

self help uk

Impact Report 2019
Nottingham and Nottinghamshire



Self Help is a unique charity with 36 years' experience, which has been recognised by the Department Of Health as a beacon of best practice in self help and self-care.

We offer a number of services that support the development of self-care and self-managed practices around the country.

Our Vision

To substantially change the way people in the UK are empowered to take control of their health and wellbeing.

Our Mission

To lead the national self-care agenda on self help by promoting, enabling and connecting support, information and education within the health and social sector.

Core service aims

Groups

- To support the creation and development of independent, sustainable self help groups
- To create and strengthen, independent local community infrastructure based on mutual support and reciprocity

Individuals

- To empower individuals to successfully manage their own wellbeing, individually and through reciprocal relationships with others
- To prevent the escalation of health and wellbeing issues and reduce the prevalence of crisis situations

Service Providers

- To ensure that self help is embedded as a core component of support pathways
- To reduce demand for crisis intervention services within the statutory sector

Introduction to Self Help UK

At Self Help UK (SHUK) we care passionately about bringing people together to talk about shared experiences. We see firsthand how this empowers individuals and groups and how it directly relates to improved wellbeing and physical health, reduces isolation, increases confidence and eases the strain on health and social care services.

With a difficult economic and social climate to contend with, and with increased pressures on organisations and services we know how valuable our services are. Our staff, volunteers, partner agencies and service users all contribute to offering a unique system of support that stretches across Nottinghamshire and beyond.

The new NHS Long Term Plan announced recently, has set out the national commitment to improving mental health. Evidence says being part of a self help group improves mental health and wellbeing. At SHUK we see this on a daily basis and it is a large part of the positive impact of self help group membership which is illustrated throughout this report.

This Impact Report introduces SHUK services and projects and gives an indication of the impact voluntary sector organisations have on individuals, groups, the local community and stakeholders. On behalf of myself and Self Help UK, I would like to thank each and every one of you has supported us throughout this last year and we would look forward to continue working with you.

Sarah Collis CEO

What is a self help group?

A self help group is a group of people who have a first hand understanding of a particular life situation or health issue. Many people find that it helps to talk to someone who understands, because they have been in the same situation.

At Self Help UK we have developed excellent knowledge and expertise on peer support during our 36 years of experience. We promote, support and encourage self help groups from new groups setting up to those that are well-established.

Group networks

The Outreach and Development team at SHUK creates networks of self help groups to enable a real sharing of ideas, resources, cross community knowledge and experience.

The initial networks are Women and Families, Mental Health, Cancer Groups, Black Asian Minority Ethnic and Refugee (BAMER) Groups, Diabetes and New Groups networks. Each network holds events, where members are updated with news and are able to access training relevant to them.

The team also offers drop in sessions for new groups and advice about funding.

Please contact the team for more information outreach@selfhelp.org.uk

Impact assessment

SHUK chose to develop a new evaluation framework to obtain feedback about our core services to better understand our impact and improve what we do. Working with 3Worlds Consulting, we reviewed our current aims and objectives and from this designed an evaluation framework to capture the impact of our training services, our work with groups and our influence on professional workers and statutory sector services at an operational and strategic level.

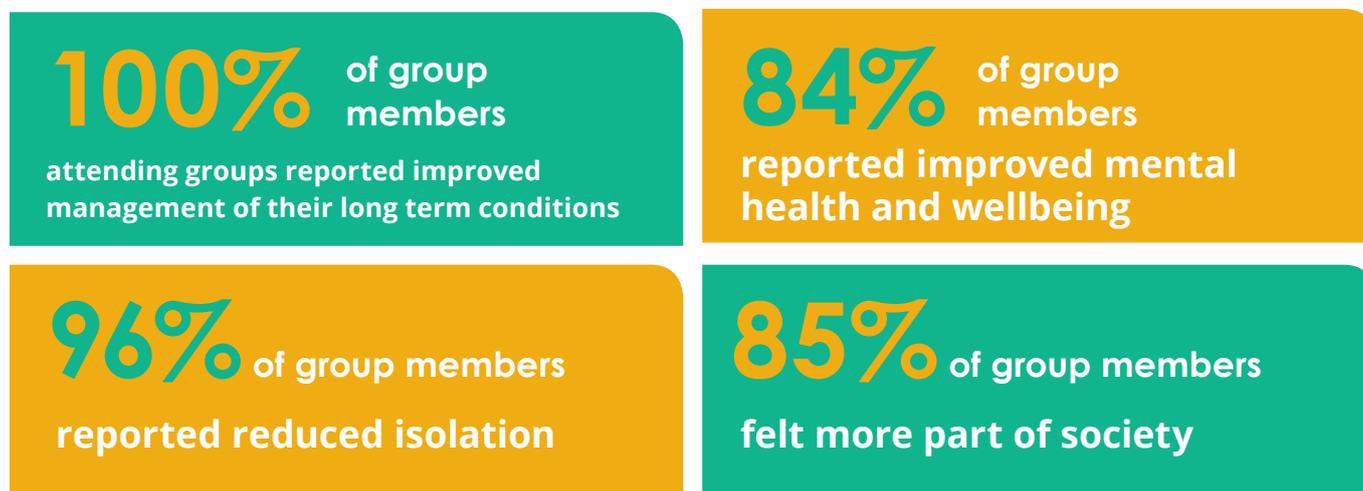
In September 2018 the surveys, telephone interviews and focus groups that had been designed as part of the evaluation were used to gather feedback from self help group members, key members, professional workers and strategic partners. Many of the very positive results and comments about the impact of Self Help UK's support are included in this report.

A recent survey of groups and their members that we support showed that attending a group has some key impacts.

The outcome themes of Self Help UK's core services are shown in the diagram below.



Outcomes showed that attending a group has some key impacts on individual members.



Self help group outreach and development

We offer support to groups and individuals on:

- **Starting a group**
- **Training**
- **Publicity and promotion**
- **Practical help e.g. meeting rooms**
- **Finance e.g. finding funding**
- **Social media**
- **Growing and managing the group**

We offer a range of training to groups at all stages of their development, including those that are well-established covering facilitating, developing, promoting and funding groups. We also tailor training to suit groups' needs especially where groups wish to help others to understand issues, such as condition management and prevention, cultural awareness and working with professionals.



Following support from Self Help UK:

100% of key members said attending groups reported improved management of their long term conditions

95% of key members reported that they felt more confident to lead their group

96% of groups reported that their group was more financially sustainable



90% reported increased confidence and self-esteem



380 individuals supported

55 new groups supported to set up

695 hours spent supporting groups



Please contact the Outreach and Development team for more details:
0115 911 1662 (Monday to Friday 9.00am – 5.00pm) or outreach@selfhelp.org.uk

Promoting self help groups



Directory of Self Help Groups

2475 Directories were distributed last year including to

- GPs and pharmacies
- Voluntary/charitable sector organisations including Citizens Advice Bureaux
- Self help groups and community organisations
- Partner organisations
- Libraries

A fantastic resource

New online Directory: www.selfhelp.org.uk/Directory

83% of professionals reported being more informed about self help groups because of SHUK's work

308 groups and organisations are live

79% of professionals reported that they are more able to offer holistic support to clients

22455 website sessions

Information line

Through our Information line we help both public and professionals find appropriate sources of self-care support including self help groups, helplines and local services.

Please call **0115 911 1661** Tuesdays and Thursdays 10.00-12.00

Very useful to refer customers to the excellent Self Help UK website

(a healthcare professional)

Other work developing peer support

Macmillan Beyond Diagnosis Service

In partnership with

**MACMILLAN
CANCER SUPPORT**

The Macmillan Beyond Diagnosis Service, run in partnership with Self Help UK, provides practical and emotional support to people affected by cancer. The service is available to people living anywhere in Nottinghamshire and is delivered by a team of specially trained volunteers, who provide confidential one to one support.

Without this service I would not have the confidence to carry on (service user)

96%

of service users rated the service as good or excellent

44%

of service users less likely to visit their GP since accessing this service

275 referrals were made to the service 2017-18

and **226** volunteers were trained offering

1994 instances of emotional support.

This has also inspired service users to create new self help groups for longer term peer support.

Macmillan Beyond Diagnosis Deaf Project

The positive impact and success of the Beyond Diagnosis service has led to the development of the project to work specifically with the Deaf, Deafened and Hard of Hearing community in Nottinghamshire and Derbyshire. A peer support group has been set up which is helping to identify support needs for this community when affected by cancer.

"I have gained confidence, accessed information and my mental wellbeing has improved" (service user)

Contact the team: **0115 9111 662** referrals@selfhelp.org.uk

Construction Industry Peer Support Project (CIPS)

Self Help UK has secured partners for an exciting new project, which aims to tackle issues faced by workers in the construction industry in Nottingham (a sector that has been identified as having high levels of mental ill health). Partners so far include **Football in the Community, Nottingham City, Construction Industry Training Board, Lighthouse.**

This involves facilitating support and training to groups of individuals in the construction sector on a self help model. They will also train and support peer mentors to develop the self help groups. The project will support 104 participants who are currently working within the construction industry to self-manage their mental health and/or musculoskeletal conditions through peer support.

For more information please contact Jarrod Skervin
jarrod.skervin@selfhelp.org.uk Mobile: **07795964830**

Time to Change Nottingham Hub

In February 2018, Nottingham City was chosen as a Time to Change Hub aiming to reduce stigma around mental health and to encourage people to talk about mental health in the workplace.

The Hub is led by the local Health and Wellbeing Board, hosted by Nottingham City Council and Self Help with local organisations as partners.

Self Help UK has identified people with mental health lived experience to become Community Champions, who use their own experience of mental health issues to change the way we think and act around mental health.

70 Community Champions have signed up and are encouraging others to talk about mental health

Over **500** conversations about mental health

time to change
nottingham

let's end mental health discrimination

Becoming a Time to Change Champion has turned my life around...knowing that I am making a small difference has made ALL the difference in my recovery journey'

Self Help UK supports Champions to get involved in events in their local communities and workplaces that promote positive attitudes to mental health.

Contact: ttc@selfhelp.org.uk

SHUK strategic impact

With an estimated 1 in 4 people living with a long term condition and or one or more diagnosable mental health conditions in any given year,¹ new ways of delivering health and social care are being created that aim to put people at the heart of services and which make better use of community resources.

As new initiatives such as **social prescribing** are introduced across Nottingham and Nottinghamshire, SHUK is working to raise the profile of self help groups in our communities. By linking patients, carers and professionals to quality peer support provided by local groups run by and for local people, we are providing a sustainable resource which we believe should be fully integrated within our health and social care system. SHUK is committed to working with **Primary Care Networks** within our **Integrated Care System** to realise the impact that self help groups have on our health and social care system. Below are just a few examples of how this can be achieved.

Case studies

Gemma was struggling with anxiety and depression and had difficulty holding down a job. She did not socialise and tended to stay at home. Three times in the last year, friends had become so worried about her that they called an ambulance, which took her to A&E. One of her friends gave her details of a depression self help group, which Gemma joined. Gradually she was able to find ways to support her own wellbeing, by talking to others in the same situation. As her confidence grew, started to look for a job and found part-time work.

Cost savings to the NHS and DWP

- Ambulance call out: £699
- Accident & Emergency attendances £429
- Universal Credit £3814
- Housing Allowance £2364

Total savings: £7306



*Before the group
I just wanted to
retreat*

¹ Nesta, The Power of Peer Support, 2016

Bernard lived alone and was diagnosed with Type 1 diabetes. He needed insulin regularly to manage his condition, however did not get into a routine for taking his medication and as a result had three hypo episodes and was admitted to hospital each time. He was asked to see his GP more every two weeks, to ensure that he was managing his condition. He attended a community event and found details of a diabetes self help group in his area. He started going to meetings and gathered the information he needed to manage his Diabetes, as well as making new friends. He had no further attacks the following year.

Cost savings to the NHS

- Ambulance call out £699
- Hospital inpatient cost £5844
- Reduced GP appointments £460

Total savings: £7003



I feel much less isolated and can manage my condition better

Alex was diagnosed with a long term breathing condition following a lung infection. She struggled to manage with washing and dressing for a while and claimed Personal Independence Payments (PIP) daily living higher rate. Carer's allowance was claimed for her carer. Her local pharmacist gave her details of a self help group for people with asthma and other lung conditions in her area. Alex's carer persuaded her to attend the group and went with her. There was a programme of speakers for meetings and they gained tips on how Alex might manage her condition and wellbeing. Alex got to know group members and attended on her own. In time she no longer needed as much support at home and stopped having a carer.

Cost savings to the DWP

- Reduction in PIP form higher to lower rate £1472
- Carer's Allowance £3359

Total savings: £4831



I valued having a safe and welcoming place to meet

Typical cost savings used in these impacts are as stated on Direct.Gov website or indicated by the Manchester New Economy Model.

Future funding

Support to groups enables them to support their members



Without Self Help UK

It would be a terrible loss

There would be nobody to speak out for us

The sector would be greatly impoverished
(Strategic partner organisation)

There is no other organisation with the specific remit to support self help groups
(healthcare professional)

Groups would be less likely to flourish
(key group member)

- Some groups would not exist, some less sustainable
- Key members would not be confident/empowered to lead their group
- Professionals would not know about self help groups
- Reduced positive impacts to mental and physical health for individuals



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Contact us

-  0115 911 1662
-  admin@selfhelp.org.uk
-  [@SelfHelpTeam](https://twitter.com/SelfHelpTeam)
-  www.selfhelp.org.uk