



**Voluntary, Community, Social Enterprise  
(VCSE)  
Annual Report**



**April 2023-March 2024**



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## Introduction

In April 2023, the mental health service Living Well Salford was entering its 5<sup>th</sup> year of operation. The pilot that began in Broughton was rolled out across all 5 areas of Salford, following a hub and spoke model. A core multi-disciplinary team (MDT) supported 5 MDT neighbourhood-based teams, all of which consisted of GMMH, Primary Care and VCSE staff working together in an integrated, person-centred and trauma-informed way.

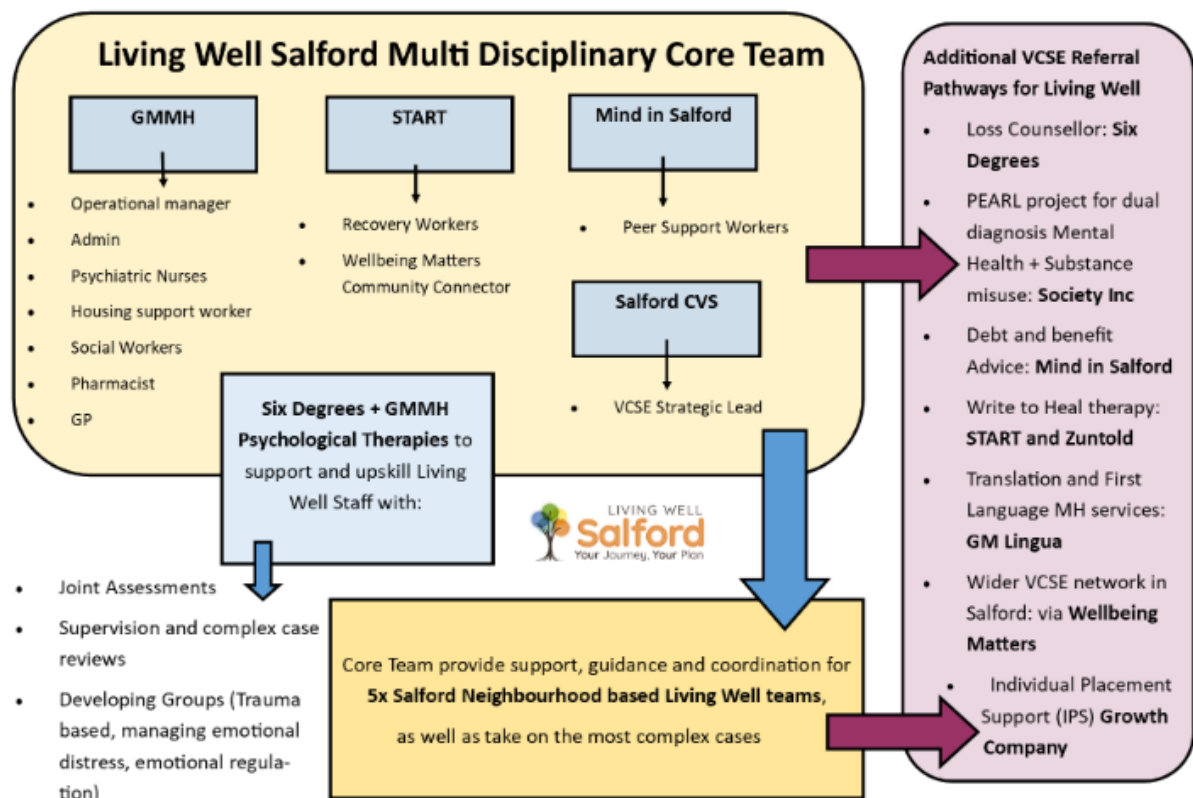
During the year, the model has undergone some changes due to the dis-investment in some areas by the Primary Care Networks (PCNs). The Hub and Spoke model is therefore currently under review. Living Well has also seen a significant rise in the complexity of people accessing the service, with a trend of being pulled more towards secondary level care services. With Community Transformation work still ongoing, Living Well will likely expand and continue to absorb more of the existing secondary level care support. The “Pathway 1” clients (wider wellbeing, community connections or specific single support needs such as Housing Advice) will likely no longer stay within Living Well in the longer term. X

It will be vital to ensure that the connections and integration between GMMH and VCSEs continues to work well with the changing landscape and that any new gaps are identified and resourced effectively.

This report will summarise the ways in which Living Well has been able to connect with the wider community of support offers provided by VCSEs in Salford over the past year, both from organisations that are not formally connected to the Living Well infrastructure and from the Living Well funded pathways. It will also serve as a reminder of the journey so far when looking ahead to the future. It will not cover work done by the core Living Well VCSE team members (Recovery Workers from START, Peer Support Workers from Mind in Salford or the Psychologists/Therapists from Six Degrees – yellow box below)

By the end of the year, there were 8 VCSE pathways funded to receive “warm handovers” from the Living Well team, or to undertake joint working (purple box below). An overview of referrals to these pathways is provided below, and detailed case studies from throughout the year can be found in the Quarterly VCSE reports.

Unfortunately, by the end of the year funding for the offer from Zuntold came to an end and the service is no longer available to Living Well Salford clients. Funding for the Writing to Heal pathway provided by START is also non recurrent and therefore insecure, and attempts are currently underway to source alternate means of support for this programme. However, the pilot project between GMMH and Safe in Salford to joint fund a mental health nurse to sit in the interface between Living Well and Domestic Abuse Support has been going well and funding will hopefully be extended for this into next year. The Individual Placement Support (IPS) workers from the Growth Company have also been a great addition to the wider team this year and case studies in the Quarterly Reports highlight how valuable their work has been to many Living Well clients.



Author: Hannah Flint, VCSE Strategic Lead, Spring 2023

## Overview of Referrals from Living Well to funded VCSE pathways in the network

Mind in Salford: Welfare Rights and Debt Advice				
Q1	Q2	Q3	Q4	Total
<b>75</b>	<b>29</b>	<b>36</b>	<b>47</b>	<b>187</b>
START: Inspiring Minds				
Q1	Q2	Q3	Q4	Total
<b>14</b>	<b>41</b>	<b>38</b>	<b>30</b>	<b>123</b>
START: Write to Heal				
Q1	Q2	Q3	Q4	Total
<b>10</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>37</b>
Wellbeing Matters: Living Well Community Connector				
Q1	Q2	Q3	Q4	Total
<b>2</b>	<b>36</b>	<b>45</b>	<b>39</b>	<b>122</b>

<b>Wellbeing Matters: Neighbourhood Community Connectors</b>				
Q1	Q2	Q3	Q4	Total
<b>69</b>	<b>28</b>	<b>43</b>	<b>40</b>	<b>180</b>
<b>Society Inc: PEARL (Positive Emotional Recovery Life Skills)</b>				
Q1	Q2	Q3	Q4	Total
<b>21</b>	<b>27</b>	<b>20</b>	<b>8</b>	<b>76</b>
<b>Six Degrees: Talking Therapies Step 2</b>				
Q1	Q2	Q3	Q4	Total
<b>34</b>	<b>27</b>	<b>38</b>	<b>31</b>	<b>130</b>
<b>Six Degrees: Loss Counsellor</b>				
Q1	Q2	Q3	Q4	Total
<b>27</b>	<b>23</b>	<b>30</b>	<b>20</b>	<b>100</b>
<b>Lingua GM: Mental Health services</b>				
Q1	Q2	Q3	Q4	Total
<b>36</b>	<b>21</b>	<b>12</b>	<b>7</b>	<b>76</b>
<b>Lingua GM: Mental Health assessments</b>				
Q1	Q2	Q3	Q4	Total
N/A	<b>6</b>	<b>7</b>	<b>5</b>	<b>18</b>
<b>Growth Company: IPS (Individual Placement Support)</b>				
Q1	Q2	Q3	Q4	Total
N/A	N/A	<b>36</b>	<b>30</b>	<b>66</b>
<b>Zuntold: Reading, Writing and Bilbliotherapy</b>				
Q1	Q2	Q3	Q4	Total
<b>11</b>	<b>7</b>	<b>10</b>	N/A	<b>28</b>
<b>Safe in Salford: Domestic Abuse Support/LW</b>				
Q1	Q2	Q3	Q4	Total
N/A	N/A	<b>37</b>	<b>29</b>	<b>66</b>
<b>Total number of referrals to VCSE pathways: 1,209</b>				
<b>Plus Lingua GM: Translation of documents for LW clients</b>				
Q1	Q2	Q3	Q4	Total
N/A	<b>31</b>	<b>51</b>	N/A	<b>82+</b>
<b>Plus Lingua GM: Translation appointments</b>				
Q1	Q2	Q3	Q4	Total
<b>184</b>	<b>116</b>	<b>116</b>	<b>208</b>	<b>624</b>

## Broad Themes:

As identified during the quarterly Living Well VCSE Operation Group meetings, the Living Well Review Day and in the contents of the Quarterly Reports.

- During the year there has been an increasing sense of the appropriateness of referrals to the funded VCSE pathways with good relationships and access to the Living Well team for any queries and joint working.
- Many of the case studies in the quarterly reports show how different agencies and team members have worked together effectively to support the journey of an individual accessing Living Well. The pathways are all bespoke and responsive to individual need.

## Successes:

- The Living Well Partnership Celebration Day on World Mental Health Day was seen as an important time for reflection, sharing, celebration and valuing the work done by the whole network, as well as introducing new VCSE offers.

## Challenges:

- Securing ongoing funding for some of the VCSE pathways.
- Information Sharing Agreements are in place for some, but not all, of the VCSE funded pathways. Those that have it experience much smoother handovers than those who sometimes report missing, or scant information being supplied.

## Wider VCSE network and engagement



As part of the Living Well Community Network plan, the VCSE Strategic lead devised a model that simultaneously:

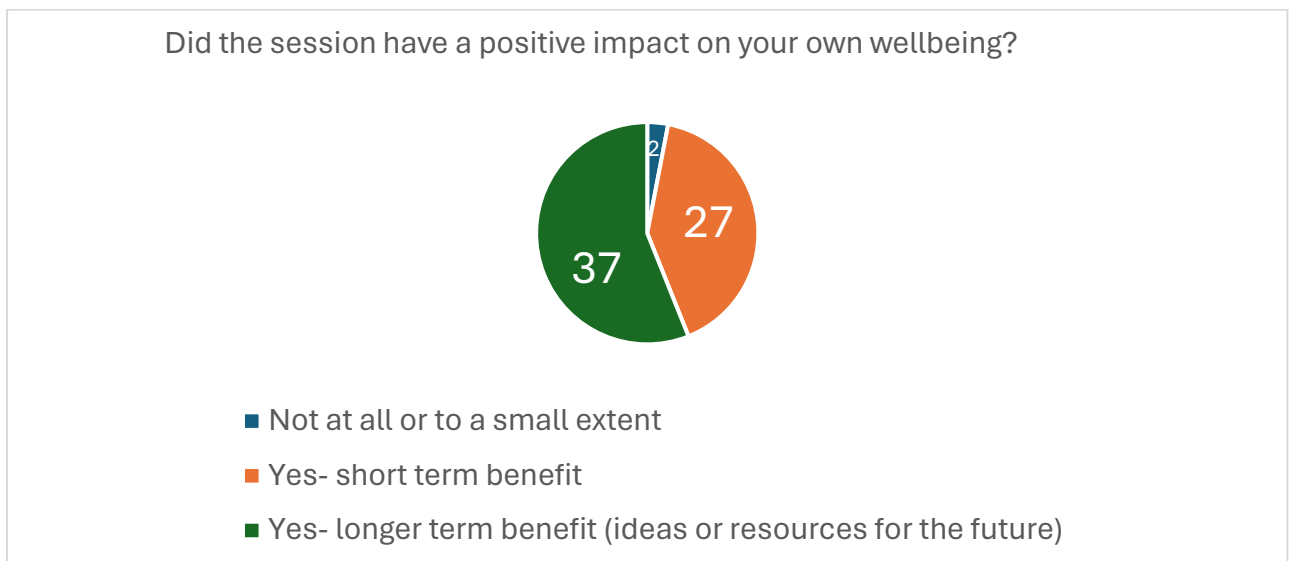
- promotes staff wellbeing and
- learning about the VCSE sector

**12 wellbeing sessions** were offered that provided time for staff's own wellbeing and team building, on themes related to a VCSE offer in Salford that Living Well clients can access (the orange petals) via Wellbeing Matters or signposting.

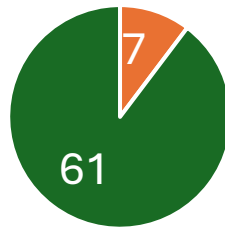
			
July = Green Spaces	October = Creative Health	January = Physical Health	April = Reducing Isolation
Guided mindfulness in the forest @ Wardley Hall	Visual Art session @ The Lowry	Zumba @ Agnes Hopkins	Samba Drumming @ START
Yoga, marshmallows + Fire Pit @ Incredible Education	Sleep Well session @ Ordsall Hall	Dance Workshop with Fallen Angels	Guided Wellbeing Walk @ Kersal Wetlands
Guided Tour + creative activities @ RHS Bridgewater	Sound Bath @ Transcend Studio	Indoor Kurling @ Irlam Leisure centre	Movement Workshop with Fallen Angels

**57** staff took part- **42** from the core Living well team (GMMH, START, Mind in Salford, Six Degrees) and **16** from VCSE organisations funded to receive Living well referrals.

Feedback over the 12 sessions included:



Do you feel more equipped to describe the benefits of this activity to Living Well clients?



- Not at all or to a small extent
- I was already confident to do this
- Yes- I am more confident than before the session

With such positive feedback the proposal is to continue with the model over the next 12 months; this has been agreed by the Living Well leadership team.

The **monthly online community network meetings** (blue petals in the diagram above) were organised on themes identified by the team as pertinent to the people they were supporting. They covered a range of issues including Domestic Abuse Support, Homelessness Support, offers for Young People and Men's Mental Health Groups; introducing the team to further VCSE organisations across Salford whom they could refer people to or turn to for advice and support. Feedback from the team included an increased understanding of the VCSE organisations- even when they knew one aspect of what a charity could offer, they found it useful to know what else was available in the same place. The team also fed back that the meetings gave them new ideas and resources to help them support their clients.

A **network of smaller VCSEs** who focus on supporting mental health in the community has just begun to be established. This may go on to become a peer support sub-group of Salford CVS' Health and Wellbeing Forum in the coming year. Learning from previous years has identified that it is difficult to formally connect hyper-local or micro VCSE organisations to the Living Well infrastructure, but it is important to recognise and support the vital role they play. They are often the first or only point of contact and support for many people in their communities. The aim is therefore that a peer support network of these smaller VCSEs could help with sharing resources, information on training, funding opportunities and developing ideas for joint events or campaigns as well as inputting into mental health system design where possible and appropriate.



## VCSE Listening Lounge

In February 2024 Salford's open access VCSE led Listening Lounge was launched. A VCSE Strategic Lead for this work was appointed in November 2023, working in partnership with Salford Commissioners and the Home Based Treatment (HBT) team. HBT lead the existing referral-based Urgent Care Listening Lounge service, where people in a mental health crisis can attend bookable appointments instead of A+E.

The VCSE offer means that Living Well VCSE Recovery Workers (provided by START) and Peer Support workers (provided by Mind in Salford) will now be able to offer support during drop-in hours in the same Listening Lounge space as the HBT service. No appointment will be necessary and the VCSE team can offer advice and one-off interventions, a listening ear and a place to chat for people in a self-defined crisis, referrals to other services and the option to talk to someone with lived-experience. If needed, pathways are in place to escalate to the HBT team for a more formal mental health assessment and support.

Promotion of this offer will be rolled out in a phased approach so that the model can be tested and adapted as needed, before being fully open and accessible to all adult residents of Salford. Currently, the drop-in hours are 1-3pm Monday-Friday and the service is being promoted with people who have previously accessed support from Living Well or the HBT bookable appointments, as well people who have the Listening Lounge as part of their care plan discussed with a Community Mental Health Team, the Early Intervention Team or the Mental Health Liaison Team (based at hospital).

However, people who have attended due to word of mouth have also been provided with the service, as nobody in crisis would be turned away.



## Conclusion

Integration of VCSE offers within NHS mental health systems is good for people accessing support. Living Well Salford has built a model where people receive support in places and spaces across Salford that feel accessible to them and are not clinical spaces. They are offered connections into community projects and activities that support their ongoing wellbeing and help reduce isolation.

Feedback from people who access the service can be found in the [HealthWatch](#) report published in Sept 2023, which also highlights some of the excellent joint working between GMMH and VCSE staff. The VCSE pathway handovers are highlighted in the report as:

*“...very useful for most individuals as it made people aware of the offers of different services and supported with their onward journey after using the Living Well service. Signposting for many also allowed for the end of their time with Living Well to not feel as abrupt as they moved on to another organisation that offered support.”*

Wider support to Living Well from the VCSE sector is helping many people stay in, or return to, work or begin education and volunteering opportunities (as demonstrated by the case studies found in the Quarterly Reports.) By creating community connections, bespoke support or advice and reducing the health impacts of social issues such as loneliness and isolation, the VCSE offers are also helping prevent people from escalating in their mental health needs.

It will be important to carry the original Living Well ethos forward as the Community Mental Health Transformation work continues; looking for opportunities for greater VCSE integration and connection within the new or adapted secondary level care services. This will perhaps be especially pertinent at the point of discharge or when people are stepped down from any higher intensity level clinical support.

2023-2024 has been a year of growth and change for Living Well Salford and huge thanks are given to all the teams and services who have worked together to provide the best support possible for people in Salford.



Author: Hannah Flint, Salford CVS

VCSE Strategic Lead, Living Well Salford, May 2024.