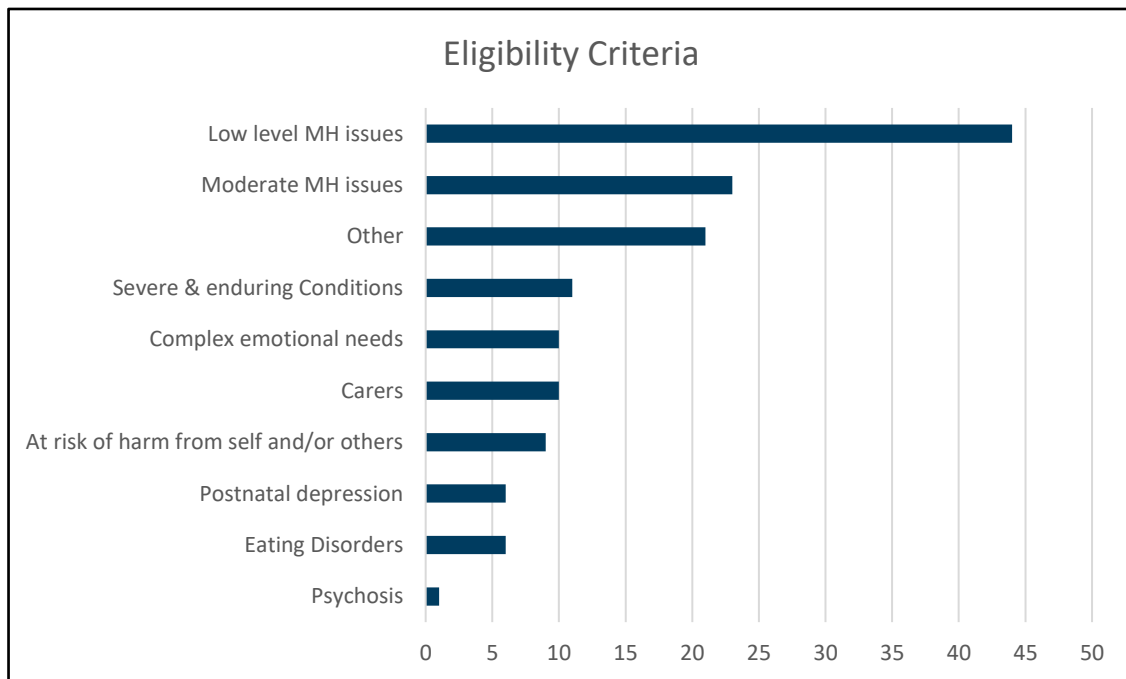
- 41% of all services use one method of delivery which is group or peer support based (this is mainly face to face).
- 25% use two methods which are one to one based, either online or face to face.
- 20% use all four methods.
- 14% only use three methods.



### Eligibility Criteria

Organisations were asked to identify their eligibility for the service (criteria for referrals) and then the actual nature of the need after speaking with the person needing the support. The data indicates a range of criteria to be accepted onto services from being very specific (needing to meet one criteria) through to quite general (covering a range of conditions).

- As conditions become more specific, the number of organisations offering support reduces eg: only 4% of organisations offer their services to people with eating disorders and only one service provides support to people living with psychosis.
- 31% of all organisations support people with low level MH conditions such as anxiety or depression.



Organisations also put forward additional and / or alternative criteria for accessing their services. (Appendix 3)

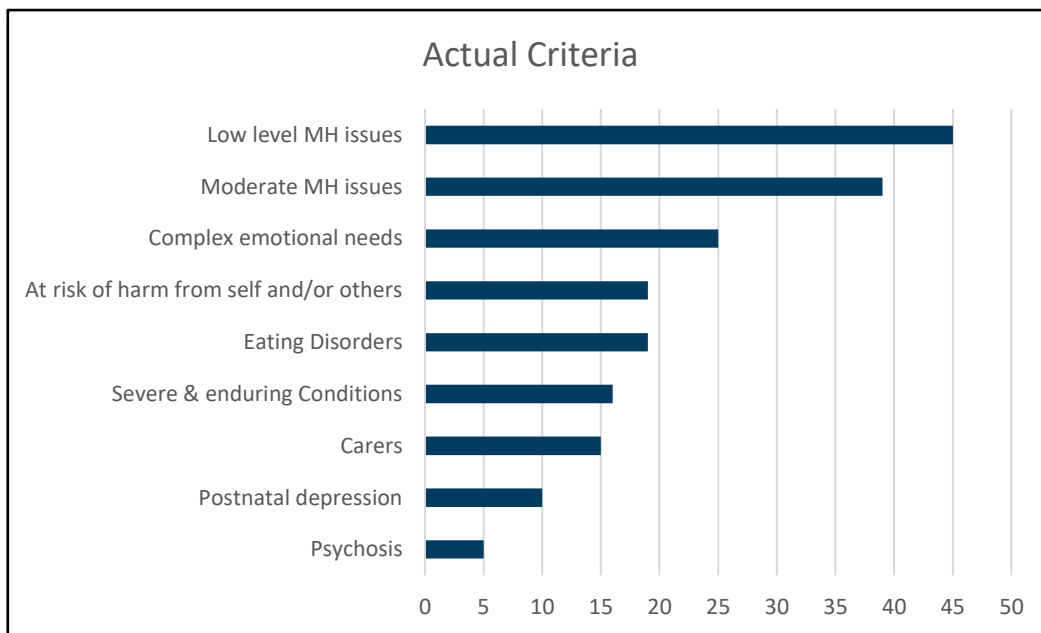
## Analysis of Data



### Actual criteria supported

The graph below shows the actual criteria for people to receive support from services. Organisations were able to also offer additional information (see Appendix 3 for full information) and points of note are:

- Overall increase in the level and complexity of MH support needed.
- Greatest difference seen in people presenting with risk to themselves and/or others, complex emotional needs and eating disorders.
- 24 services experienced no change in their criteria or presenting need of their service users.



The following table shows the difference between the criteria organisations require and the actual need.

Criteria	Original	Actual	Change
Low level MH Issues – anxiety/depression	44	44	
Moderate MH issues	23	39	
Complex emotional needs	10	25	
At risk of harm to self and/or others	9	19	

## Analysis of Data



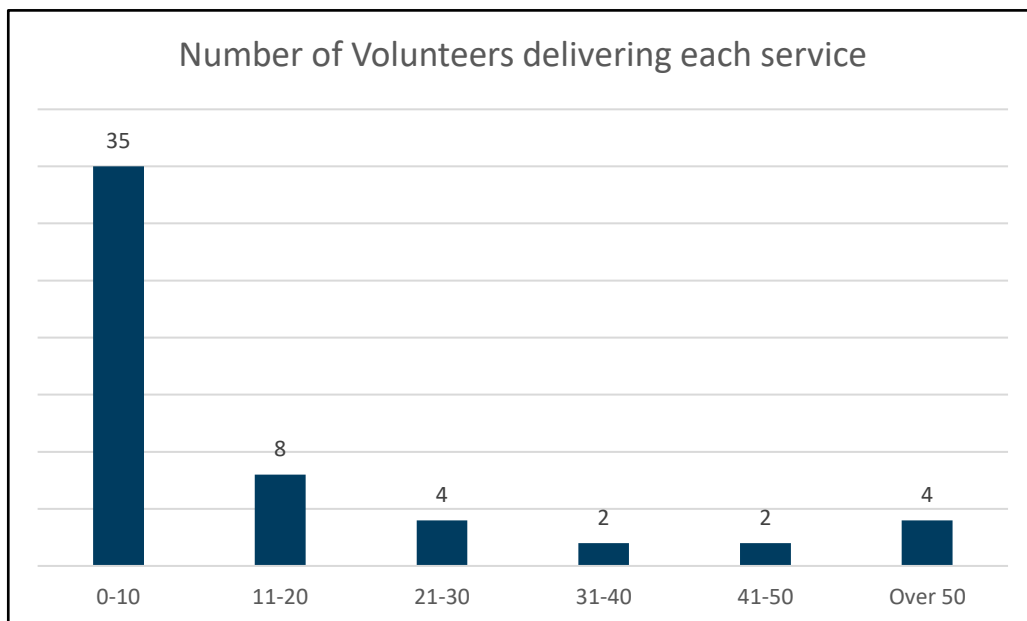
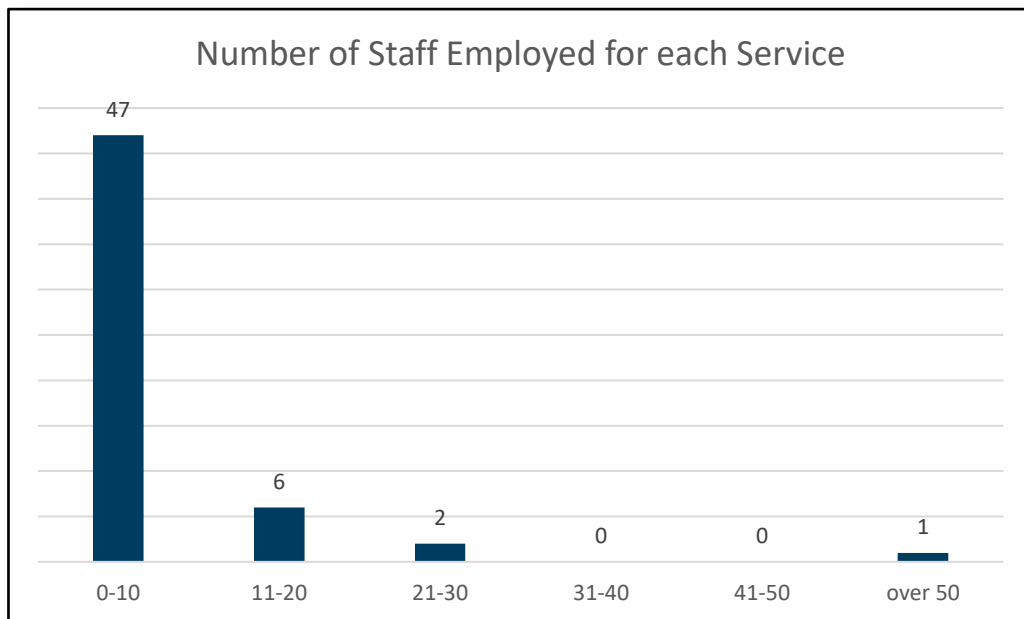
Eating disorders	6	19	↑
Carers	10	15	↑
Severe and enduring conditions	11	16	↑
Post natal depression	6	10	↑
Psychosis	1	5	↑



### Staffing

Organisations were asked how many paid staff they employed and how many volunteers they engaged to support each of their services. 6 unknowns were recorded for both staffing and volunteering.

- The majority of services employ up to 10 employees.
- Only one organisation employs more than 50 people.
- 35 services engage 0-10 volunteers.
- 4 services work with over 50 volunteers.

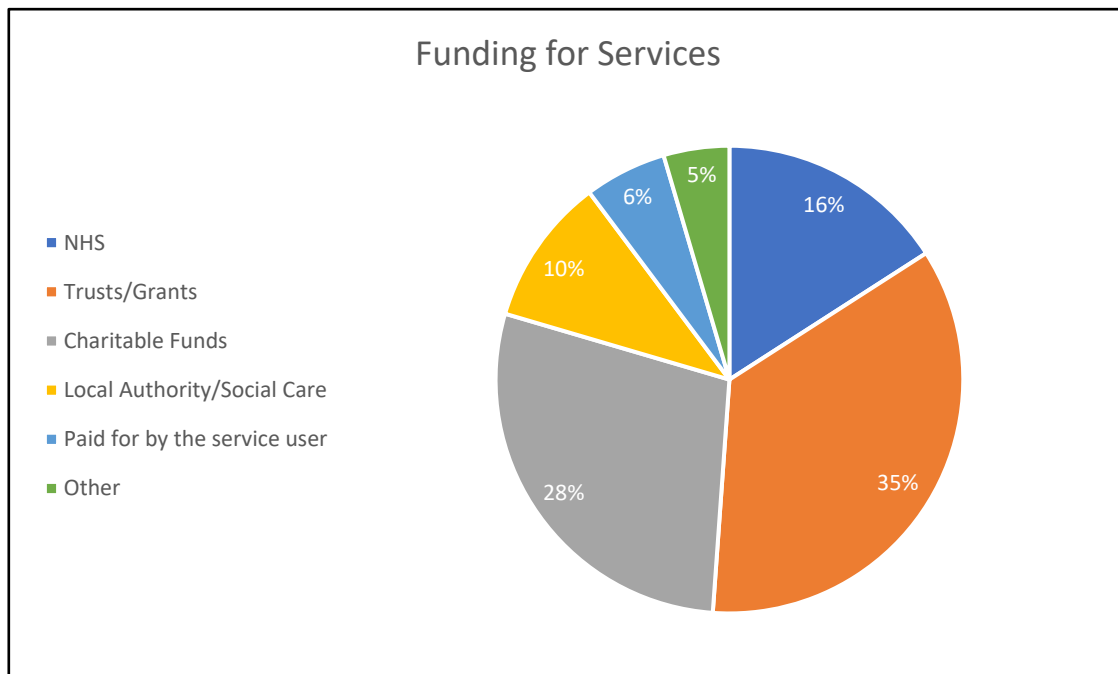




### Funding for Services

Organisations were asked to explain how their services were currently funded.

- 8 services declined to disclose this information.
- 56 services are funded through charitable funds and trusts/grants.
- 22 services are funded by statutory services.
- 5 services are funded through payments by the service user.
- 28 services are reliant on one source of funding.
- Other sources of funding include:
  - Housing Associations
  - Police and Crime Commissioner
  - Ministry of Justice



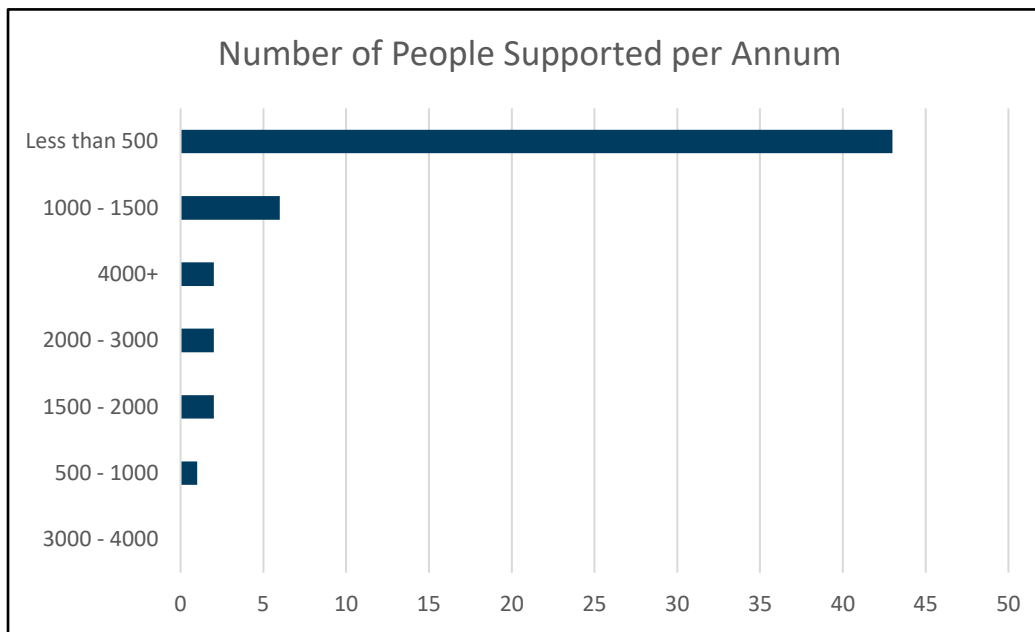


### Capacity and Growth

Organisations were asked a series of questions to understand their current levels of delivery, capacity, growth opportunities and any barriers to achieving this growth. Further detail is available in Appendix 4.

#### Current Service Levels

The majority of services reach less than 500 people per annum, however 6 services support between 1,500 and 2000 people per year.

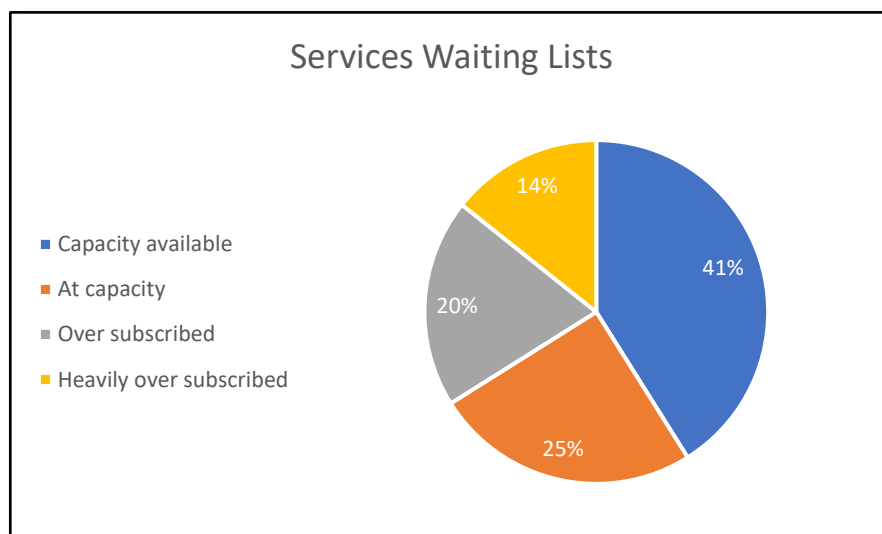


Services supporting more than 4,000 service users per annum

- Carers Hub
- DadsPad

#### Waiting Lists

- 59% of all services have a waiting list with 14% of services heavily oversubscribed.
- 41% of services have capacity available.

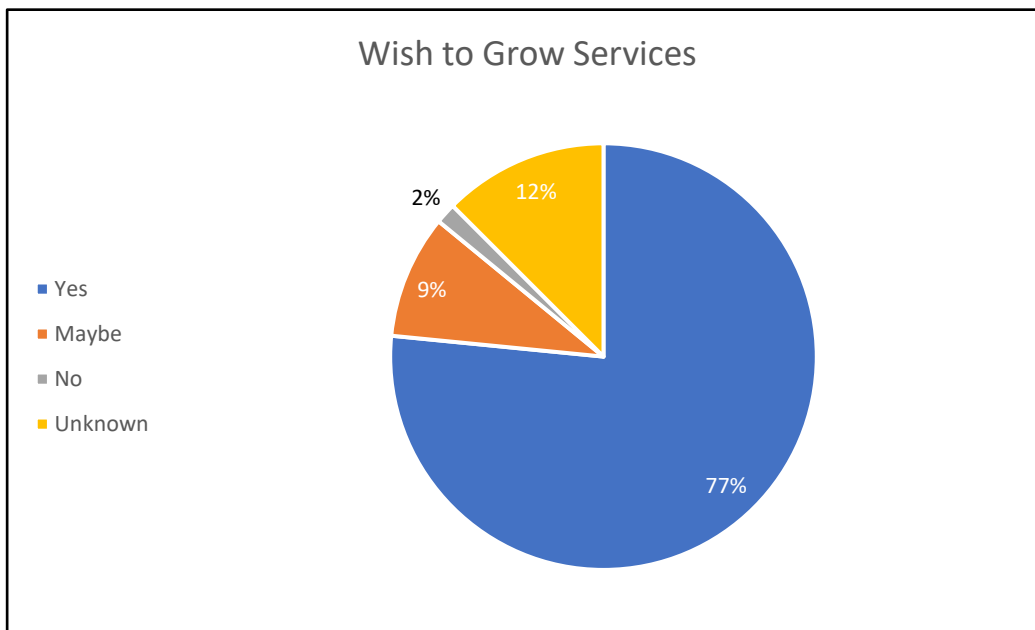


## Analysis of Data



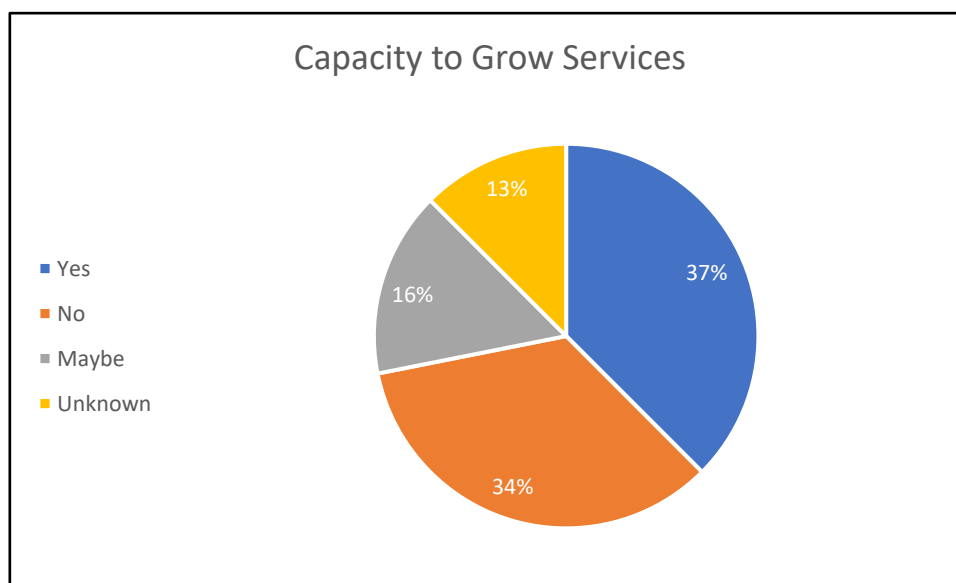
### Growth of Services

- 77% of all organisations would like to grow their services to meet more demand.
- Only 2% would like to remain delivering their services within their current model.
- 2 organisations gave further information which may change their response from maybe to yes or no: Must meet organisational criteria, Awaiting 5 year funding bid.



### Capacity to grow services

- 37% of all organisations have capacity to grow their services
- 34% do not the capacity



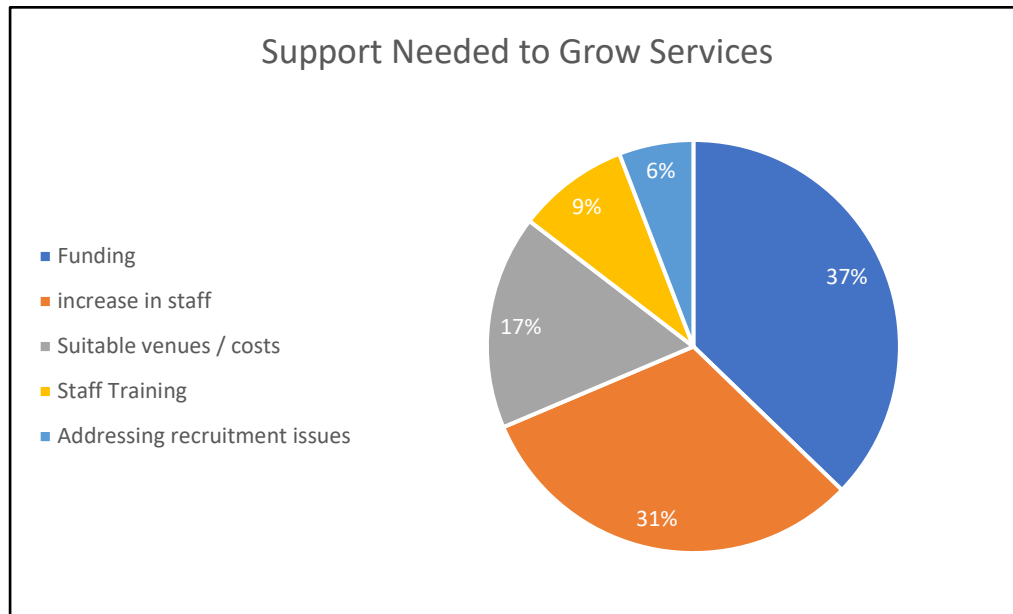


## Analysis of Data



### *What support would be needed to grow these services*

- Over a third of all organisations indicated they would need additional funding to grow their services
- 31% said they needed more staff, supported by staff training (9%)



Organisations also offered additional barriers to growth and additional resources needed, these are:

- Volunteer supervisors
- Further volunteers and clients
- Training for new volunteers
- Volunteer availability
- NHS workforce development to increase awareness of our services/resources and how they should be used to maximise the benefits for families
- Increased engagement and volunteers

### *How many more people could be supported and how much would this cost*

Organisations were asked to think about how many people they could support using their current delivery models/services and how much this might cost. There was a wide ranging response to this question (Appendix 4) with the majority of organisations putting forward increased client numbers and costs to achieve this.

## APPENDIX 1 - The Survey Questions



<b>1.</b>	<b>Name of your organisation?</b>	
<b>2.</b>	<b>Where is your organisation based?</b>	
	Redditch	<input type="checkbox"/>
	Bromsgrove	<input type="checkbox"/>
	Wyre Forest	<input type="checkbox"/>
	Worcester City	<input type="checkbox"/>
	Malvern	<input type="checkbox"/>
	Wychavon	<input type="checkbox"/>
	Other	<input type="checkbox"/>
<b>3.</b>	<b>Name of service?</b>	
<b>4.</b>	<b>Please give a brief description of this service</b>	
<b>5.</b>	<b>What type of mental health support does this service provide?</b>	
	Crisis Intervention	<input type="checkbox"/>
	Therapeutic Intervention	<input type="checkbox"/>
	Counselling	<input type="checkbox"/>
	Peer Support	<input type="checkbox"/>
	Wellbeing Interventions	<input type="checkbox"/>
	Care Co-Ordination / support to manage external factors	<input type="checkbox"/>
	Other	<input type="checkbox"/>
<b>6.</b>	<b>What is the model of delivery for this service?</b>	
	One ot One online / telephone	<input type="checkbox"/>
	Groups / Peer Support online	<input type="checkbox"/>
	One to One face to face	<input type="checkbox"/>
	Groups / Peer Support face to face	<input type="checkbox"/>
	Other	<input type="checkbox"/>
<b>7.</b>	<b>What as the original eligibility criteriua for this service?</b>	
	Low Level MH Issues – anxiety / depression	<input type="checkbox"/>
	Moderate MH Issues	<input type="checkbox"/>
	Severe and Enduring conditions	<input type="checkbox"/>
	At risk of harm to self and/or others	<input type="checkbox"/>
	Complex Emotional needs	<input type="checkbox"/>
	Psychosis	<input type="checkbox"/>
	Eating Disorders	<input type="checkbox"/>
	Post Natal depression	<input type="checkbox"/>
	Carer	<input type="checkbox"/>
	Other	<input type="checkbox"/>

## APPENDIX 1 - The Survey Questions



<b>8.</b>	<b>If different from the original eligibility, what need is this service currently meeting?</b>	
	Low Level MH Issues – anxiety / depression	<input type="checkbox"/>
	Moderate MH Issues	<input type="checkbox"/>
	Severe and Enduring conditions	<input type="checkbox"/>
	At risk of harm to self and/or others	<input type="checkbox"/>
	Complex Emotional needs	<input type="checkbox"/>
	Psychosis	<input type="checkbox"/>
	Eating Disorders	<input type="checkbox"/>
	Post Natal depression	<input type="checkbox"/>
	Carer	<input type="checkbox"/>
Other	<input type="checkbox"/>	
<b>9.</b>	<b>What geographical area does this service cover?</b>	
	Bromsgrove	<input type="checkbox"/>
	Redditch	<input type="checkbox"/>
	Worcester City	<input type="checkbox"/>
	Wyre Forest	<input type="checkbox"/>
	Malvern	<input type="checkbox"/>
	Wychavon	<input type="checkbox"/>
Countywide	<input type="checkbox"/>	
<b>10.</b>	<b>Who funds this service?</b>	
	NHS	<input type="checkbox"/>
	Local Authority / Social Care	<input type="checkbox"/>
	Charitable Funds	<input type="checkbox"/>
	Trusts / Grants	<input type="checkbox"/>
	Education	<input type="checkbox"/>
	Paid for by Client	<input type="checkbox"/>
	Other	<input type="checkbox"/>
<b>11.</b>	<b>How many paid staff currently support this service?</b>	
	0 -10	<input type="checkbox"/>
	11 - 20	<input type="checkbox"/>
	21 – 30	<input type="checkbox"/>
	41 – 50	<input type="checkbox"/>
	50+	<input type="checkbox"/>

## APPENDIX 1 - The Survey Questions



<b>12.</b>	<b>How many volunteers currently support this service?</b>	
	0 -10	<input type="checkbox"/>
	11 - 20	<input type="checkbox"/>
	21 – 30	<input type="checkbox"/>
	41 – 50	<input type="checkbox"/>
	50+	<input type="checkbox"/>
<b>13.</b>	<b>How many people does this service support annually?</b>	
	Less than 500	<input type="checkbox"/>
	500 – 1000	<input type="checkbox"/>
	1000 – 1500	<input type="checkbox"/>
	1500 – 2000	<input type="checkbox"/>
	2000 – 3000	<input type="checkbox"/>
	3000 – 4000	<input type="checkbox"/>
	4000+	<input type="checkbox"/>
	Other	
<b>14.</b>	<b>Does this service have a waiting list?</b>	
	Capacity available	<input type="checkbox"/>
	At capacity	<input type="checkbox"/>
	Over subscribed	<input type="checkbox"/>
	Heavily over subscribed	<input type="checkbox"/>
<b>15.</b>	<b>Would you like to grow this service to meet demand?</b>	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Maybe	<input type="checkbox"/>
	Other	<input type="checkbox"/>
<b>16.</b>	<b>Do you have capacity to grow this service?</b>	
	Yes	
	No	
	Maybe	
<b>17.</b>	<b>What could support you to grow this service? What are the barriers to growth?</b>	
	Funding	<input type="checkbox"/>
	Increase in staffing	<input type="checkbox"/>
	Suitable venues / costs	<input type="checkbox"/>
	Addressing recruitment issues	<input type="checkbox"/>
	Staff training	<input type="checkbox"/>
	Other	

## APPENDIX 1 - The Survey Questions

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18.	How many more people could you support based on your current service model and at what cost?
19.	Have you identified any gaps in services that you could potentially meet? If so, please describe the service and potential demand.
20.	How much of the demand could you meet if the funding was available?

## APPENDIX 2 - The Organisations and Services



### Targetted Areas of Interest

End of Life	LGBTQI	Younger Adults	Older Adults
Isolation	Armed Forces	PERI	Homeless
Wellbeing	Rural	Crisis	Substance Misuse
Men	Ethnic Minorities	Faith	Domestic Violence

### Organisations and Groups Contacted and Responded

*(Highlighted organisations are those who responded)*



- 3 Counties Holistic Healthcare
- Age UK Bromsgrove, Redditch & Wyre Forest
- Age UK Worcester & Malvern Hills
- Ahead of Wellbeing CIC
- Armed Forces Veterans Programme
- Association for Post Natal Illness
- Barnadoes Wyre Forest
- BEAT
- Behind the Smile
- Black Minds Matter
- CALM
- Combat Stress
- CRUSE
- Friends, Families and Travellers
- Heads Up
- Homestart NE Worcestershire
- Inspire Cornwall CIC
- Like U Worcester
- Action Post Partum Psychosis
- Age UK Herefordshire & Worcestershire
- Ageing Well Partnership
- Anxiety UK
- ASPIE
- Autism West Midlands
- Batchley Support Group
- Becoming Families
- Bipolar UK
- Crosslinks – Bromsgrove
- Christ Church Community Project - Redditch
- Cranstoun
- Dads Pad
- Grass Roots Suicide Prevention
- Home Group
- Homestart South Worcestershire
- KEMP
- Mental Health Action Group (Redditch)

## APPENDIX 2 - The Organisations and Services





- Mens Sheds Worcester
- National Autistic Society
- Onside Advocacy
- PANDA
- Primrose Hospice
- Qwell
- Reach Out
- Royal British Legion
- SANE
- Severn Angels Housing
- South Worcestershire CAB
- SSAFA
- St Pauls Church Worcester
- Starting Well
- Taraki
- The Shed at Top Barn
- The Wellbeing Tree
- Worcester Community Trust
- Worcester Muslim Welfare Association
- Worcestershire Association of Carers
- YANA
- Zenful Men
- Social Prescribers Bromsgrove
- MIND OUT
- OCD UK
- Out 2gether
- Papyrus
- Prison Advice and Care Trust
- RABI
- RETHINK
- Samaritans
- Sandycroft
- Simply Limitless
- South Worcestershire & Warwickshire Mind
- St Pauls
- St Richards Hospice
- Stepwell
- The Basement Project
- The Mix Wyre Forest
- Travellers Times
- Wyre Forest Collaborative
- Worcester Salvation Army
- Worth Unlimited
- Your Ideas – Redditch
- YMCA

### Services – Types

Complementary Therapies 	Peer Support	Homelessness / Housing	Bereavement Services
Dementia Support	Autism Support	Postnatal Wellbeing 	Men's Health & Wellbeing
Wellbeing Coaching	Social Prescribing	Lifestyle Services	Community Mental Health Link Workers

## APPENDIX 2 - The Organisations and Services



Social Groups 	Family Support	Practical Support	Tackling Loneliness
Group Based Support	Veteran Support	Employment & Volunteering	New Mum Support
Young People Support	Faith Groups	Housing 	Counselling
Women Support	Carers Support	Information & Advice	

### Service Descriptions

#### 3 Counties Holistic Healthcare (3CHH) Ltd

**Based in: Worcester City**

**Deliver services across: Worcester City, Malvern Hills**

We provide a unique approach for dealing with stress and anxiety by combining traditional mindfulness with empowering holistic therapy. Using 5 modalities and technique's such as acupressure, massage points aromatherapy, visualisations etc delivered over 8 consecutive weeks by a professional holistic practitioner. We deliver on -site or in our Worcester venue, Groups are small allowing for all to feel nurtured and nourished with a monthly support group and interactive social media.

#### Action on Postpartum Psychosis (APP)

**Based in: Birmingham**

**Deliver services across: Countywide**

*Peer Support*

APP's peer support service supports women who have experienced postpartum psychosis (PP), or experienced high mood or mania after the birth of their child, as well as partners and family members. We offer 1:1 peer support with a trained peer support volunteer with lived experience of PP (over email, video call, phone or face to face where this is possible), a number of regional 'café group' peer support groups (including for partners and grandparents), and an online peer support forum. Our peer support network aims to help people who have experienced or been affected by PP feel understood, supported and less isolated.

#### Age UK Bromsgrove, Redditch & Wyre Forest

**Based in: Bromsgrove**

**Deliver services across: Bromsgrove, Redditch, Wyre Forest**

*Men in Sheds*

Bromsgrove Men In Sheds has been operating from Unit 1 Metal & Ores Industrial Estate, Stoke Prior, B60 4JZ since 2016. Men in Sheds originates from an Australian project started in the 1990's, called Men's Sheds, as a way of tackling loneliness and social isolation in older men where retirement can mean loss of status and contact. Not only does the Shed support individuals (by providing friendship, along with a sense of purpose and belonging) but the Bromsgrove Shed also



## APPENDIX 2 - The Organisations and Services

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benefits the wider community, by getting involved in a range of community projects. The Shed is open Mondays to Thursdays, 10am-2pm.

### **Age UK Herefordshire & Worcestershire**

**Based in: Worcester City**

**Deliver services across: Countywide**

*Companion Line*

Companion Line provides a weekly call to a lonely and isolated older person living in Worcestershire.

*MCST*

Maintenance Cognitive Stimulation Therapy (MCST) is a weekly one-to-two-hour long programme for people living with mild to moderate dementia. Group members take part in meaningful and stimulating activities, which have been proven to help maintain memory and mental functioning. The groups provide a fun, supportive environment where people can build new friendships. From quizzes to creative

*Walking Friends*

Activities to interesting discussions, our members have lots of fun whilst with us. Walking Friends is here to support people who may benefit from a regular walk with one of our friendly volunteers. A lot of people have experienced bereavement or illness or are simply feeling cautious about going out. Walking has been proved to be the safest activity for older people to improve your health and well-being. It can help to reduce the feeling of loneliness. It helps people to build confidence about going out and about in their local community. It provides a chance for a chat whilst enjoying being outside and getting some exercise.

### **Age UK Worcester and Malvern Hills**

**Based in: Worcester City**

**Deliver services across: Worcester City, Malvern Hills, Wychavon**

*Dementia Services*

Dementia Meeting Centres. Dementia Befriending Service. Coffee and Memory Bus

### **Ahead of Wellbeing CIC**

**Based in: Redditch**

**Deliver services across: Redditch, Bromsgrove, Wyre Forest, Worcester City**

- Open 7 days a week 10 am to 4.30 pm walk-in Mental Health Centre, where anyone can gain immediate support for an emotional or mental health crisis and engage in 'bypassing' the waiting lists of Healthy Minds and GPs. Payment of Donations is expected however, the majority of clients in need need to be in a position to pay. Suicide Prevention walk-in service.
- We operate a Safe Place for Escaping Domestic Abuse Centre. Deliver the Freedom Program, a domestic abuse education program via Zoom online.
- Wellbeing treatments and services are offered at fixed low cost. Massage, mediation, etc
- Face-to-face befriending. Peer to Peer Men's Groups and Women's Groups.
- Social Eating experience, Curry Buddy being relaunched once a month. Clients self-fund to £15. to a set menu at a local restaurant.
- Crafting as a shared chat and chill.

## APPENDIX 2 - The Organisations and Services

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### **Autism West Midlands**

**Based in: Birmingham**

**Deliver services across: Countywide**

We are a service for adults aged 16+ who have an autistic diagnosis. We provide Information, Advice and Guidance relating to autism and elements around this. We can offer support around:

Learning about being autistic and your own autistic identity.

- Meeting other autistic people.
- Help with social interaction and relationships.
- Help with managing my physical and mental wellbeing.
- Help with anxieties or worries.
- Help with employment or work worries.
- Help with education worries.
- Making you aware of other services in your area.

We can't offer help with:

- Medical or Financial advice. – We can signpost to services that can.
- Letters that verify medical/financial/clinical information. – We can provide letters to state you have accessed our service.
- Acute mental health support – We can signpost to services that can.
- Counselling or Therapy – We can signpost to services that can.
- We are a support and guidance service and not trained to provide counselling or therapy.

### **Becoming Families**

**Based in: Worcester City**

**Deliver services across: Countywide**

*Post Natal Wellbeing Clinic*

A session will be completely tailored to your needs. You may find that just one session is all you need, or you may choose to have a number of sessions to support you as you negotiate your way through a challenging period. You may need to talk about something specific that is troubling you, or you may want to talk very generally about how you're feeling. Some of the common areas we support with are: difficult or traumatic birth experiences, low confidence, anxiety, low mood, bonding difficulties, understanding your baby(ies), signposting/referring to specialist services.

*Post Natal Emotional Wellness Support Group*

Aimed at women experiencing mild to moderate mental health difficulties in the postnatal period, the group offers a supportive and nurturing space to talk openly with others in a similar situation.

### **Behind the Smile**

**Based in: Worcester City**

**Deliver services across: Countywide**

We provide peer support for those with poor mental health and those bereaved by suicide.

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### **Crosslinks Befriending service**

**Based in: Bromsgrove**

**Deliver services across: Countywide**

Regular phone calls to client by matched befriender to support loneliness and isolation. There is no time scale for this service.

### **Cruse Bereavement Support (Worcestershire)**

**Based in: Worcester City**

**Deliver services across: Countywide**

Cruse offers face-to-face, telephone, email and website support. We have a Freephone national helpline and local services, and a website.

### **HeadsUP Mental Health Awareness CIC**

**Based in: Worcester City**

**Deliver services across: Countywide**

We offer free Mental Health Awareness whole class workshops, as well as small group work with those identified with anxiety, stress, worries, confidence, etc. We also try to work with other agencies, in particular sport coaches to tie in mental health and the importance of exercise/movement. We also do 1:1, however, struggle to fulfil this due to capacity.

### **Home-Start Northeast Worcestershire**

**Based in: Redditch**

**Deliver services across: Redditch, Bromsgrove**

*Pre-Birth Teen Support Service*

- Teen service
- Bringing young parents together to increase network of support and prevent isolation.
- To educate and prepare teen parents for parenthood.
- To address mental health issues and increase confidence in becoming a parent.
- Identified parents who need home-visiting volunteer support to build confidence, promote resilience and coping strategies.
- To ensure they have the correct services surrounding them using external partnerships who specialise in their field.

*Mums In Mind – Post Natal Depression Support Service*

A post-natal group looking at how Post Natal Depression (PND) and anxiety affects mothers and their families. Networking to decrease isolation and talking about own situations and feelings associated with motherhood. Based around Maslow's Hierarchy of Needs model of self-actualisation, topics addressed are: signs and symptoms of PND and anxiety, birth experience and past history, expectations of motherhood, vs reality and society expectations, effects of PND on relationships, Coping strategies, 1 session delivered by a Community Psychiatric Nurse (CPN) from the Peri natal team looking at medication and self-help strategies, 1 session by a NHS Health Visitor looking at child development when living with PND who also specialises in the Solihull approach. 1-1 support for more complex needs. Creche provided.

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*Circle of Security – Address attachment and bonding difficulties parenting group*  
Group delivered programme to support all parents who may be experiencing attachment and bonding difficulties.

### *1-1 Specialised Support delivered by Clinical Psychologists*

Follow on service after Mums In Mind or identified at initial assessment for mothers who have complex deep-seated issues that require specialist support by a trained Clinician to work with mums experiencing issues with perinatal mental health and infant mental health. This refers to issues including ante and postnatal depression and anxiety, parental OCD, birth trauma and attachment and bonding difficulties. Also Individual psychological therapy for mums and/or dads and parent-infant therapy to treat a range of difficulties identified, including cognitive behaviour therapy, attachment informed therapy, compassion focused therapy and trauma therapy.

### *Baby Massage*

Helps parents express their love and care for their baby, spending quality time together as a family helps with parent's mental health. Promotes bonding and healthy attachment. Assists calmness and soothing for parent and baby before bedtime. Added benefits for babies include weight gain (especially important in premature babies) aids digestion, helps develop skeleton and muscular movement improving circulation. Helps with teething pain and aids sleep.

### *Volunteer Support Service*

Focus on perinatal mental health difficulties and attachment relationships. Volunteer home-visiting services will promote modelling, emotional support and will compliment and embed the above programmes to families in their own home. Co-Ordinator/Family Support Worker offering specialised service for more complex cases where volunteer would not be appropriate. (All complimenting good mental health and healthy attachments)

### *Freedom Programme*

A tailored package of support for victims of Domestic Abuse identified by the parent to meet their individual needs and give them control of succeeding, build on their confidence and self-esteem which allows us to build on their strengths. Information to understand the effects of domestic abuse on their children. Volunteers will visit parents in a safe place offering emotional or practical support and support them through the decisions they make. When women feel safer and more confident with our service we will introduce specialist support. We offer the Freedom Programme which helps victims identify a perpetrator, recognise healthy relationships, listening and signposting if appropriate, promote protective behaviours. We will support them to break the cycle of violence, how best to cope and flee abuse. Continuation programme then offered "Freedom Forever". We offer similar programme tailored for men if men seek service. Freedom for Children - offer 1-1 support identified by school or parent for children who have witnessed domestic abuse. (5-18 years). 9-week Group sessions for children in school setting. (5-8 years). All delivered by experience qualified staff. Both support services are offered to discuss feelings, what is a healthy relationship and what they can do if they are scared. Work in partnership with other specialist organisations.

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### *How do we support families?*

We recruit, train and supervise volunteers to support parents with children at home. Through their initial 30 hours preparation volunteers learn about the Home-Start ethos and approach, understand the needs of parents and children's development, how to use their listening skills and requirement for confidentiality and safeguarding and promoting the welfare of children.

### *Home-Visiting Support*

Supporting families in their own homes. Volunteers provide non-judgemental, practical and emotional support and help build the family's confidence and ability to cope preventing family breakdown.

97% of parents suffer low to severe mental health conditions.

- 69% of women supported have experienced domestic/sexual abuse.
- 65% of parents supported are classed hard to reach not accessing other services.
- 81% of families rely on benefits and struggle to provide for their children. (food parcels are frequently requested from our service).
- 27% of the families we support are or have been on a childcare plan and we support the family to meet the needs identified. Our priority is making sure that children are safe from harm.
- 54% are single parents.
- 74% of our referrals come from Health or Social Services.

We support parents in situations as diverse as isolation, bereavement, debt, housing issues, domestic abuse, depression & other mental health issues, alcohol & substance abuse, multiple birth, illness, disability, learning difficulties or just finding parenting a struggle.

### *Person Centred Counselling Service*

CBT. Counselling for Children. All Service offered by volunteer qualified counsellor and 2 trainee counsellors. Weekly service - term time only to support families who have or believe their child has additional needs offering a safe place for families to meet other parents and be supported. We offer home-visiting volunteers and Family Support Workers if needed. We support families emotionally come to terms with receiving diagnosis and what to expect not only with the child but the impact it can have on the whole family. Help them get the right support when needed support them through the diagnosis process and EHCP process. Make sure they are claiming the correct disability benefits. Offer emotional and practical support. Attend meetings. Help them understand the reports they receive. Anything else the family identifies as a need.

## **Home-Start South Worcestershire**

**Based in: Malvern Hills**

**Deliver services in: Worcester City, Malvern Hills, Wychavon**

Experienced parent volunteers visit families at home to offer support, friendship and practical help. Families have a child under 5 and live in Malvern Hills, Wychavon and Worcester City

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### **Inspire Cornwall CIC (t/a DadPad)**

**Based in: Truro, Cornwall**

**Deliver services across: Countywide**

Resources (hard copy books and app) for expectant and new dads, to help them get to grips with the transition to parenthood and gather the knowledge and practical skills needed to support themselves and their partner, so that babies get the best possible start in life. The DadPad resources are also intended to assist health professionals engage and build relationships with these new dads and dads-to-be, as well signposting them to local/national resources, support groups etc (and our new Co-ParentPad, for LGBTQI+ non-birthing parents, enables the same support to be provided to ALL new families).

### **KEMP Hospice**

**Based in: Wyre Forest**

**Deliver services across: Wyre Forest**

Our Family Support & Bereavement team of specialist counsellors and trained volunteers support anyone who is facing or who has experienced a bereavement or loss in the last 5 years. Our services are available to children from the age of 5, young people and adults, through one-to-one counselling and group support. The Family Support & Bereavement Services team offers telephone, video, or face to face counselling which offers choice to clients accessing the service. Clients can be seen face to face at the hospice and at schools. The team also provides external education, support and signposting to those working with, schools or those caring for individuals affected by bereavement.

### **Men's Shed Worcester**

**Based in: Worcester City**

**Deliver services across: Worcester City**

We are a workshop where men suffering loneliness, stress, isolation or experiencing mental health issues can make new friends, learn new skills or just find a new way to rehabilitate.

### **Onside Advocacy**

**Based in: Worcester City**

**Deliver services across: Countywide**

*Community Mental Health Link Workers*

We are part of the Transformation Programme. We take our referrals via this pathway. We focus upon community engagement, support, and assistance with social issues. We draw upon CBT and confidence building techniques. We have Link Workers all across Worcestershire. My area is Wyre Forest. Our support is available for people with moderate mental health conditions, however the complexity has increased, and with the waits we often have people who have more complex and severe needs.



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### *Wellbeing Coaching*

Wellbeing Coaching is a safe space for you to learn new ways of thinking, feeling and behaving to improve your wellbeing. Each week you will be encouraged to identify small steps to move you closer to your chosen goals. It is a forward focused, pragmatic approach to improving wellbeing. Your Wellbeing Coach will offer you exercises to do between sessions to support you along the way. There are resources to help with:

- Reducing anxiety
- Managing difficult feelings and unhelpful thinking
- Building self-compassion
- Learning relaxation and mindfulness practices
- Changing habits
- Managing stress
- Incorporating positive wellbeing practices into your life

Wellbeing Coaching has been shown to be an effective way of supporting people who are experiencing mild to moderate mental health issues for the first time. You are likely to both feel better and have acquired tools and strategies that will keep you mentally fit in the face of future challenges. Wellbeing Coaching is not counselling or therapy – if you need to spend time exploring your personal story in depth, or you are experiencing bouts of extreme distress and / or suicidal thinking, then your coach, Social Prescribing Link Worker or GP can offer suggestions about how to access therapeutic support. You may be able to continue getting support from Onside through Social Prescribing while this is put in place. Wellbeing coaches are not able to advise on issues around diagnosis, medication or time off work.

### *Link Worker - Housing*

A Link Worker: Housing will be the key point of contact for local authority housing teams managing homeless households who are also experiencing mental ill health, providing information and guidance on mental health issues and supporting individuals and their families to access appropriate support. The Worker will build and co-ordinate relationships with local authority Housing Advice/Options teams, Neighbourhood Mental Health Team, and other key services and professionals such as Cranstoun, drug and alcohol misuse service. This service will provide local authority housing teams with:

- A point of access for support and signposting around mental health issues
- Care navigation support and help to link up all elements of support available including Neighbourhood Mental Health Team, Cranstoun drug and alcohol service, wider community support, information and advice
- Support that meets needs relating to social factors, wellbeing and wider determinants of health
- An offer of support that is available to individuals who would not meet clinical thresholds for traditional secondary care services
- Information and guidance for Housing Advice/Options teams supporting households experiencing homelessness and mental ill health

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### *Children and Families Services*

The Children and Families services provided by Onside offer one to one holistic personalised support to children young people and their families. The service is accessible through local Schools and colleges ( Act on It) We support with low level mental health, family relationships, health and wellbeing and special educational needs and disabilities. We support from ages 5 - 20 years.

### *CAF Service PCNs*

The CAF service is accessible through the PCNs We support with low level mental health, family relationships, health and wellbeing and special educational needs and disabilities. We support from ages 8 - 18 years. Individuals are assigned either a social prescriber or Care Coordinator

### *Social Prescribing and Lifestyle Advice*

Delivery of primary care based Social Prescriber Link Worker, Wellbeing Coaches & Lifestyle Advisors. Working alongside the neighbourhood mental health teams to provide social and practical support to those with a severe and enduring mental health condition. Signposting support for issues such as housing, finances, social isolation etc. Social Prescribing aims to support individuals to take greater control of their health and feel more empowered to look after themselves. Social Prescribers are based within GP practices. GPs and other health and social care professionals can refer in to the service. Social Prescribing links patients with non-medical support to address people's needs in a holistic way. It recognises that people's health is determined primarily by a range of social, economic and environmental factors and aims to support people to address and deal with issues relating to these factors. We provide support to those who are looking to connect with their communities, join in with existing activities but need encouragement, confidence building and may need help reducing barriers to getting out more.

## **Sandycroft**

**Based in: Redditch**

**Deliver services across: Redditch, Bromsgrove**

- Person Centred and Integrative Therapeutic Counselling Service. The Sandycroft Therapeutic service is dedicated to supporting Mental Health and Psychological resilience. The Organisation has Practitioners who represent a wide range of Therapeutic interventions and approaches. The Service also provides specialist services to Children, Young People, and Trauma.
- The Organisation has a well-developed, documented system of clinical governance for all services we provide which defines our procedures and quality standards and ensures all systems are transparent and can be assessed for clinical effectiveness and service reliability.
- The Sandycroft Centre provides a range of evidenced based interventions from different therapeutic approaches such as Person-Centred Counselling, Cognitive Behavioural Therapy, Solutions Focussed Therapy, EMDR, Mindfulness, Interpersonal Counselling and Psychodynamic Counselling. All Counsellors work to BACP or NCS ethical and professional standards.



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- This IDVA Service specialises in Domestic and Sexual Abuse. The main aim of the service is to offer a proactive, high quality and trauma informed support service to survivors of Domestic and Sexual Abuse. We aim to provide initial assessments, DASH Risk assessments, safety planning, Advocacy as well as prevention and recovery work. To manage caseloads across various degrees of complexity and need, including survivors and families assessed as high risk of harm and who are at particular risk of harmful practices and modern slavery. Our Advocacy and support team provide specialist advice and guidance to local people suffering any kind of abuse at the hands of a partner, ex-partner or family member. Our Independent Domestic Abuse Advocates and Trauma Counsellors are professionally trained to support families whatever their circumstances and work alongside them to find a practical pathway to safety.
- One of the main aims also is to adopt a person centred, survivor approach being mindful of the effects of trauma and additional barriers to access that survivors may experience. We also act to be the voice for the survivor when they find it a challenge to be heard and by using our skills, knowledge and guidance we can help them move towards a safer future and gain resilience, improved Mental Health and help them build trust in a better future.
- Peer support is a service whereby people share their lived experience and practical guidance, peer support workers help the clients to develop their own goals, create strategies for self-empowerment; and take concrete steps towards building fulfilling, self-determined lives for themselves.
- We offer one to one support as well a support groups and Social groups. These are run to focus on emotional support, sharing experiences, education and practical activities. Many of the groups also have a focus on reducing isolation and help clients who have reoccurring dips in the functioning to remain more resilient or less likely to need a crisis intervention. Safeguarding is common and that means staff are regularly dealing with clients who present in distress and there are procedures in place to deal appropriately and effectively.

### **Simply Limitless**

**Based in: Wyre Forest**

**Deliver services across: Countywide**

We are a Health and Wellbeing charity providing support to people of all ages in the community with their mental, social, and physical health. We provide mental health support via groups particularly through Moodmaster, and Optimistic Living. Our interventions provide opportunities for peer to peer contact and support.

- Moodmaster - CBT small group support work
- Optimistic Living - one to one support using outcome star



### **Social Prescribers Bromsgrove**

**Based in: Bromsgrove**

**Deliver services across: Bromsgrove**

The Social Prescribing Service is part of an individual's personalised care. We connect people to activities, groups and services to meet practical, social, and emotional needs that affect their health and wellbeing. We cover the Bromsgrove area and provide interventions in all modes from face to face, online, one to one, and telephone. Although our service is for low level mental health, people's needs have become more complex and are often moderate need because of the long waiting lists. We cover 9 PCN's, but we have developed self referral now as a further means to free up GP's and to lessen wait for people to have access to supports.

### **South Warwickshire and Worcestershire Mind**

**Based in: Stratford**

**Deliver services across: Countywide**

We provide a variety of services to support and empower people with mental health and wellbeing. We are commissioned alongside the transformation pathway and this is our current referral route. We offer groups, Community Mental Health Link Worker support, goal planning, help to develop coping strategies, and we link in with GP surgeries, schools, and Trust clinics. For Worcestershire we cover all of the below areas and also Wychavon. We provide crisis, peer support, support to manage external factors and groups. We undertake all four modes of delivery detailed below. Taking referrals from the NHMT and partners, we provide peer and practitioner led group support. These groups support local people to build skills to manage their mental health moving forward. The groups are time-bound and specific.

### **South Worcestershire Citizens Advice Bureau**

**Based in: Malvern Hills**

**Deliver services across: Malvern Hills, Wychavon**

*Social Prescribing* is a holistic and person-centred service for people who need support with their emotional, social or practical needs. By focusing on what matters to them we can build on their strengths, find ways of overcoming barriers and create a personalised action plan to see them through their current difficulties, empowering them to self-manage in the future. Social Prescribers can help people with varying degrees of need to address some of the wider determinants of health such as money, debt and benefits, social isolation, employment and training, low level mental health, housing and relationships.

*Lifestyle Advice* is a similarly holistic and person-centred service as with social prescribing, but with a focus on weight management, healthy eating, becoming more active, smoking cessation, alcohol reduction and improving general wellbeing. The Lifestyle Advisor explores people's barriers to change and help them to address any underlying issues that may have been preventing them from success in the past, supporting people using behaviour change and motivational techniques.

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*The Being Well Service* is a joint project between South Worcestershire Citizens Advice and Age UK Worcester and Malvern Hills, with each organisation hosting one part time Being Well Coordinator working across the Malvern Hills District. The focus is on proactively targeting people who are not currently in contact with services but who need support with their mental health, by being a listening ear and linking them to services and activities within the community. They work collaboratively with VCS organisations, services and GP surgeries to increase capacity, connectivity and activity in non-medical mental health support with a focus on early intervention and identifying gaps and blockages in services.

*The Circle Group* runs weekly for 12 weeks and is aimed at anyone who is feeling anxious, isolated, lacking confidence or depressed. It is not a counselling or therapy group, but gives people tools to help them cope better and feel happier. It is a gentle space people can work in with a maximum of 12 participants. All attendees are invited to contribute ideas, but boundaries are respected and people can engage at a level where they feel comfortable. It works by building each week around a different theme and activity, allowing people to try different techniques for improving their wellbeing while making new connections both within the group and outside it.

### **St Pauls Church**

**Based in: Worcester City**

**Deliver services across: Worcester City**

- Parent and Carer Groups  
Mother and baby group
- A community cafe that is friendly and cheap. We have a specific area for men who struggle with mental health, the aim is to develop friendships and have a safe space to socialise with people who genuinely care.
- Unfortunately we have no-one at the moment to champion a specific area for women although generally Expressions is great for women too.

### **St Richard's Hospice**

**Based in: Worcester City**

**Deliver services across: Worcester City, Malvern Hills, Wychavon**

Pre and post bereavement support for hospice patients and families. Bereavement support for those bereaved by sudden and traumatic death in South Worcestershire.

### **Starting Well Partnership**

**Based in: Bromsgrove**

**Deliver services across: Bromsgrove, Redditch**

We support parents, families, and young people across Bromsgrove and Redditch from birth to 19 years old, although this is also a county wide service. We do one to one, face to face, peer to peer, and group support covering areas such as wellbeing, parenting support, health and lifestyle. We give a voice for the community to feedback needs to services and organizations. We identify local need and develop services to meet that need. We accept self and professional referrals. We link in with school Nurses and Health visitors.

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### **STEPWAY CIO**

**Based in: Worcester City**

**Deliver services across: Countywide**

*Banter & Brew*

The Banter& Brew is a service we offer to veterans to meet other veterans in safe place, have a brew (bacon and sausage butties also available) and chat / banter with other veterans. Helping to reduce loneliness and isolation. Also building trust and hopefully voicing any further support needed to which we can refer to our partner organisations for further support eg. financial or mental health.

*Community Garden*

The Community Garden Project is again a safe place for veterans and Civilians alike to be outside in the fresh air where there are a wide variety of tasks (depending on ability) which can be undertaken. Learning new skills, intergrading in a mixed group with the goal of growing produce and maintaining the garden. (Produce is either sold on site to maintain over heads or donated to the Salvation Army to either cook for the homeless and in need or to donate to struggling local families.

*Veterans Support*

Veteran (and family members) support: STEPWAY support all veterans, no matter the background or circumstance. We can provide 1-1 support, face to face, or over the phone we work at the pace of the veteran taking a person-centred approach. STEPWAY work with many other organisations and are part of the Defence Medical Welfare Services program called Veterans People and Positive Pathways, running across the Midlands using a 'join the dots' approach to working together to get the best support for the veteran we are working with.

### **The Association for Post Natal Illness**

**Based in: London**

**Deliver services across: Countywide**

APNI provides a UK-wide helpline (free to access via telephone, email and online chat) and information leaflets for those affected by postnatal illness and their families. APNI also has a network of volunteers who have themselves experienced postnatal illness.

### **The Basement Project**

**Based in: Bromsgrove**

**Deliver services across: Countywide**

Providing support to young people aged 25 years and under with any issue they may be experiencing. This includes homelessness, risk of homelessness, benefits, mental health, independent living skills, relationships, mediation, conflict resolution et al.

### **The Salvation Army, Worcester**

**Based in: Worcester City**

**Deliver services across: Worcester City**

The Salvation Army in Worcester is a hub with lots of charities working together to support the needs of the local area. We are always looking for ways to support the area in the best way possible.

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### **The Shed at Top Barn**

**Based in: Malvern Hills**

**Deliver services across: Malvern Hills, Wyre Forest, Worcester City, Wychavon**

The Shed at Top Barn is an informal space to connect, converse and create run by members under the umbrella of The UK Men's Sheds Association

### **The Wellbeing Tree**

**Based in: Bromsgrove**

**Deliver services across: Bromsgrove**

Community Wellbeing and Holistic centre offering a range of therapies for individuals, families, and local companies. We have qualified staff to support with Mental Health, with referrals triaged. We also undertake full range of Wellbeing interventions. We do this via therapeutic interventions, counselling, wellbeing interventions, and peer to peer opportunities. One to one, group and face to face contact. We do offer postnatal/perinatal support.

### **Worcester Community Trust**

**Based in: Worcester City**

**Deliver services across: Worcester City, Malvern Hills, Wychavon**

*DAWN - Domestic Abuse Support*

Targeted 121 interventions and group support

*Wellbeing Job Clubs and Cadent*

Supporting customers with Wellbeing, securing Education, employment and improving skills. Supporting customers to manage barriers that may be preventing them from moving forward. Supporting customers with financial barriers

*Wellbeing Services (Community Connectors, Snack and Chat, Plus)*

Projects targeting low level mental health, anxiety, stress and isolation; bringing communities together by creating a variety of social groups for 18+ and linking clients to local support services

### **Worcestershire Association of Carers**

**Based in: Worcester City**

**Deliver services across: Countywide**

*Social Prescribing and Lifestyle Services*

Provides person centred support to enable people to make informed decisions about their wellbeing.

*Carer Wellbeing and Peer Support*

Provides a range of online and face to face wellbeing sessions and peer support events for carers in Worcestershire and Herefordshire.

*Community Mental Health Link Workers*

Support carers to manage their own mental health or to gain skills to care for someone with an enduring mental health condition.

*Carers Hub*

Support, info & advice to unpaid Carers, deliver statutory Carers Assessments on behalf of LA, Provide practical training, wellbeing sessions and opportunity for involvement through Carer Voice.

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### **YMCA WORCESTERSHIRE**

**Based in: Redditch**

**Deliver services across: Countywide**

- Supported accommodation
- General needs tenancies
- Youth team
- Community centres
- Prison family work
- Nurseries



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### Gaps in Service Provision

1.	We could potentially provide a safe haven for people suffering from mild stress and depression. A daily drop in to improve mental health and well-being by offering self-help therapeutic techniques. We would require a building in Worcester City that is easily accessible and funds to cover running costs.
2.	We are keen to reach women and families from more diverse communities - we currently have a small project looking at outreach opportunities for women from Black, Asian and Minority Ethnic backgrounds. This is UK-wide.
3.	Age UK BRWF's Groups and Activities are aimed at preventing and tackling loneliness and isolation - they are not 'labelled' 'Mental Health services, although they do support wellbeing (and are also important for 'prevention')
4.	Face to face befriending
5.	With more support this service could be used to not only take people for one-to-one walks but encourage and facilitate people to come together for walks or meet and attend other walking groups. We currently work towards a supply and demand approach due to the geographical distances from volunteers and clients, through advertising the service where either the volunteer or client are based. By increasing our marketing and recruitment of volunteers we can match clients faster and reach more people.
6.	There is a demand for this service as we have a waiting list for both our current MCST sessions. These courses are not available countywide. We are running them in Stourport and Worcester. It would be great to offer more across the county, particularly the south, Wychavon area
7.	Anticipatory Grief Support for Carers
8.	We are not a mental health service so it is difficult to say that we could meet the gaps as we don't have training in this area. However, one of the biggest gaps we are aware of and have feedback from people using our service is a lack of mental health services that will support autistic individuals or have an understanding of autistic people's support needs.
9.	We'd like to be able to run this service in the different localities, to save families driving to our clinic base or needing us to drive out to homes across the county. Potential demand - 500+ families
10.	Delivering the service in other areas of the County.
11.	Currently based just outside Worcester, but this prevents families from other areas accessing the help. Estimated a further 200+ families could be helped.
12.	Unknown
13.	In person group support, CYP.
14.	Unknown
15.	We would love to deliver more joint sessions with other agencies and organisations. We are very passionate about delivering sessions that show children and young people that physical and mental health are equally important. It would be great to work with more local sporting community teams to deliver these sessions. I know the schools would be very keen to have joint sessions for the children.

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16.	Dads Matter - <a href="https://dadmatters.org.uk/national/">https://dadmatters.org.uk/national/</a> Baby Loss Support Trauma Informed Group All these groups have been requested by our families and referrers.
17.	We are the only service in local area who offers creche. We piloted Freedom for Children and now have other schools requesting our service and original school re-requesting our service.
18.	Recruitment of interpreters.
19.	CBT counselling
20.	Support parents through their own process for ASD
21.	No
22.	We have identified a need for a similar provision to (a) dads in neonatal units and (b) LGBTQI+ non-birthing parents. We have, in recent years, developed hard copy resources for both. The latter are being provided at no additional cost to your area, as part of the original contract, and the former is available to purchase and be used within a neonatal unit as part of a holistic approach to supporting families (e.g. the FICare Model). We are looking to develop app-versions of each of these in due course.
23.	We would want to be in a position to meet current demands for the Adult & CYP service and sustain this with the increasing trajectory demand for the service which we are seeing since the pandemic.
24.	None
25.	Unknown
26.	The wait for therapeutic mental health support provided by secondary mental health and healthy minds is growing. Our Wellbeing coaches have the skills and tools to help teach people techniques to help them build resilience and prevent their mental health deteriorating further. These roles are linked to our social prescriber roles who work at the beating heart of the community thus well placed for more holistic signposting support where finances/housing may be contributing to a further deterioration of mental health. Wellbeing coaching is appealing as we can deliver in 1to1 or group settings, there is a huge demand for 1to1 support, we follow a personalised but flexible structure of 6-8 sessions.
27.	There are people presenting to Crisis Team, the LA and to GPS experiencing homelessness, severe deterioration in mental health and more many of which exacerbated through socio-environmental triggers contributing to a worsening of physical and mental health. These roles, with excellent links with housing, NMHT and ONSIDE's other wellbeing services, play a fundamental role in joining the pieces together and preventing people experiencing homelessness and contacting CRISIS. This services takes elements of our social prescribing role, our mental health link worker and our wellbeing coach to make a multidimensional role to support people to improve their motivation along with access socio-environmental support which has a positive impact on their mental health and thus potentially reduces demand on secondary mental health services, hospitals (A&E presentation) and primary care.



## APPENDIX 2 - The Organisations and Services



28.	Support for elected home education children and CME
29.	The need for extended support beyond 18years and transition into adult services all of our adolescents would benefit from a smoother transition period and more support from 18 - 25 years. Support with navigating SEN pathways for parents and young people we have seen a significant increase in young people presenting with different types of Neurodiversity. Demand for supporting parents with referral processes and wider support along with coordination of professionals and educational response to ensure the needs of the young person are met
30.	No
31.	From our experiences with our PCN partners, we have found that many patients that present to their GP have other life triggers causing or exasperating their condition. The point of the Social Prescribers is to address the socio economic issues which has a positive impact on both their physical and mental health. Through extra resource to grow this service we could support those with similar issues presenting to the neighbourhood mental health teams.
32.	With additional funding and case workers we could reach many more service users. We can help prevent severe isolation and loneliness by expanding our criteria to include those who score lower UCLA levels and providing a shorter but tailored offer to avoid them becoming further isolated. Potential for improving access to online support interventions for those truly housebound with low or good digital literacy. For those who have little confidence to go out and engage with community activities but would like to, we can support improving confidence to reach that goal over a 6 month period.
33.	Unknown
34.	Helping to reduce waiting lists for NHS & Healthy Minds
35.	Unknown
36.	There is always more need to support and encourage young parents. Weekly support for building friendships with other young parents is huge and makes such a difference in MH. We do have parents who've come to us say that although the statutory perinatal support for mums suffering PND is good, to have somewhere else that is not time limited to go and find friendship is invaluable. This would need more specific research in potential service we could offer but we are sure there is demand.
37.	Friendship without any formal statutory service attached where people can just 'be' (within boundaries) has been invaluable for the people we see, mostly those who are recovering from mental health breakdown and feeling socially isolated.
38.	Currently we are seeing an increase in the number and complexity of referrals to our service. This is in part due to the lack of MH and local authority services for both adults and children. We are now at capacity and are in danger of our own specialist skills being diluted as we are being asked to take referrals that are beyond our remit.

## APPENDIX 2 - The Organisations and Services



39.	Unknown
40.	<p>The Community Garden Project is a fantastic place which we encourage carers to bring clients too, we are working on the path to ensure disabled access to the whole site. we have raised beds and can adapt many tasks to be carried out sitting.</p> <p>The Banter &amp; Brew allows veterans to reminisce over stories and shared experiences we work with them to reduce isolation.</p>
41.	N/A
42.	We have identified that there is a gap in support for adults 25 years and over with many of our ex-clients returning to us to ask for help. We often struggle to find appropriate organisations to signpost them to, as they do not meet the criteria.
43.	We are always looking for areas where there is a void of support, we don't want to be duplicating services available elsewhere.
44.	Unknown
45.	Unknown
46.	<p>We saw a gap in service in Worcester within the international community - we set up an 'international women's group' that meets weekly for peer support to speak about their experiences with domestic abuse, and also their cultural experiences. This group is run by two part-time workers, who speak community languages.</p> <p>We also saw a gap in service around 'co-parenting' with Narcissistic ex-partners. A 'parallel parenting' course has been created which we have delivered 9 times. This is currently not funded, and a project worker delivers this outside of her outcomes. This added value course has been very well attended and is extremely sought after as there is nothing similar delivered in the area.</p>
47.	As above
48.	a counselling service would be helpful
49.	<p>Social groups for older adults with neurodiversity and diagnoses of Autism in particular.</p> <p>Little provision across the city to refer into and further training would benefit staff who would like to create these low sensory social opportunities.</p>
50.	Support for parents and families
51.	There is a lack of carer respite
52.	wait lists for psychology and group work, Loneliness, psychological skills, assistance with complex social situations because of waiting lists with organisations that assist in this field, transition age groups 17 to 25. We could support with the NHS waiting lists and provide facilitation with group work. Could also support with MH assessments for patients as we have experienced and skilled MH link workers.
53.	N/A
54.	Counselling, mental wellbeing and positive activities are all limited opportunities for our young people. We have recruited a wellbeing coach and life skills coach. We have also linked up with the University and are using counselling within our services for our residents.

## APPENDIX 2 - The Organisations and Services



55.	<p>Counselling. The gap we see time after time is for people who have been struggling with their mental health for a long time and their lives are severely impacted by it - but they are not at risk of harm so do not reach the criteria for help from the Neighbourhood Mental Health team. However they need support more urgently than Now We're Talking can provide which results in the inappropriately high levels of need referred into services aimed at lower level / preventative work, causing the system to back up. Social prescribers etc are tied up supporting those with higher needs while they wait for appropriate interventions, meaning they have less time for preventative work. We want to avoid medicalising social issues, but clinical work is still needed hand in hand with peer &amp; social support, and the trusting relationships people form with their social prescriber may mean that is the first time they have opened up about the true level of their need. Social Prescribers are well placed to identify who would benefit from a therapeutic intervention and ideally we would like a service we could refer to and that clients could access in a short time frame, who would then refer the person back to the social prescriber once they were in a position to fully benefit from the support. If social prescribers could access more 1:1 counselling for people in a timely manner we would have more confidence in being able to sign them off and concentrate on the cohort we are intended to support, freeing up the system to deal with earlier intervention work.</p> <p>Green social prescribing.</p> <p>With additional resources we would be able to offer more group work which we were able to do in the past before the service became over subscribed. We have seen these groups work very well in the past and would like to replicate them, clients have requested seated exercise / yoga with a focus on building healthy habits for example.</p> <p>Peer support groups - fibromyalgia, 18-35 age group, etc 1:1 peer support / buddying</p> <p>Hoarding behaviours. Referrals for this issue seem to be on the increase and there is currently no statutory service in place in MHDC. People would benefit from a combined mental health / decluttering service to tackle the root cause as well as the result.</p> <p>Ongoing support for high intensity service users - many people with complex social needs are in and out of services, both clinical and VCSE, and would benefit from longer term support than social prescribing is intended to provide.</p> <p>The Circle Group is showing good results and could potentially be expanded across the district / county, and into rural areas of the county</p>
56.	<p>Freedom Program DA Education program.</p> <p>1 to 1 face to face availability</p> <p>Peer to Peer groups including marginalized LGTBQ+</p> <p>Crafting group (Chat and Chill)</p> <p>Once per month, the Social Eating Experience Curry Buddy Night Self-Funded by the client is arranged to beat loneliness.(Set menu cost £10.)</p>

## APPENDIX 2 - The Organisations and Services



57.	<p>The Gap that we identify is offering Therapeutic Counselling provision to marginalised groups where English is not their first language; it remains a pressure point for us. as we try to meet that need.</p> <p>A Gap we identify is lack of funding for us to increase our provision especially to work with multiple complex needs where we have to offer additional therapy.</p> <p>We also see a gap with Children's therapy, at present that is limited to lack of funding but could be ramped up if funding appropriately. Therapists would hold CYP qualifications and be experienced with an array of interventions.</p> <p>We identify gaps in provision with Elder Abuse, LGBT, and Clients with severe or complex mental health.</p> <p>We already work with these clients but lack capacity as we would need to increase our work force, but we are able to offer our internal in house training for staff who also present with key transferable skills.</p> <p>there is a gap for speakers of other languages where English is not their first language.</p>
58.	<p>We have always wanted to offer befriending and telephone support to those being discharged from the mental health service eg discharged from, home treatment team, the hospital, the secondary team, we have many people who have been through the system who can offer support. This is a potential to help so many people.</p> <p>We have qualified trainers / teachers to be able to deliver courses such as the MEG etc, but we don't know how to get into tick potential boxes to get into the right people to train others, so we are capable but not done train the trainer.</p>

## APPENDIX 3 – Eligibility Criteria



The following table shows the organisation, their services, the eligibility needed to access those services and the actual presenting need of service users.

Organisation	Service	Eligibility	Actual Eligibility
3 Counties Holistic Healthcare (3CHH) Ltd	3 Counties Holistic Healthcare Charity	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Carers</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
Action on Postpartum Psychosis (APP)	APP Peer Support	<ul style="list-style-type: none"> <li>• Psychosis</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
Age UK BRWF	Men in Sheds	<ul style="list-style-type: none"> <li>• 50+ and able to attend independently &amp; without support</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
Age UK H&W	Companion Line	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Carers</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Complex emotional needs</li> </ul>
Age UK H&W	Walking Friends	<ul style="list-style-type: none"> <li>• Low level MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
Age UK H&W	Dementia Services	<ul style="list-style-type: none"> <li>• In receipt of a dementia diagnosis</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
Age UK W&MH	Dementia Support Services	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Complex emotional needs</li> <li>• Carers</li> <li>• People living with dementia</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
AHead of Wellbeing CIC	Mental Health Centre	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Severe and enduring conditions</li> <li>• Carers</li> <li>• At risk of harm to self and/or others</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Severe and enduring conditions</li> <li>• Carers</li> <li>• At risk of harm to self and/or others</li> <li>• Complex emotional needs</li> <li>• Psychosis</li> </ul>
Autism West Midlands	H&W Community Autism Support Service.	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Autism related MH support</li> </ul>	<ul style="list-style-type: none"> <li>• Co-occurring MH needs</li> </ul>

## APPENDIX 3 – Eligibility Criteria



Becoming Families	Postnatal wellbeing clinic	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Postnatal depression</li> <li>• Postnatal anxiety</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Post natal depression</li> <li>• Postnatal anxiety</li> <li>• <b>Complex emotional needs</b></li> </ul>
Becoming Families	Postnatal emotional wellness support group	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Postnatal depression</li> <li>• Postnatal anxiety</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
Behind the Smile	Peer Support	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Severe and enduring conditions</li> <li>• No specific restrictions – just deal with what we can</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• <b>At risk of harm to self and/or others</b></li> <li>• <b>Eating disorders</b></li> </ul>
Onside	Community Mental Health Link Workers	<ul style="list-style-type: none"> <li>• Moderate MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
Crosslinks Befriending service	Crosslinks Befriending service	<ul style="list-style-type: none"> <li>• Loneliness and isolation</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
Cruse Bereavement Support Worcestershire	Bereavement support	<ul style="list-style-type: none"> <li>• Bereavement</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
HeadsUP Mental Health Awareness CIC	Workshops	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• General MH support and awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• General MH support and awareness</li> <li>• <b>At risk of harm to self and/or others</b></li> <li>• <b>Eating disorders</b></li> </ul>

## APPENDIX 3 – Eligibility Criteria



Home-Start North East Worcestershire	Secure Minds	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Severe and enduring MH issues</li> <li>• At risk of harm to self and/or others</li> <li>• Complex emotional needs</li> <li>• Eating disorders</li> <li>• Postnatal depression</li> <li>• Antenatal</li> <li>• Trauma and PTSD</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
Home-Start North East Worcestershire	Blossom	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Severe and enduring MH issues</li> <li>• At risk of harm to self and/or others</li> <li>• Complex emotional needs</li> <li>• Eating disorders</li> <li>• Trauma and PTSD</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
Home-Start North East Worcestershire	Home-Visiting Service	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Severe and enduring MH issues</li> <li>• At risk of harm to self and/or others</li> <li>• Complex emotional needs</li> <li>• Eating disorders</li> <li>• Postnatal depression</li> </ul>	<ul style="list-style-type: none"> <li>• PTSD and Trauma</li> </ul>



## APPENDIX 3 – Eligibility Criteria



Home-Start North East Worcestershire	Listening Ear	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Severe and enduring MH issues</li> <li>• At risk of harm to self and/or others</li> <li>• Complex emotional needs</li> <li>• Eating disorders</li> <li>• Postnatal depression</li> </ul>	<ul style="list-style-type: none"> <li>• PTSD and Trauma</li> </ul>
Home-Start North East Worcestershire	SNAPS Additional Needs Support Service	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Severe and enduring MH issues</li> <li>• At risk of harm to self and/or others</li> <li>• Complex emotional needs</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Severe and enduring conditions</li> <li>• At risk of harm to self and/or others</li> <li>• Complex emotional needs</li> <li>• Eating disorders</li> <li>• Post natal depression</li> <li>• Carers</li> </ul>
Home-Start South Worcestershire	Befriending volunteer support	<ul style="list-style-type: none"> <li>• Child under 5</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
Inspire Cornwall CIC (t/a DadPad)	DadPad	<ul style="list-style-type: none"> <li>• No criteria, offered to all expectant/new Dads</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
KEMP Hospice	KEMP Hospice Family Support & Bereavement Service	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Severe and enduring MH issues</li> <li>• Carers</li> <li>• Palliative patients and their families</li> </ul>	<ul style="list-style-type: none"> <li>• Complex emotional needs</li> <li>• Moderate MH issues</li> <li>• At risk of harm to self and/or others</li> <li>• Increased complexity and need with clients both adult &amp; CYPs who require bereavement support / counselling but who are experiencing increased complex mental health and safeguarding needs which are not addressed by MH services / other services.</li> </ul>



## APPENDIX 3 – Eligibility Criteria



Men's Shed Worcester	Men's health in general	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• Severe and enduring conditions</li> </ul>
Onside	Wellbeing Coaching	<ul style="list-style-type: none"> <li>• Low level MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> </ul>
Onside	Community Mental Health Link Worker (Housing)	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Complex emotional needs</li> <li>• Under the support of NMHT</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Severe and enduring conditions</li> <li>• Complex emotional needs</li> <li>• At risk of harm to self and/or others;</li> </ul>
Onside	Community Mental Health Link Worker	<ul style="list-style-type: none"> <li>• Low level MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Eating disorders</li> <li>• Older Adults</li> </ul>
Onside	Children adolescent's and Families – (CAF)	<ul style="list-style-type: none"> <li>• Low level MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• At risk of harm to self and/or others</li> <li>• Complex emotional needs</li> <li>• Eating disorders</li> </ul>
Onside	Social Prescribing	<ul style="list-style-type: none"> <li>• Low level MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• Moderate MH issues</li> <li>• Carers</li> <li>• At risk of harm to self and/or others</li> <li>• Severe and enduring conditions</li> <li>• Complex emotional needs</li> </ul>
Onside	Lifestyle Advice	<ul style="list-style-type: none"> <li>• Low Level MH Issues</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Eating disorders</li> <li>• Older Adults</li> </ul>
Onside	PLUS	<ul style="list-style-type: none"> <li>• Low Level MH issues</li> <li>• Moderate MH issues</li> <li>• Carers</li> <li>• Committed to engaging with community to reduce isolation independently</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Carers</li> </ul>

## APPENDIX 3 – Eligibility Criteria



Sandycroft	Sandycroft Therapeutic Counselling Service	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Complex emotional needs</li> <li>• Eating disorders</li> <li>• Postnatal depression</li> </ul>	<ul style="list-style-type: none"> <li>• Carers</li> </ul>
Sandycroft	The Eve Project -	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Complex emotional needs</li> <li>• Severe and enduring MH issues</li> <li>• At risk of harm to self and/or others</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Complex emotional needs</li> <li>• Severe and enduring conditions</li> <li>• At risk of harm to self and/or others</li> </ul>
Sandycroft	Sandycroft Peer Support Services	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues;</li> </ul>
Simply Limitless	MH Support Groups	<ul style="list-style-type: none"> <li>• Moderate MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
Simply Limitless	Moodmaster Optimistic Living	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Eating disorders</li> <li>• Complex emotional needs</li> </ul>
Social Prescribing Bromsgrove	Social Prescribing Bromsgrove	<ul style="list-style-type: none"> <li>• Low level MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
South Warwickshire and Worcestershire Mind	variety of services to support and empower people with mental health and wellbeing	<ul style="list-style-type: none"> <li>• Moderate MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
South Warwickshire and Worcestershire Mind	Mental Health Link Worker - Wellbeing Group Support	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Eating disorder</li> <li>• Carers</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Eating disorders</li> <li>• Carers</li> </ul>

## APPENDIX 3 – Eligibility Criteria



South Worcestershire Citizens Advice	Social Prescribing Service	<ul style="list-style-type: none"> <li>• Low level MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• At risk of harm to self and/or others</li> <li>• Complex emotional needs</li> </ul>
South Worcestershire Citizens Advice	Lifestyle Advisor Service	<ul style="list-style-type: none"> <li>• Low level MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• At risk of harm to self and/or others</li> <li>• Complex emotional needs</li> <li>• Eating disorders</li> </ul>
South Worcestershire Citizens Advice	Being Well Service	<ul style="list-style-type: none"> <li>• Low level MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> </ul>
South Worcestershire Citizens Advice	The Circle Group	<ul style="list-style-type: none"> <li>• Low level MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues - anxiety/depression</li> <li>• Moderate MH issues</li> <li>• At risk of harm to self and/or others</li> <li>• Complex emotional needs</li> </ul>
St Pauls Church	Little Oaks	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Postnatal depression</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Post natal depression</li> </ul>
St Pauls Church	Expressions Coffee morning	<ul style="list-style-type: none"> <li>• Low level MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> </ul>
St Richard's Hospice	Family Support	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Carers</li> <li>• Pre and Post bereavement support</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues - anxiety/depression</li> <li>• Moderate MH issues</li> <li>• Severe and enduring conditions</li> <li>• At risk of harm to self and/or others</li> <li>• Complex emotional needs</li> <li>• Psychosis</li> <li>• Eating disorders</li> <li>• Carers</li> <li>• Pre and post bereavement support</li> </ul>

## APPENDIX 3 – Eligibility Criteria



Starting Well Partnership	support parents, families, and young people across Bromsgrove and Redditch from birth to 19 years old	<ul style="list-style-type: none"> <li>• Low level MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
STEPWAY CIO	Banter & Brew Community Garden Project 7Step Civilian Skills Program Veteran (and family members) support	<ul style="list-style-type: none"> <li>• Any veteran and their families</li> <li>• Community garden is open to all</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Eating disorders</li> <li>• Any issue the veteran is having</li> </ul>
The Association for Post Natal Illness	Helpline	<ul style="list-style-type: none"> <li>• Postnatal depression</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
The Basement Project	Drop-In's and Floating support	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• At risk of harm to self and/or others</li> </ul>	<ul style="list-style-type: none"> <li>• Severe and enduring conditions</li> <li>• At risk of harm to self and/or others</li> <li>• Complex emotional needs</li> <li>• Eating disorders</li> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Post natal depression</li> <li>• Psychosis</li> </ul>

## APPENDIX 3 – Eligibility Criteria



The Salvation Army, Worcester.	Various services available here including: Step Ways - Veteran Support CCP - Housing / Accommodation Employment Plus - Employability, Money Management, Training Donation Centre - Voluntary work placements Church - Older People's Ministry, Youth and Childrens work, Pastoral Support Prince's Trust - Students / Young Adults	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• At risk of harm to self and/or others</li> <li>• Severe and enduring conditions</li> <li>• Complex emotional needs</li> <li>• Carers</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
The Shed at Top Barn	Mens shed	<ul style="list-style-type: none"> <li>• Someone looking to meet people and develop practical skills</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
The Wellbeing Tree	Community Wellbeing and Holistic center	<ul style="list-style-type: none"> <li>• Moderate MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
WAC	Carers Hub	<ul style="list-style-type: none"> <li>• Low Level MH issues</li> <li>• Carers</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Severe and enduring condition</li> <li>• At risk of harm to self and/or others</li> <li>• Complex emotional needs</li> <li>• Carers</li> </ul>
WAC	Carer well-being program and peer support events	<ul style="list-style-type: none"> <li>• Carers</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>

## APPENDIX 3 – Eligibility Criteria



WAC	Community Mental Health Link Worker	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Severe and enduring MH issues</li> <li>• At risk of harm to self and/or others</li> <li>• Carers</li> </ul>	<ul style="list-style-type: none"> <li>• Complex emotional needs</li> <li>• Psychosis</li> <li>• Eating disorders</li> <li>• Post natal depression</li> </ul>
Worcester Community Trust	The DAWN Project	<ul style="list-style-type: none"> <li>• Low level MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
Worcester Community Trust	Wellbeing Job Clubs and Cadent	<ul style="list-style-type: none"> <li>• Support with wellbeing and progression into work</li> </ul>	<ul style="list-style-type: none"> <li>• Carers</li> </ul>
Worcester Community Trust	Wellbeing Services	<ul style="list-style-type: none"> <li>• Low level MH issues</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• Carers</li> </ul>
YMCA	YMCA	<ul style="list-style-type: none"> <li>• No issues</li> </ul>	<ul style="list-style-type: none"> <li>• Low level MH issues</li> <li>• Moderate MH issues</li> <li>• At risk of harm to self and/or others</li> <li>• Complex emotional needs</li> <li>• Psychosis</li> </ul>

### Current Eligibility Criteria – additional information provided

1.	People attending the Shed need to be 50+ and to be able to attend the Shed independently & without support;
2.	Again, as above, no criteria as not a service. Ideally our resource should be offered to ALL expectant/new dads within a commissioning area to help identify early symptoms of perinatal mental ill health experienced by either birthing or non-birthing parent.;
3.	Antenatal, Trauma and PTSD;
4.	Any Veteran (and family members). Although the Community garden is open to all. ;
5.	as long as a customer requires support with wellbeing and progression into work, education or improve skills, they are eligible for support ;
6.	Autism related mental health support
7.	Bereavement
8.	Child under 5, parenting support
9.	Don't need to have any mental health issues to be referred or use sessions ;
10.	General mental health support and awareness
11.	In receipt of a dementia diagnosis;
12.	Loneliness and isolation

## APPENDIX 3 – Eligibility Criteria



13.	None
14.	Palliative patients and families support
15.	People living with Dementia
16.	Postnatal anxiety
17.	Someone looking for somewhere to meet people and develop practical skills ;
18.	Those under the care and support of NMHT
19.	Those who want to engage with their community to reduce isolation and who are committed to being able to do this independently within 6 months;
20.	Trauma and PTSD;
21.	No specific restrictions, we just deal with what we can

### Actual Criteria – additional information provided

1.	Supporting wellbeing for men aged 50+
2.	Assisting anyone referred to our services with a dementia diagnosis and supporting their loved ones/carers;
3.	People living with dementia
4.	We are not a mental health service, but we are supporting a significant amount of autistic individuals with cooccurring mental health needs as they re unable to access support through any other services. ;
5.	Post natal anxiety
6.	Loneliness and isolation
7.	Bereavement
8.	I do get referrals from teachers worried about those with self harm, eating disorders and other needs as they are struggling with access to other help. However, I am still delivering the original objective.;
9.	Suicidal thoughts
10.	PTSD
11.	Trauma
12.	Again, as above, no criteria as not a service. Ideally our resource should be offered to ALL expectant/new dads within a commissioning area to help identify early symptoms of perinatal mental ill health experienced by either birthing or non-birthing parent.;
13.	Older Adults;
14.	Increased complexity and need with clients both adult & CYPs who require bereavement support / counselling but who are experiencing increased complex mental health and safeguarding needs which are not addressed by MH services / other services.;
15.	Bereavement
16.	Any issue the veteran is having.
17.	We have a variety of people attending so we try our best to meet their needs

## APPENDIX 4 – Demand and Funding



### Meeting Demand

1.	Having our own building with a 5 year secured finance our service could be available 7 days per week. We would need to recruit specialist staff and volunteers would work alongside similar mental health well being charities, we believe it is possible to reach the demand required
2.	Unable to say, but additional funding would enable increased capacity in our projects.
3.	It costs approx £11k per year to run Bromsgrove Men In Sheds - focus and priorities are upon raising funds each year to sustain the service 'as is' rather than looking at 'what-might-be-possible-if-funding-was-available'
4.	Many of our current volunteers are willing to extend their support to include face to face volunteering but at present we do not have the resources to ensure this is planned, managed and monitored.
5.	If we were successful in obtaining more funding for this service we would be able to employ more staff to support the managing and marketing of the service to increase the numbers of people benefiting.
6.	We could offer further courses across the county
7.	All of it
8.	Due to not being a mental health charity, we wouldn't be able to manage the demand for mental health support. Currently, we are supporting many people who are autistic and need mental health support.
9.	Circa 50%
10.	Estimated half.
11.	Unknown
12.	100%
13.	If the funding was available I feel we could meet the majority of the demand in the Worcestershire area.
14.	We have expertise to deliver all these programs
15.	All demand with right resources
16.	All with right resources
17.	All with right resources.
18.	All demand
19.	Unknown
20.	With more funding, we could provide more hard copy resources, as much as needed; we could provide additional training to help improve workforce awareness and optimum usage of our resources/efficacy of our product; and quicker development of new resources, such as the app versions of the DPNN and CPP.
21.	If funding is available we would be able to meet current demand and if additional funding was available it would help to meet this increasing trajectory - this would be more than 1 WTE as stated above.
22.	difficult to calculate but we could double in size with no problem
23.	Unknown
24.	One FTE could support 120 x number of patients, as full cost recovery for £40,000. Number of FTE to be based on your estimated waitlist



## APPENDIX 4 – Demand and Funding



25.	One FTE could support 80 x number of patients, as full cost recovery for £40,000. Number of FTE to be based on your estimated waitlist
26.	There are on average 1000 elected home educated young people across Worcestershire the above would help address some of the needs by offering 1:1 individual support
27.	50% of current caseloads would require the above support.
28.	There is significant demand for CMH link worker services. More resource would allow us to deliver more support.
29.	One FTE could support 120 x number of patients, as full cost recovery for £40,000. Number of FTE to be based on your estimated waitlist.
30.	Unsure
31.	400 per caseworker over a 12 month period
32.	Unknown
33.	Unknown
34.	Unknown
35.	Unknown
36.	If the present member of staff we employ for all the other parent/carer groups could find another 3 hours a week @ £12 per hour there is the potential of running a postnatal group specifically for young mums with PND to follow on from statutory groups.
37.	At present our male worker has approx 15 guys who meet together on a Friday morning and he supports them through the week, helping them with things like benefits, accessing professional services when needed, supporting in things like cleaning up a messy house. I would envisage one or even two groups to support women, possibly working with 20+ women. We have tried running groups with both men and women together, but most of the women prefer to be with other women only.
38.	This would need to be discussed at strategic level.
39.	Unknown
40.	If funding were available we could provide transport for our service users to get to the projects, and increase the number of locations.
41.	Unknown
42.	With the appropriate funding to recruit more support workers we are confident we would be able to meet this demand.
43.	Depending on the funding available there could be opportunities to work from other centres also Malvern, Redditch, Droitwich, Evesham, etc.
44.	None
45.	Unknown
46.	Our service is relative to the funding available. We consistently have a waiting list, and if we were to have additional funding, we would recruit a further project worker to meet this demand for our service, or expand our service county-wide.
47.	all
48.	a large customer group as most of the people we see are looking for counselling support

## APPENDIX 4 – Demand and Funding



49.	Would require additional research before accurate answer. We could create a weekly, stable offer of social support for people across the city with additional resources.
50.	Support for parents and families
51.	We could double our capacity with 2 new F/TE members of staff.
52.	N/A
53.	If more funding was available we could recruit specifically for counselling. There is huge demand.
54.	All with the right resources.
55.	Without knowing how much demand is 'waiting' we would be able to help. Yes, we would. Based in the Kingfisher Shopping Centre, Redditch we have the capacity and infrastructure and correct wheelchair-friendly access, parking, and toilet access for all clients.
56.	We could meet these demands if funding was made available as we would be able to expand. as have the capacity and competencies to do so. We would be able to increase our capacity appropriately to any funding available. This funding may at first be not recognised under a Mental Health banner but survivors of Abuse present with significant dips in functioning and are a cost to the NHS not just the obvious Justice system. 50% or co working.
57.	As much as possible, at the moment our only "clients / members" are that through word of mouth and the odd referrals, mostly referred through onside or through social media or friends.

### How many more people could be supported with additional Support and Funding

1.	90 people a week for 8 weeks cost £29,250
2.	We continue to recruit and train peer support volunteers with lived experience of PP. Ongoing funding to support the training and management of volunteers is always required to maintain this service. We can meet demand in line with staff and volunteer capacity.
3.	If we had additional Volunteer Supervisors, we could extend opening of the Shed to include a Friday
4.	At present we are supporting approx 50 clients with weekly calls and are at capacity. The proposed structure submitted with our recent funding bis would allow us to increase this to between 150-200 clients
5.	We could support around 100 people with more staff and volunteers recruited. This would approximately cost £20,000. for one year to include, Salaries, Volunteer Expenses, Training and DBS checks for all volunteers.
6.	We could run another 6 month course from another location supporting 10 people with a dementia diagnosis at no extra cost. To run further sessions we would need to increase our workforce, cover venue costs etc.

## APPENDIX 4 – Demand and Funding



7.	we aim for 12 members per meeting group so 48 per week plus carers. Sessions are £25 per day.
8.	This is difficult to quantify as our service is focused on autistic adults and depends on numbers accessing the service.
9.	We could support 2-3 more families a month included in current funding.
10.	Circa 40 more based on current funding.
11.	No cost involved. No current limit on referrals taken.
12.	120 at cost of £1600
13.	We currently have one part time worker in Worcester but the demand for our service is huge. Due to funding (we offer our services free of charge) we have been unable to expand the service. I believe that due to the demand we could expand our service to have 2 full time workers (at least) to cover the Worcestershire area. To cover the cost of these roles and on costs it would roughly be £46,000.
14.	150 @ £95,000
15.	40 at £40,000 per annum
16.	30 at £30,000
17.	50 plus at £50,000
18.	30- it costs £1000-£1500 to support one family for one year.
19.	10pa
20.	In your county (we are commissioned locally to provide DadPad resources to Herefordshire & Worcestershire), we can support an open-ended number via our app, and could support more via our hard copy resources if the commissioning teams wished to invest in more copies of these. Hard copies potentially enable: better engagement (sitting alongside a dad to discuss the content, for example); better access for those who, for whatever reason, may struggle to engage with the app content (e.g. via our Quick Read DadPad); and overcoming issues of digital poverty. Costing would be dependent on numbers ordered etc.
21.	To help meet current demand and reduce the current waiting list which is currently around 8 months and increasing - Note: this is an increasing demand trajectory we are seeing year on year. A new FTE qualified experienced counsellor/ therapist on the team would be £37,500.
22.	30 after initial funding of £7000 is found, we will be self funding
23.	If our capacity was increased, we could meet demand areas for support with Housing and finance, isolation/loneliness, and therapeutic interventions for anger management. Also look at provision to help younger people engage with their communities.
24.	One FTE could support 120 x number of patients, as full cost recovery for £40,000. Number of FTE to be based on your estimated waitlist
25.	One FTE could support 80 x number of patients, as full cost recovery for £40,000. Number of FTE to be based on your estimated waitlist
26.	160 Children young people and families for 2 FTE at £80,000
27.	2 x FTE to support waitlists of 150 young people at £80,000

## APPENDIX 4 – Demand and Funding



28.	We could extend our Wellbeing Coaching offer much more through an additional 1.8 FTE in WFHP and 1 FTE in WFNIP. A large focus of their support could potentially be group, we already have two strong group programs designed which resulted in GAD 7 drops of up to and over 10 points. A cost for 1 FTE Wellbeing coach is around £38,000 annually for us to host but we would be willing to discuss this. Similarly, we would be able to prevent mental health crisis's if we were able to work more intensely with patients for issues such as housing for example, in early days we used to be able to support people with bidding and homelessness meetings under social prescribing, we now no longer have resource to do this which is not great for people with mental health or other complex needs - we could provide much more support here with extra resource. Finally, we could provide tailored lifestyle support (i.e weight management) for people in secondary care, along with mindfulness, sleep hygiene etc
29.	Full cost recovery of support is £40,000 per annum, for each additional full time worker we could support 80 more people per year.
30.	One FTE could support 120 x number of patients, as full cost recovery for £40,000. Number of FTE to be based on your estimated waitlist.
31.	Currently we have no wait list but numbers are slightly lower than capacity. If we had another FTE in each area, we could take many more referrals and market the service accordingly. Volunteer numbers are not as high as hoped so more paid caseworkers can help with the shortfall.
32.	This is difficult as I would need to cost out and examine data. The support we could offer would increase significantly if capacity was increased. Not only could we increase our current offer, but outreach to the rural areas.
33.	None without further staff and funding
34.	It is difficult to answer this. More capacity would mean we could have more staff which could ensure that we could meet the increasing demand, and also provide additional services in the gap areas we have identified of finance, isolation, and loneliness. We are all ready in the process of developing a service to support people who have fibromyalgia as a result of identifying this need. We would gain from additional capacity to develop further services for wellbeing. This is a gap for people as they face huge waits.
35.	We would need the data and to work out costings as our previous budget for the transformation project work did not take into account the cost of venues. this would need to be included going forward in any capacity offering. We could support hundreds more because demand has increased so much, and complexity. We could develop services in Gap areas such as loneliness, isolation, and counselling interventions. Also support for people who have longer term needs.
36.	over 500 per year with our current budget.
37.	Currently we are at full capacity - in all three of parent/carer support groups. There is the possibility of opening another mother and baby group supporting young mums struggling with MH.

## APPENDIX 4 – Demand and Funding



38.	If we could employ one person for 6-8 hrs a week to specifically support women who need friendship this would open up our support for women. We already pay for a male worker which has big benefits to working among the men.
39.	Based on our current capacity and workload we are unable to support more people
40.	We could support thousands of people if capacity increased. We could develop more services for wellbeing as part of identified need.
41.	We work with as many people attending, always space for more engagement. The more the merrier.
42.	N/A
43.	Approximately 50 more young people. This would require 2 additional full time staff at a cost of approximately £60000 per annum
44.	We have capacity to build a program as we have the rooms and already have lots of charities / organisations working together.
45.	No more based on current volunteer management of the service
46.	Hard to give exact number and costings. Would have to come back with this. Could always benefit additional capacity because of Gap areas, and increase in numbers and complexity
47.	to support additional clients and increase capacity, we would need to employ further full time Project Worker staff- each staff member can support approximately 100 clients per year. A full time project worker plus management costs, room hire, training etc is approx £40,000 per year.
48.	We would like to expand the service to cover the whole of Worcestershire - it cost in the region of £ 40,000 per worker. We would need a further 4 workers for Bromsgrove Redditch and Wyre Forest.
49.	This is based on what we have already been successful for with funding, a further 1000 people, which for a 4 year contract is £450,000
50.	We could support additional numbers on PLUS with an increase in trained volunteers. We could welcome further clients, potentially up to 100 at our Community connectors social groups, reducing isolation, with an additional part time staff member, or increasing hours for current staff.
51.	For every full time social prescriber an additional 250 people per year can be supported
52.	I don't know - would need costs from Mel
53.	Currently support approximately 150 carers annually with 2 F/TE, could double amount to 300 per year with 2 x F/TE at cost of 80,000.
54.	thousands more people - depends on the delivery model
55.	0
56.	Each FTE social prescriber can support between 200-250 people per year depending on complexity at a cost of £40,159 per FTE. The Being Well coordinators could support additional users; number and cost depending on whether 1:1 or group based or a combination. The Circle Group can support up to 48 people per group per year at a cost of approx £12,000 - £15,000 per group.

## APPENDIX 4 – Demand and Funding



57.	<p>We have scope to deliver further Zoom Freedom Program with funding which usually leads to individuals post-program seeking talking therapy to underpin the lessons. A significant rise in Child on Parent Violence (CPV) or Adolescent on Parent Violence and Abuse (APVA) is any behaviour used by a young person to control, dominate, or coerce their parents. The demand would easily accommodate delivering 4 programs each week covering evening, afternoon weekend. Currently, we can only deliver during a morning per week.</p> <p>We have a robust succession plan to bring forward established volunteers who are already trained as MHFirst Aiders, Full Cert. by us and now looking at Peer to Peer qualifications. Particularly with Men's Groups and one-to-one sessions.</p> <p>We have capacity however, difficult to give absolute figures However, working on the current capacity 1.5 therapists at a cost of £42K would absorb 130 clients</p>
58.	<p>We could engage with more patients and potential put Counsellors in other Venues or NHS buildings.</p> <p>We have the capacity to expand but the present funding needs to secure the provision we already support for the NHS before we could give an accurate costing and capacity as we could likely recruit to meet at least a 50% increase in what we already offer annually.</p> <p>We support around 600 clients at present which does not include Trauma Counselling which is included in the Counselling Submission. If we have funding we would like to increase capacity to a 800/1000 annually. We would recruit two additional IDVA's with specialist expertise and an IDVA for Sexual trauma.</p> <p>We could potentially offer an increase of 50% with funding or work alongside others to create increased capacity.</p>
59.	<p>If we had the support and funding it would make a big difference. Our current group is average between 17 to 24 people, if we had more we would split into smaller groups, we will need to hire extra rooms, from October another trustee is getting involved with the groups, he was the director of Worcester Samaritans so we could have two groups at the same time and therefore double capacity. We did have evening groups as we thought there was a need but only one or two turned up other than some from our current group occasionally. We would do more days and do evenings, but don't have attendance other than the Wed group. The Bereavement group is gradually building up.</p>