



Colebrook

inspiring people, supporting communities

Colebrook Southwest Ltd

Impact Report 2018-2019



CEO Statement



As predicted 2018/2019 has been an incredible year of development for us! Our new Head Space (out of hours mental health crisis support) service launched and we have hit the ground running...see page 6 for more information on the amazing growth and achievements of our new service.

Referrals for our support services have increased and we are now working with new partners to offer new groups some support. As a result of this we have reorganised our teams to be able to respond to the changing client group and new hours. Ongoing recruitment continues to bring some enthusiastic new staff and we have taken the opportunity to review services and structures to make sure they are working effectively!

There has been an encouraging amount of partnership work this year and we have worked alongside some new organisations to bid for services and develop them. It feels like a culture of working together has strengthened over the last year and we are having new conversations about new work.

We have focused new resources online and now have a more active social media presence for the organisation as well as a developing website. Organisationally, developments in systems, GDPR, plans to move offices and changes in the team have helped us become even more efficient. Roll on 2019/2020 to see the impact of these developments!

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Highlights



3

Police Ride Alongs

£1,666,141

Income for
18/19

90%

of clients rate the service
as Good or Excellent

Over

3100

people consulted
about Services in
Plymouth

1

New
partnership

1316

hours have been
invested in training
Staff in the Care
Certificate

78

volunteers
helping to
deliver services

1

New Larder Project

65995

support hours
delivered

291

Timebank members.

18

local services visited by
Healthwatch

33

Supported
Accommodation
beds provided

21%

increase in social
media followers

9%

Growth in Tailor
Made Support.

39

Peer Supporters
trained

We have trained

153

people

14

reports on Health and
Social Care provision

100% of clients

report being treated in
a good way with
respect

4

apprenticeships
offered





Board of Directors' Reports

Tim Parsons, Chair

Colebrook SW Ltd is a charitable organisation that has been helping people in local communities for over thirty five years. In a fast-changing and constantly evolving society, our clients are ordinary men and women who, for a variety of different reasons, find themselves vulnerable and exposed in a world that can often leave them feeling ignored and abandoned. Colebrook seeks to confront those vulnerabilities head on through the provision of housing and other tailor-made support services that allow our clients to negotiate the challenges and difficulties they face and get on with leading their lives.

The Board are immensely grateful to all our staff for their selfless dedication, commitment and professionalism. Under the leadership of our tenacious and inspirational CEO, Vicky Shipway, Colebrook continues to expand the range and quality of the services it provides. Colebrook is not a rich organisation, our most valuable asset is the human capital provided by our staff.

Like many organisations working in the charitable sector, we have challenges to confront and overcome. Pensions must be funded and paid and all our employees suitably remunerated for the work that they do. It is a continuous struggle to maintain levels of funding and to seek out new and innovative ways to raise income and expand our operations. Against this background we have, remarkably, increased our activities this year and added to the number of clients that we support.

Colebrook is a fantastic local charity that the whole community can be proud of, I am hugely privileged to be able to make a small contribution to its success.



John Miskelly, Secretary

In order to ensure Colebrook remains a viable and competitive organisation it is necessary for the Board to effectively review its own performance, composition, and sustainability. So during the past 12 months the Board staged a special Board Members only meeting at which the key topics of discussion were ensuring the Board concentrated on Strategy, Performance and Assurance, and did not get too involved with operational matters; the role the Board should play in increasing and diversifying membership of the Board, including recruiting Board members with specific skill / experiences sets; and what further actions could be taken to try and ensure financial stability and security for Colebrook.

It was also agreed at this meeting that the CEO should become an accredited member of the Board. So whilst the Board continues to monitor Colebrook against agreed budgetary and performance targets, it has also been looking to its own future as well as the future of Colebrook.



Our Impact

£35,000

Saved in police
call outs

1

Presentation
to police on
working with
the third
sector

99%

of clients reported
being more
independent

Prevented
148

cases of self-
harm or suicide

42%

of support clients
have a job

£57,000

saved from reduced visits
to the Emergency
Department

89%

would
recommend
services to
friends/family

We passed on the
experiences of
1541
people to Health
and Social Care
providers

Have supported
over
750
people to
manage mental
health crisis

100%

reported
increased ability
to manage
mental distress

35%

of clients
reduced their
support needs

99%

understand their
needs and plan
their own goals

1

Joint event with
Livewell to
redesign
Community
Mental Health
Teams

Prevented

100+

police call outs

Provided

5

recommendations
for improving
services for British
Sign Language
users

889

reported increased
ability to manage
mental distress

Swapped

1149

Timebank hours





Head Space Success

After winning the bid to deliver the service in 2018 we launched the new service in July.

Head Space is a non-clinical support service for people reaching mental health crisis in Plymouth.

We started slowly on 4 nights a week and a small team, testing the need for Head space and how it works in practice as it's brand new. The police and mental health teams soon got on board signposting clients and bringing people to visit Head Space in distress.

Once local people got to know the service was there, numbers of visitors rose from 5/6 a session to as many as 28, highlighting the need for this additional support in the evening. As a result of the growth, we have had more funding to increase our team and extend our opening hours.

The service is now open every evening from different wellbeing hubs across the city and has just completed a pilot offering additional time at the university during stressful exam times.

Our team of peer supporters offer support based on real experience and has grown to cope with the busy shifts. We now have a strong dedicated team and have employed 7 paid peer supporters (recruited from our peer support volunteer team) to offer individual and group support to people visiting Head Space.

In the first year of the service (between July and March) we are proud to have seen and supported over 750 people and have delivered 500 1:1 sessions over the 4 weekly shifts. People visiting the service during that time have predominantly been experiencing anxiety, depression and borderline personality disorder.

The success for the service can also be seen when we ask people what they would have done had they not come to Head Space! 158 said they would have gone to A&E, while 108 would have called the police. Many others told us that they may have self-harmed, used substances or even considered ending their lives had they not had access to the service. We have estimated that Head Space has potentially saved about £2million.

Head Space

Peer 2 Peer Mental Health Support

Here for you when times get rough

A safe, calm place where
you can find support

OPEN 7 DAYS A WEEK 6pm - 10pm

MON & TUES: Four Greens Wellbeing Hub,
Whitleigh Green, Plymouth, PL5 4DD

WEDS: The Rees Centre,
Mudge Way, Plympton, PL7 2PS

THURS & FRI: The Cumberland Centre,
Damerell Close, Devonport, Plymouth, PL1 4JZ

SAT & SUN: The Jan Cutting Centre,
Scott Business Park, Beacon Park Road, Plymouth, PL2 2PQ

No need for an appointment
Just come by or give us a call

07890257614 - opening hours only
headspace@colebrooksw.org

Find us on  

#YourHeadSpace



Colebrook
inspiring people, supporting communities



Looking Forward



The next year is already bringing some interesting challenges for our organisation, including a planned move of our office! We are relocating our office-based staff to Engage Southwest which will offer us more room, parking and value for money.

2019 marks the next phase of our business planning, to create a new 3-year strategy and operational plan focusing on quality, impact and sustainability. The priorities for Colebrook will reflect areas of learning, opportunities for service development as well as feedback from our clients and stakeholders. New networks, fundraising and systems will all feature in our plans.

With procurement looming for some of our services, partnership discussions and tendering will become a priority. We are hoping to use this opportunity to work with new people in creative new ways, building on our current success. There is always room for improvement!



Plans for next year also include growing our peer support work. Through Head Space we have created volunteering opportunities for people who have experienced mental health issues and carers to use their experience to support others. This has led to the creation of paid peer support worker roles in the team. The value of peer support is well known and has helped us to deliver an empathetic service that people using the service can relate to, so plans to widen this in the organisation is really exciting.

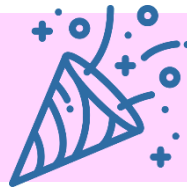
Another key development for the next year will be to review how we evidence our impact to help us to better measure the effects of our services and the social return on our investment.

We will be investing in these areas and our staff to help us safeguard the organisation for the future.

We look forward to updating you in the next impact report!



Thanks



Colebrook would like to say a big thank you to everyone involved in our services for their support in 2018-19.

Colebrook couldn't deliver its services without a committed and skilled staff team. A huge welcome to all the new staff and volunteers who have joined us this year.

Thanks to our volunteers who govern our organisation and bring an invaluable contribution to our work and to our partners for their support.

Lastly a huge thank you to our clients who choose to receive our services and work with us.






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All my support workers are truly amazing, so again, thank you so so so much.

- Supported Accommodation Client

...there has been a significant amount of very productive collaborative work taking place between Heads Count and Livewell.

- Livewell SW

...appreciates Colebrook's support and generally doesn't feel listened to or believed as much as they do with Colebrook. They said they look forward to support and it helps them enormously.

- TMS client

...Healthwatch...giving people even more ways to connect with their local NHS. And like our patients, we value the independence and local scrutiny they offer.

- NHS Devon Clinical Commissioning Group



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