

**FALKIRK COUNCIL SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2012/2013 & 2013/14**

Organisation Name	Falkirk and District Association for Mental Health (FDAMH)
Project	
Agreement Dates	1 st April 2014 to 31 st March 2015
Name of Lead Officer	Carole Jones, Service Manager – Community Care

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

FDAMH (Falkirk and District Association for Mental Health) was established in 1981 and is a charitable company limited by guarantee. It operates from the Victoria Centre and provides a unique range of services that deal with prevention, people in crisis and after care & support for service users and carers.

FDAMH aims to promote mental wellbeing by providing a range of services which are summarised below. Each service aim to create an environment in which it –

- Supports individuals recover from mental ill health by acknowledging that recovery is a unique voyage of self-discovery and personal growth;
- Prevents deterioration in mental wellbeing
- Provides support, education and training related to mental health, to carers and across the local community.

Falkirk District Association of Mental Health (FDAMH) provides support to individuals experiencing or recovering from mental illness. They also provide support to the family members of those experiencing reduced mental wellbeing. Services provided are: Individual Counselling Service (part funded by NHS Forth Valley), a Mental Health and Well Being Drop-in project, a Befriending Service, a Third Age Befriending Service, (funded by Partnership Innovation Fund) a Link Service, a Social Prescribing Service (introduced since last reporting period and funded by a grant from Alliance, Scotland), a Service User and Carer Involvement project (funded by NHS Forth Valley), a Family Support Service (previously known as Carers Support Service), an Immediate Help Service, a Women's Group and a host of activities e.g. yoga class, craft class, Arts and Media group, Mindfulness classes, a Bereaved by Suicide group, Next Steps Course (facilitated by Forth Valley College).

Services are provided by a mix of paid employees and, at time of writing, 102 volunteers.

The Counselling Service (one coordinator and 24 volunteer counsellors) is accredited by COSCA (Counselling and Psychotherapy Scotland) and provides a professional and confidential service to individuals over the age of 16. The aim is to help support individuals to bring about changes that will empower them to make positive choices. In addition, thanks to a grant received from Big Lottery, the counselling service can fast track young people aged 16-24. This means that people within the age range can be seen within 10 working days of receipt of a referral.

The Family Support Service, previously Carers Support Service, (one project lead and one

part time member of staff) was revised during the reporting period because it was recognised that whole families needed support and not just primary carers of those experiencing reduced mental wellbeing. Moreover, FDAMH recognised that the name Carers Support Service did not adequately describe the service that was offered to people and indeed was prohibitive insofar as people not deemed the primary carer believed that they could not access the support service. This erroneous assumption was the primary driver to revise service provision. FDAMH successfully applied for additional funding to NHS Forth Valley for part time post to assist project lead in broadening service provision to encompass whole families.

The project offers 3 key elements of support – one to one support in person or by telephone / email (dependent upon individuals preferred method of communication and frequently a mix of all three), 4 support groups per month, a coffee afternoon each Friday and a minimum of 2 carers education courses per year. In addition to the above, the Family Support project lead facilitates a **Bereaved by Suicide** group which takes place on the last Monday of each calendar month.

The revised **Service User and Carers Involvement Project** (funded by NHS Forth Valley and led by one part time project lead) offers service users and carers the opportunity to be involved in service planning and improvement. During reporting period previous post holder retired and post was vacant for some months. However, a new project lead has been appointed and work is underway to revise previous role and remit for post which was felt to be out-dated.

The Befriending Project (managed by one coordinator, one part time support worker and 35 volunteer befrienders) is one of FDAMH's longest running services. The project matches trained volunteers (FDAMH recruits and trains volunteer befrienders, 14 hours of training prior to engagement with clients) with people who have been referred from mental health and Social Work Services. The aim of the relationship is to help by: relieving loneliness and isolation; listening and understanding; and helping establish links with the local community through social, leisure and recreational activities. For many years the befriending service was accredited by Befriending Network Scotland but during this reporting period, due to increase in cost to secure accreditation, FDAMH elected to withdraw from the scheme.

The Third Age Befriending project (funded by the Partnership Innovation Fund until August 2014, managed by one coordinator and 17 volunteers) is now in its second year of operation. The service was established primarily as a preventative service to those aged 55 and over deemed at risk of developing mental health problems due to changes in life circumstances such as retirement, death of a partner etc. Referrals to this project are accepted from GP's only. Despite the success of this project, at time of writing, no additional funding has been secured in order to continue the service beyond August 2014.

The Mental Health and Well Being Drop-In Project (one project lead and one part time support worker) offers a friendly, supportive and safe environment for people to socialise and interact with others. The aim of this project is to assess, support and encourage people to attend the project whenever they feel that they need the support of others to improve their self-confidence, self-esteem and self-worth, to support and encourage service users to access other community services when they are ready to do so i.e. re-establish links with the community, friends and family and to reduce the social isolation that is frequently associated with mental health problems.

The Link Service (one full time project worker) aids recovery by supporting people who have become isolated or who are at risk of isolation as a result of experiencing mental health problems. Referrals to this project are primarily from mental health professionals and social

work staff. Those referred are assessed by project lead and, where applicable, are supported and encouraged to re-engage with a range of services offered in the wider community. However, the project lead also runs a minimum of 3 anxiety management courses per year to a maximum of 8 people. This popular course always has a waiting list.

The Social Prescribing Project (funded by Alliance Scotland until 2015, staffed by 2 full time members of staff and one part time person) is an innovative project in which staff work in GP surgeries accepting referrals from the GP's only. Currently based in Stenhousemuir, Grangemouth and Denny Cross Practices, this project is already highly regarded and respected by the GP practices. The project aims are twofold: early intervention and capacity building within GP practices.

The Immediate Help Service (an 'add-on' service insofar as it is not a funded service) is unique on the area. FDAMH staff are rostered to provide an assessment service to anyone who walks into the Victoria Centre or to provide support and information to anyone contacting the centre by telephone or, less frequently, by email. People may be signposted to other local services or to FDAMH services or simply offered the opportunity to talk to a mental health professional to alleviate stress and anxieties. . Contact can be anything from a few minutes to a couple of hours which, although taking staff away from their primary job role, is deemed as an invaluable service by all staff who participate in service provision. Moreover, staff view the service as an early intervention and capacity building service because people can be assessed and directed to the most suitable type of support thereby reducing inappropriate referrals to other agencies. It is, in effect, a triage service.

FADMH is governed by a Board of Trustees Board meetings take place every 2 months. During the reporting period the Board had an average of 10 volunteer members. In addition the organisation has 2 patrons.

List of Agreed Outcomes

To provide support and services to individuals experiencing or recovering from a mental health problem and to support family members as requested.

To assist integration into the community and help individuals maintain full and purposeful lives.

To promote understanding of mental ill health and reduce stigma often associated with mental illness.

To assist Falkirk Council and NHS FV in meeting the national standards and commitments within the Mental Health Strategy.

Reasons for External Funding

The services commissioned by Falkirk Council form FDAMH include the Befriending Service, Link Service, Mental Health and Wellbeing Drop in Project and Family Support Service (previously known as Carers Support Service). In addition, the Joint Working Agreement included a contribution towards the cost of management and administration. However, cost of service provision has increased and there is a significant deficit between the allocated grant and actual cost of service provision. Recognising that it was unlikely that additional resources would be made available by Falkirk Council, two years ago FDAMH recruited a fund raiser (paid for from reserves) not only to reduce their deficit but to also develop the services due to the significant increase in demand. This action has afforded FDAMH the opportunity to secure funding from a host of trusts and foundations to introduce new services, e.g. social prescribing service and counselling for young people. However, it has not been possible for the organisation to receive unrestricted funding that would offset the

deficit in relation to Falkirk Council commissioned services hence the organisation has, as evidenced in most recent accounts, a £55K deficit in their reserves.

B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

FDAMH continues to provide a range of support to a high standard in an environment of financial challenge. The demand on their service has increased as is demonstrated by the following performance information

Service	2012/13	2013/14
Befriending	13 new volunteers (32 volunteers in total) 62 individuals supported	30 volunteers 81 referrals 73 individuals supported
Counselling	800 referrals 22 volunteer Counsellors	800 referrals 24 volunteer counsellors Introduction of fast track service for young people aged 16-24years.
Link Service	35 referrals 2 volunteers 2 anxiety management courses	65 referrals (86% increase) 2 volunteers 2 anxiety management courses
Immediate Help Service	242 people used service	408 people used service (increase of 69%).
Third Age Befriending Service	18 referrals 15 volunteers	33 referrals 18 volunteers
Family Support Service	173 families in contact (mix of support group attendance, individual support etc.)	202 families in contact 27 separate, different referrals to family support worker.
Mental Health and Well Being Drop In	6436 visits in the year – average 124 per week (increase of 11%) 260 individuals	8033 individual footfalls (increase of 25%) to project by 198 people.

FDAMH continue to support service users and carers to participate in both national and local service planning.

FDAMH continue to provide a service which directly contributes to meeting the commitments within the Mental Health Strategy.

Summary of Key Issues/ Challenges Facing Organisation

FDAMH is experiencing an increased demand for services with an increase in the costs associated with running the service. Moreover, FDAMH's building, The Victoria Centre, purpose built for FDAMH and completed only six years ago, is now too small for all of the activities that the organisation offers. This is limiting development opportunities for the

organisation.

The ever increasing demand for service provision across all of the projects is an additional problem insofar as pressure on staff to cope with demand. As many of the projects are staffed by only one person FDAMH is aware of capacity issues. However, introducing restrictive criteria in order to cope with this increase in demand is not an option that FDAMH wishes to consider because it is evident that there is a tangible need for all of the services offered by the organisation. Furthermore, there is no similar service provision offered by any other organisation in the district.

Finally, funding from Falkirk Council offered only an annual basis limits the organisations ability to forward plan and develop service provision; Request has been made by the organisation for Falkirk Council to consider offering funding on a three yearly basis in line with some contracted services.

How has Organisation Contributed to Council/ Service Priorities

FDAMH delivers outcomes that are consistent with those required of the outcomes framework for Scotland's Mental Health Improvement Strategy. It impacts on 5 of the 7 themes for the Mental Health Strategy. It actively contributes to the Council goals of continuing to improve the health, safety and well-being of our citizens and communities. It further actively impacts on the goal of increasing efforts to tackle disadvantage and discrimination. Moreover, FDAMH strives to respond to identified need for service provision and to create capacity in other areas where service provision is stretched i.e. NHS Forth Valley, Social Work Service Provision and within GP practices.

List any Areas where there has been Shortfall in Performance

None. FDAMH significantly exceeds expectations.

How often are Review Meetings held with Lead Officer

Bi monthly on a formal basis. However, additional support is offered on a 'needs' basis and FDAMH manager is in regular contact to discuss issues as they arise.

C FINANCIAL / RISK ASSESSMENT OVERVIEW

Total Support Provided (Financial & In- Kind Contributions)

In the Financial year 2013/2014 FDAMH received grant funding from Falkirk Council Social Work Services of:

£139,167 for the core service
 £2,640 towards Service User Support Worker
 £18,000 Carers' strategy monies
 £5,000 for the information database
 £12,970 for befriending service

A total of £177,777

In the Financial year 2014/ 2015 FDAMH have been allocated and will receive grant funding from Falkirk Council Social Work Services of:

£139,167 for the core service
 £2,640 towards Service User & Carer Involvement Project
 £18,000 Carers' strategy monies
 £5,000 for the information database

£12,970 for befriending service

A total of £177,777

Audited Accounts have been submitted for the financial year 2012/2013.

Accounts completed by independent accountants have been submitted for the financial year 2013/2014 and will be signed as accurate at the AGM later in the year.

Both sets of accounts have been sent to Falkirk Council Finance Services for review.

Grant payments are monitored and authorised quarterly.

FDAMH is compliant with OSCR regulations.

FDAMH year on year has demonstrated robust financial management and as such is deemed a low risk organisation.

Year on year FDAMH have actively worked to address a shortfall in funding and have streamlined resources to provide as effective and efficient service as practically possible. Demand for service has increased significantly.

However the limit has been reached in terms of service that can be provided within existing resources and FDAMH are advising of a projected shortfall in their funding for this financial year 2014/2015. If the grant funding award remains the same then there will need to be discussion as to which service area needs to stop or reduce. This will be difficult to identify as FDAMH provides a high level of social return on investment and significant value add. Therefore any reduction will not only affect that service which is directly funded but the additional social return. All service areas are valued and value for money. All service areas meet Council priority areas. Any reduction will have a direct impact on service users.

Last Period of Submitted Audited Accounts

2013/2014

Future Risks (Financial, Operational or Structural) Faced by Organisation

Increased demand on service. The evidenced increase due to the impact of Welfare Reform. FDAMH works closely with the DWP and is a recognised resource for support. The impact of the shifting the balance of care to the community.

As stated above FDAMH is facing a shortfall funding for this financial year.

Overall Risk Rating (Low/Medium/High)

Low

D CONCLUSIONS**Summary/ Opinion of Organisations Overall Progress During Year**

FDAMH provides significant value add to the grant funding awarded. The service continues to improve performance, expanding services in creative and innovative ways. It continues to be an efficient and effective service. An independent review confirmed this to be the case. FDAMH actively pursues additional and alternative grant funding sources.

It has clear and robust performance reporting. It provides evidence based support and is an outward looking service that is focussed on community needs.

As monitoring officer I recommend continued grant funding. I further recommend that the grant funding be awarded for a 3 year period. This would enable FDAMH to future plan, further facilitate access to other grant funding sources and provide FDAMH a firm financial basis to consolidate their service to meet the increased demand.

If FDAMH were not able to provide the service at the current level the demand on the public sector services of Falkirk Council SWS and NHS Forth Valley would increase with the associated financial cost implications and cost to service users' mental health and well-being.

E COMPLETED BY

<u>Name</u>	<u>Carole Jones</u>
<u>Designation</u>	<u>Service Manager</u>
<u>Date</u>	25/07/2014