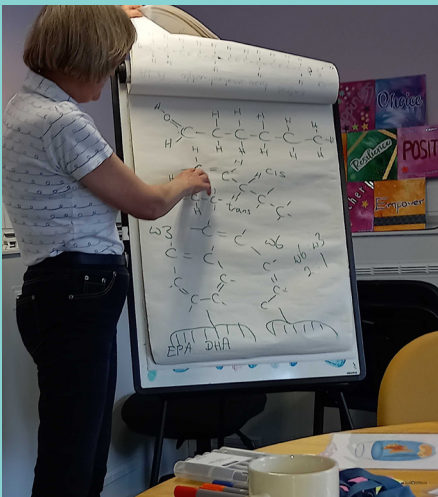




together we
Cumbria

IMPACT & DEVELOPMENT REPORT 23-24

EMPOWERING
PEOPLE TO BETTER
MANAGE THEIR
MENTAL AND
PHYSICAL HEALTH
AND WELLBEING.



CONTENTS

“ In regard to the sessions with yourself, I found you to be very easy and pleasant to talk with, which is a great help for people like me. I do not find talking with others easy very often.

You made efforts continually to accommodate me every step of the way, including my neurodiversity and medical conditions and health concerns as well as practical things like transport difficulties. This doesn't happen very much really so I was very pleasantly surprised at the level of insight you demonstrated and your willingness to be flexible. ”



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Introduction to Together We



Samantha Joughin & Janine Ward
Founding Directors

Together We is a community interest company established in 2017 by Janine and Samantha. Inspired by their personal experiences, including the loss of their brother Craig to suicide, they created the organisation to make a meaningful difference to the lives of others.

Our services offer a range of interventions for mental health and physical health, all of which place the client at the centre of our work. Our two key services combine well to provide care for all ages and with a “whole person” approach to mental health and physical wellbeing.

Talk

Provides personalised one-to-one and small group talking interventions, including mental health support, link working, and guidance for those who fall between service gaps.

Aims to deliver client-centred support that creates self-awareness and empowers individuals to manage their symptoms, distress and improve overall wellbeing.

Recovery

Provides group sessions and opportunities for anyone experiencing mental and physical health difficulties.

Recovery colleges provide a range of courses, physical activity sessions and groups designed to increase self-awareness and understanding of Recovery and what it means to each individual.

All service delivery is designed to be evidence-based intervention and guided discovery. Each of the services interlinks, with a series of projects and programs for one to one and group support. We target multi-model psychological interventions, link working, education and physical activity to improve a person's wellbeing and we aim to reduce the impact of mental health and physical health problems on individuals and on their wider community.

Vision, mission & aims



OUR VISION

To create a thriving community in Cumbria where everyone, irrespective of age, background, or ability, enjoys optimal mental and physical well-being.

OUR MISSION

To provide a range of support and interventions for mental health and physical health, all of which place the client at the centre of our work. We provide intervention to those falling between service gaps.

Aims

- We aim to increase a person's understanding of their health and factors and determinants that may contribute to improving their overall health and wellbeing.
- We aim to provide a whole person approach to health that covers all ages, social economic background, and ability.
- We aim to increase access to mental health support and reduce referrals into other services.
- We also aim to provide training and opportunities for staff to undertake a very different and niche role working with mental and physical wellbeing together.

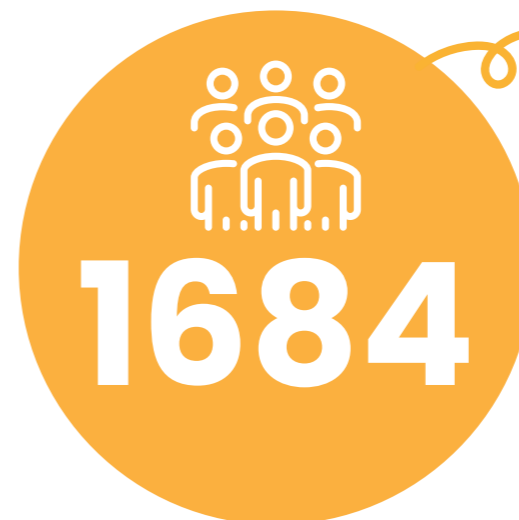
Social Impact Outcomes

- Improved mental health.
- Improved emotional resilience.
- Increased self awareness.
- Reduced Harm and suicidal thoughts.

MISSION STATEMENT

“EMPOWERING PEOPLE TO BETTER MANAGE THEIR MENTAL AND PHYSICAL HEALTH AND WELLBEING”

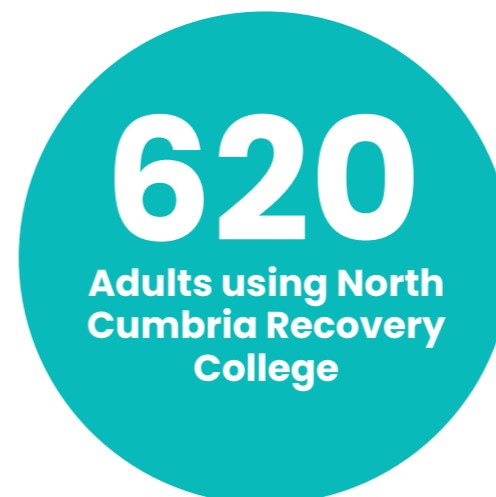
Outputs



Number of people accessing **Together We** services between 01/10/23 & 30/09/24

“ My panic has reduced. I had experienced a number of panic attacks, I still worry but I don't have the physical feeling like I am going to explode. I can reflect on the worry and be more in control of it. It makes me feel that I wasn't the only person experiencing this in the world. I had felt like something was wrong with me. Its ok to not be perfect. ”

INCLUDING...





6.24 Average reduction in depression score. Most people enter our service with “moderately severe depression” and leave as “mild depression”

187

Slings hired at our Sling library sessions



3107.5 Therapeutic hours of delivery



676 Group sessions including: Recovery College sessions, Fitness & Maternal MH groups

5 NHS funded projects, including: Recovery College North Cumbria, Disordered Eating Programme, Waiting Well Copeland CYP IAPT Trainees & Together We Carry

DECIDER LIFE SKILLS

Most popular group session!



6.92 Average reduction in anxiety score. Most people enter our service with “moderate anxiety” and leave as “mild anxiety”

28.86%

Average improvement in wellbeing as evidenced by SWEMBS

1376 of supervision contacts. Not including 24 reflective practice group sessions

25+

Most popular age group accessing our services



20 Average number of FTE staff at Together We

“ This course gave me the confidence to share the knowledge I gained with my husband and sister both are big steps forward. I also realise now that my binge eating problems are not because I am very greedy and gluttonous but unwell. ”

Outcomes

IMPACT MEASUREMENTS

IMPROVED PHYSICAL HEALTH

INCREASED SKILLS

IMPROVED MENTAL HEALTH

IMPROVED COMMUNICATIONS WITH FRIENDS & FAMILY

274 impact measurements taken during the period...

“ You helped me evaluate my self worth, and know that I don't have to feel guilty about who I am. ”

238 out of **274** (86.86%) said yes to improved mental health

156 people (56.93%) said yes to improved physical health

250 out of **274** (91.24%) said yes to improved relationships with family and friends

251 out of **274** (91.61%) said yes to having increased skills

Reflection on past development plan



Since 2021 we have worked with Social Enterprise Acumen CIC to undertake a wide-ranging governance review. This in depth business coaching helped us identify a number of key challenges:

Improvement of background operations:

- Improvement in capacity of management time to allow for improved reporting and demonstration of social impact.
- Improved HR operations to support staff wellbeing and safety, additionally ensure all staff are being paid a fair and competitive rate to improve job retention.

Improved connectivity:

- Improvement in website to demonstrate services and ultimately use it to generate sales income by getting it ready to incorporate online courses.
- Improvement in public fundraising by incorporating donation terminals and online platforms to collect donations from the general public.

Improving financial resilience:

- It was identified senior management team needed support to manage complex funding streams, plan and prepare budgets for the future and to ensure that project budgeting considered all aspects needed to run a project sustainably.
- Recruitment of a business development/sales manager who would develop a sales and marketing strategy and an overview of services provided.
- Improvement of volunteer management, recruit train and adequately support volunteers to be productive within Together We.

What we have achieved:

Contracted HR and safety company to support staff Wellbeing.

Increased staff wages to a fair NHS equivalent pay scale.

Redesigned website so it is simplified and we have now started the e-learning platform.

Purchased donation pods and increased unrestricted income via donations.

Improvement of finance reporting, project planning and awareness of current position by contracting ongoing accountancy support.

Developed induction and volunteer recruitment policies.

Recruitment of office manager and development of social impact strategy and demonstration

Goals & Development 2024 - 2027

“ I’m not alone and I can ask for help and will get it from the recovery college. ”

“ I Learnt more about myself and about setting boundaries. ”

Over the next 3 years we intend to continue to access coaching and development planning to ensure the continued success of Together We.

Our goals include:

Goal 1

GOVERNANCE

- Recruitment of further directors with thematic roles including Legal, Marketing and Finance.
- Revise current management structure to ensure each service has project lead which feeds into senior leadership and supports project delivery.
- Recruit CEO and revise senior leadership roles to report to CEO.
- To look at branding and merging of all four services into our new core services Talk and Recovery.

Goal 2

INCOME GENERATION

- Use CEO to generate sales and build reserves via sales of courses, services and contracts.
- Secure multi-year funding for core services and ensure funding covers total project cost and is planned effectively.
- Continue to reduce overall core costs by ensuring office spaces are fully utilised and using community spaces where possible.

Goal 3

PARTNERSHIP WORKING

- To continue to work with statutory and VCSE to create strong referral pathways to ensure our community is well served.
- To continue to ensure partnership working embedded in project delivery by planning funding to allow for commissioning of VCSE services.
- To continue to participate in working groups to scope out partnership programs which align with our mission and aims.

Goal 4

CO-PRODUCTION & STAFFING

- To continue to incorporate our communities voice within programs delivered by recruiting for regular advisory panels and groups.
- Develop and expand our volunteers and utilise them effectively within services.
- Develop our RSW/Link worker roles to ensure each service is well served with roles to support our community in attending services.
- Continue to look for training opportunities for team members.

Challenges & Risk

DEMAND

As Together We has grown the demand of the service has increased, in 2023 we had to close our Talk waiting list three times as referral times increased past the advertised expected wait.

To mitigate this risk we have now implemented a new triage system to ensure referrals made to the service are appropriate, suitable and that those referred are entering the correct service.

RECRUITMENT CHALLENGES

There is an overall challenge with recruiting adequately trained staff within the area and recruitment often takes longer than anticipated. We have tried to mitigate this risk by ensuring competitive pay rates and continuation of training CYP practitioners via IAPT programs. Additionally we continue to develop support roles to ensure our community is adequately served.

FUNDING CHALLENGES

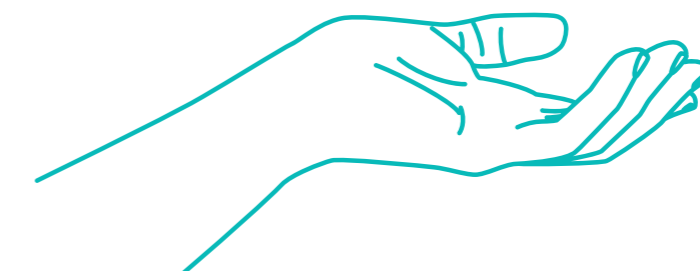
Funding is competitive and it can be difficult to secure full cost recovery, often funding can be short term and unpredictable, additionally we often sit on the cusp of statutory provision which can come with challenges.

We are trying to mitigate this risk with the revision of our management structure to increase management capacity and opportunity for sales. However, this comes with the challenge of securing funding for these roles; often projects are not being funded at a full cost recovery model, meaning management funding can be difficult to secure. Additionally, we aim to diversify funding sources, though we often find greater success with local funders.

COMMISSIONING CHALLENGES

Like many local VCSE we are competing for ICB funding and contracts and this comes with significant challenges, often we are unable to compete with larger organisations who are based out of county. Additionally opportunities provided through the ICB can be short term and are sometimes being provided via third parties which increases our grant reliance on specific funders. To mitigate this risk, we continue to speak honestly and openly with commissioners, additionally we continue to be involved with strategic work streams and partnerships to ensure we are able to feedback challenges and continue to look for partnership opportunities.

Thanks & Acknowledgement



We would like to thank all funders who support Together We. Additionally, we would like to thank our community who continue to trust us to support them.



IMPACT & DEVELOPMENT REPORT 23-24



“ At the beginning of my journey, my food felt very limited. I didn't see a way of trying new food. I had a lot of fear foods and only a handful of safe food. When someone asked me to try something new, I would panic, run and get very distressed. With the help of the programme, I learnt how to break the food down into different senses. To think outside the box, to take away a sense if that is making it difficult for me to try like taking the touch away. How repeating and prolonging each step can help desensitize to the new food. How the change of wording from fear to unknown can make an impact on how respond to the food. ”



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