



ANNUAL REVIEW 2021/2022
 Creating a World Where Everyone Matters

Hello, and welcome to our 2021/22 Annual Review, this publication marks the fourth Annual Review for Inspire North.

In the year following one of the toughest most of us have known; we are extremely proud of how the Inspire North group has bounced back from the challenges created by the Covid pandemic. We have not only enhanced existing contracts but have expanded our offer into new areas and pioneered new thinking to deliver outstanding support services to our clients.

This year brought its own struggles; we saw the beginning of the cost-of-living crisis, something that has directly impacted our services and employees. In response, our teams have shown versatility and innovation, with client experience and coproduction always front and centre.

We have seen key changes to our Senior Leadership Team (SLT) as two new directors were appointed. Ed Browne joined the group as Director of Finance and Corporate Services, and he brings significant experience in managing finances and corporate teams. Michelle de Souza also joined the SLT as Group Director of Operations, and she brings a wealth of experience, including 24 years in Leeds City Council working on domestic abuse and safeguarding issues. These new appointments have strengthened and diversified our SLT, and their invaluable expertise will be crucial to ensuring Inspire North moves forward in line with our vision to “create a world where everyone matters.”

In 2021, Leeds Rhinos coach and former player, Jamie Jones-Buchanan became the first-ever patron of Inspire North following his key involvement in 2020's #NoExcuseForAbuse media campaign. Jamie's role as patron is to help raise awareness of a broad range of issues including mental health, domestic abuse, as well as how sport can have a positive impact on young people. We have seen amazing results so far from working with Jamie and we are looking forward to reaping the benefits of his patronage going forward.

We want to say a massive thank you to all our colleagues who have worked tirelessly every day to support some of our most vulnerable citizens. We hope you enjoy reading about our accomplishments of this year.

Ruth Kettle, *Chief Executive*
Claire Vilarrubi, *Chair of the Board of Trustees*

WELCOME



Ruth Kettle, Chief Executive



Claire Vilarrubi, Chair of the Board of Trustees

INTRODUCING

the Senior Leadership Team



Ruth Kettle
Chief Executive



Donna Gooby
Director of People
and Culture



Michelle De Souza
Group Director of
Operations



Ed Browne
Director of Finance
and Corporate
Services



Sinéad Cregan
Director of
Development and
Innovation

Board of Trustees

Claire Vilarrubi
Inspire North,
Chair

Damian Pocknell
Inspire North,
Vice Chair

Alina Kaur
Inspire North,
Co-Production Champion

David Strachan
Inspire North,
Compliance Champion

Philip Turnpenny
Inspire North,
Freedom to Speak Up
Champion

Dave Roche
Independent Trustee of
Foundation,
Housing Champion

Jacqueline Hallam
Independent Trustee of
Community Links, Employee
Wellbeing Champion

Lisa Bradley
Inspire North,
Treasurer

***Richard Parry**
Inspire North Trustee

***Anne Worrall-Davies**
Independent Trustee of
Community Links

***Chris Welch**
Independent Trustee of
Foundation

***David Powell**
Independent Trustee of
Foundation

***Cornelle Parker**
Independent Trustee of
Community Links

*No longer a Trustee at the time of publication

OUR PURPOSE, VISION AND VALUES

Our purpose is to **Build Brighter Futures** with our clients, in pursuit of our vision, **Creating a World Where Everyone Matters.**

Our four values are:



People

We will always treat you as an individual



Integrity

We will always do the right thing



Collaboration

We will always achieve more together



Passion

We will always go the extra mile

WHAT'S NEW

Employee Conference 2021

In October 2021, Inspire North hosted the annual Employee Conference at the Emerald Headingley Rugby Stadium. After months of remote working and Covid restrictions, the event was the perfect opportunity for colleagues old and new to connect with each other, take part in fun activities and hear about all the great work that has been taking place

across the organisation.

Inspire North's patron Jamie Jones-Buchanan opened the event along with Chief Executive of the Leeds Rhinos Foundation, Bob Bowman.



Social value project



Inspire North has made a commitment to understanding our social value, as we want to be able to design and deliver services which enhance our positive impact, benefitting clients more holistically as well as people within wider communities.

In early 2022, Inspire North launched a social value project which will see the co-creation of a group-wide social value strategy and a framework. We cannot wait to see the outcomes of this and be able to measure and evidence the impact we make on the different localities in which we work.

Partnership with Leeds Rhinos Foundation

We have been working closely with the Leeds Rhinos Foundation since cementing the partnership with Jamie Jones-Buchanan and have been able to offer free tickets for rugby matches to clients throughout the season. The initiative has had an enthusiastic response and we are thrilled to be able to provide a source of wellbeing for the people we support. Thank you to the Leeds Rhinos Foundation for their support and generosity.

Client feedback from a game:

"I used to go as a child with my dad and siblings but haven't been since then. I have great memories of going to the rugby and am grateful to be able to do this again."



Becoming a trauma informed organisation

In early 2022, we engaged with the West Yorkshire Health & Care Partnership (Adversity Trauma & Resilience Network) to begin our journey towards becoming a trauma informed organisation. We have agreed to be an early adopter organisation and aim to embed a trauma informed approach across all areas of Inspire North.

For Inspire North, becoming trauma informed means recognising the widespread impact of trauma, stress, and adversity through viewing all aspects of our organisation through a trauma-informed lens. We aim to integrate, embed, and infuse knowledge about trauma into policies, procedures, language, culture, practices, and settings.

This is a hugely beneficial project for both our clients and colleagues, and we look forward to making significant progress towards this goal over the next year.

Customer Service Excellence

This year, Inspire North had its first group-wide Customer Service Excellence (CSE) assessment. This quality audit assesses our achievements and continuous improvement in five quality areas: customer insight, the culture of the organisation, information and access, delivery and timeliness and quality of service. Areas of strength highlighted in the report included our innovatively embedded co-production policy, our culture of continuous improvement and our analysis of client experience to drive positive changes. We achieved compliance in all 57 areas, with 13 areas achieving a Compliance Plus rating, a fantastic result!

Inspire North's commitment to anti-racism



In 2020 as a direct response to the abhorrent murder of George Floyd, Inspire North made a firm pledge to invest the time and resources necessary to become more anti-racist. This work has continued in 21/22 regarding education, increasing diversity and fostering a better sense of inclusion for all, especially those from marginalised communities.

This year we worked with the immersive change company Words of Colour to develop our leadership capability. This included leaders participating in a one-day virtual learning in action event, attended by over 70 leaders, including SLT.

Mandatory anti-racist training has been rolled out across the group and by the end of March 2022, was attended by 80% of Inspire North employees. The training had also been attended by 89% of trustees, reinforcing our commitment to embedding anti-racist practices and understanding at every level in the organisation.

In 2021, we appointed an Equality, Diversity, and Inclusion (EDI) Coordinator whose role focuses on driving forward our EDI agenda, ensuring it is embedded in everything we do, and that we can evidence an improvement in access to experience and outcomes for those who are most marginalised.

Housing Ombudsman and National Housing Federation (NHF) compliance

As of 2021, we have updated our self-assessment against the Housing Ombudsman Complaints Handling Code which is used as best practice across the entire group.

Compliance with the code forms part of our member obligations as a registered social landlord for Foundation and ensures we are taking complaints seriously. At Inspire North, we want to foster a positive culture of feedback and we welcome complaints to help us drive service improvements.

The NHF Code of Governance 2020 is designed to help housing associations achieve the highest standard of governance and board excellence. In the year 21/22 we have worked towards compliance with this code and are preparing for the companion 2022 code.

Strengthening our offer for volunteers and students

Over the past year, volunteering across the organisation has gone from strength to strength. In December 2021 we released a new group wide volunteer handbook with the aim of providing new volunteers with the information they need to be great in their volunteering role.

In addition to continuing to host student placements throughout the year, in November 2021, we began working with charity Speakers for Schools to deliver aspirational career talks for state school students across all backgrounds. These sessions have been a wonderful way to connect with young people who are considering a career in the third sector and/or mental health.

In Kirklees, Community Links started using the Volunteer app to manage our volunteering activity. This has allowed volunteers to view exactly what is on offer, see the different locations, timings and relevant contact details as well as apply for roles, report back, log volunteering times and claim their expenses all directly through the app. This has saved email traffic and simplifies the process as it means volunteers can manage their own diary and level of commitment. We are hoping to roll out the app across the wider organisation over the coming year.

Internal Grants Scheme

The Internal Grants Scheme is a fund that employees can apply for to help enhance their service beyond its current provision. Colleagues work with clients to co-produce a project or idea that will benefit them and support them to reach their potential. The scheme is open to Foundation (the Acorns to Oaks Fund) and Community Links (The Bright Ideas Fund) and is a great opportunity for clients to be creative and co-produce innovative ideas.

Over the financial year, we awarded grants of £6,903 to 12 amazing projects across the organisation. The standard of submissions was very high, and it is brilliant to see clients getting involved to suggest ideas to benefit the services they use.

Awarded projects include equestrian therapy for Alexander House clients, which was thoroughly enjoyed by all that attended:

Client feedback from the equestrian therapy session:

"Being with the horses brought me a sense of peace that I haven't gotten anywhere else. I loved brushing the horses' coats, which felt meditative - more than meditation. My favourite part was seeing and hearing the big horses gallop around."

Men's Talk Digital, a creative advocacy group by Community Links Engagement and Recovery (CLEAR) were also successful in their application and in March 2022, they used the fund to purchase a greenscreen to develop the group's film making skills.

Feedback from Stuart Hawkes, Community Engagement and Development Worker for Men's Talk Digital:

"Project Greenscreen is a fantastic way to provide clients with new skills, new ways to express themselves and the opportunity to create videos for social media and launch screenings."



WHAT'S NEW

Revamped family service in Darlington

In October 2021, we were successful in the bid for our existing Young Parents and Families project in Darlington, with a start date of April 2022. The service name has changed to Families Outreach and includes supported accommodation and floating outreach support to families in Darlington. Part of the new three-year contract is to increase the supported accommodation offer from six properties to twelve, enabling Foundation to support twice the number of families who have a housing need in the town.



Foundation Craven expands its local support offering

Foundation has expanded its service in Craven, having received an uplift in the Specialist Mental Health Supported Accommodation contract. Extra funding was secured to deliver additional units through the service, which means the team will be able to support more local people by providing person-centred, accommodation-based mental health support in the district.

DIRECTIONS

YOUR CHOICE FOR CHANGE

New offender service launched in North Yorkshire

Following a national competitive procurement exercise undertaken by Her Majesty's Prison and Probation Service, in July 2021, Foundation launched Directions, a wellbeing and support service for offenders who have left prison in North Yorkshire.

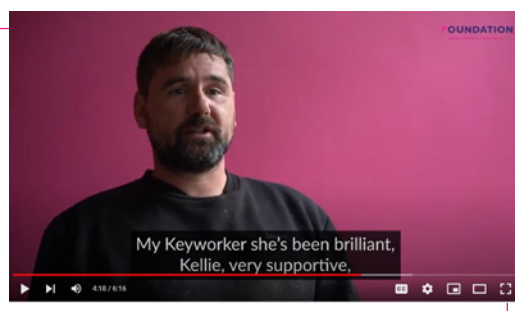
Since the launch, Directions has been performing extremely well. At the end of Q4 21/22, the service was ranked sixth out of 27 providers in the UK delivering the same service and 95% of clients had attended their initial appointment, five percent above the national average!

The service has a restorative approach to rehabilitation which focuses on inclusivity, empowerment, choice, and collaboration. So far, Directions has had a measurable impact on its clients and the team have received glowing feedback:

Client testimonial:

"Working with Directions has made me a completely different person with a new outlook on life."

"When I came out of prison, I really do not know what I'm going to do with my life, and I had no confidence in myself at all. Discussing the workbooks with you changed all of that and that moment was a turning point in my life for good."





Property purchase to provide homes for young people

Supporting ambitions to grow our portfolio of housing, in 2021 we purchased a property in West Leeds consisting of three 1-bed flats. Once completed, the flats will be used within Foundation's Our Way Leeds service to provide cluster accommodation for young people leaving care. Foundation has achieved Investment Partner status with Homes England for the project and will be applying for a grant to support the refurbishment of the flats.

Importantly, these new homes will positively impact young people who face barriers to independence due to the cost-of-living crisis. We aim to support and improve the life chances of our clients and having somewhere to live is crucial for self-sufficiency, dignity, and wellbeing.



+Choices (Positive Choices) helps build healthier relationships

Foundation's +Choices service works across North Yorkshire with perpetrators of domestic abuse, no matter their background, to support them to change their behaviour. +Choices also provides victim liaison through an Integrated Support Service, focusing on the safeguarding and wellbeing of those affected by domestic abuse. This year +Choices directly supported 222 clients and provided 145 nights of emergency accommodation.

Clients have expressed how the programme has had a significantly positive impact on their lives and relationships.

A perpetrator statement – on exit from the service:

"I feel I've changed in the way I think and how I react to conflict, plus I massively value my relationship with XX, as a person and their wellbeing and happiness, as well as my own. I no longer hit out physically. I've learnt that I'm capable of change and that negative behaviour patterns can be overcome by employing mindfulness during a conflict situation."

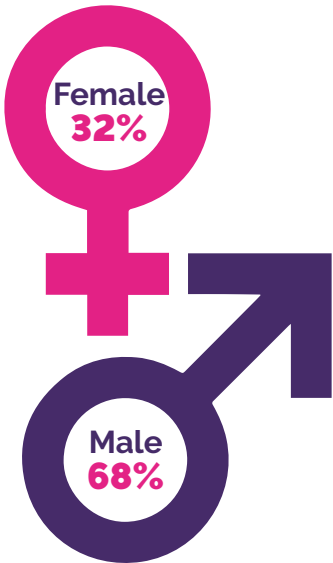
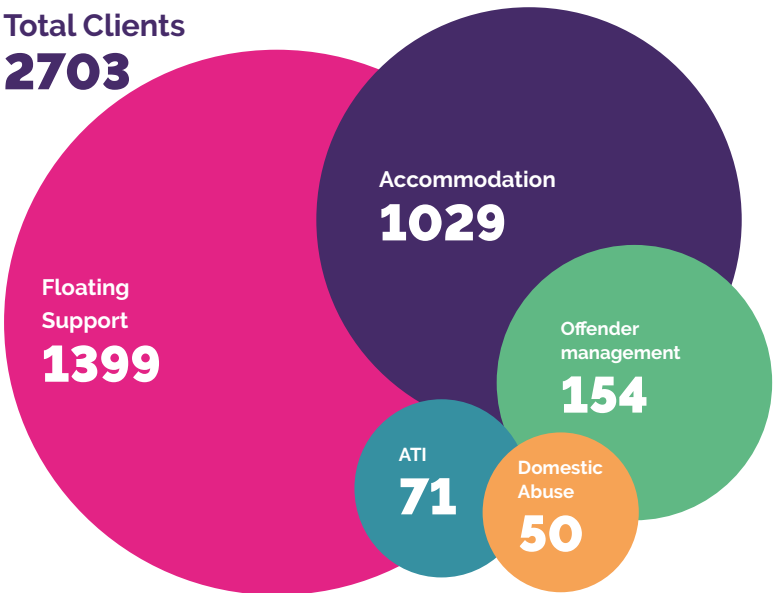
Statement from a victim who accessed the Integrated Support Service:

"We had struggled for years, I had put up with such abusive behaviour for so long, I really didn't think there was any hope left... Thank goodness we found you... It was the first time I had spoken about the abuse; the relief was overwhelming... My mental and physical health has improved beyond recognition. I now look forward to the future with my husband... From the bottom of my heart, thank you."

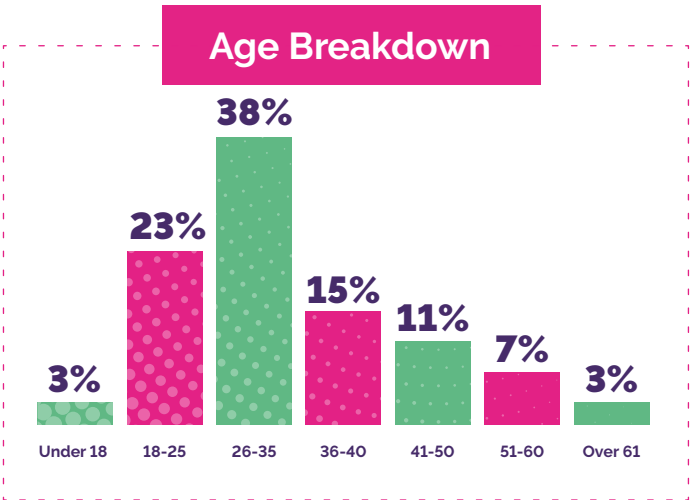
OUR CLIENTS, RESIDENTS AND TENANTS: An Overview

21/22 snapshot

Total Clients
2703



Age Breakdown



Sexuality
HETEROSEXUAL
80%
LGBTQ
5%
NOT ASKED
13%
NOT STATED
2%
OTHER
0%

Ethnicity

WHITE 86%	BLACK 2%	ASIAN 2%
DUAL HERITAGE 3%	OTHER 1%	NOT KNOWN 6%



16%
of clients
identified
themselves
as having a
disability

Foundation Annual Satisfaction Questionnaire 20/21

HOW DO YOU FEEL ABOUT US?

93%

I feel that my story is shared appropriately so I don't have to repeat myself

94%

I make my own choices and feel supported through the choices I make

92%

I believe that workers go the extra mile - no one gives up on me

97%

I value the relationship with my worker and feel listened to when I have ideas

99%

I am treated as a human being and with dignity and respect

96% of clients said they were **likely to recommend us** to their friends and family.

HOW DO YOU FEEL ABOUT YOUR PROPERTY?



83%

My accommodation is at a high standard

60%

My repairs are done quickly

77%

I feel safe and secure where I live

76%

My accommodation is easy to heat

HOW DID WE DO?

98%

Overall satisfaction

Data based on 651 responses. Percentages based on positive responses ('Agree', 'Great', 'Good', 'OK', 'Extremely likely' and 'likely').

"I can honestly say now that I wake up feeling **more positive**, I have a **purpose to live**, and I am **confident enough to ask for help** when I need it."

"I felt **really heard by you**, not at any point has anyone else seemed to understand."

"I was in a dark place, like really dark and the electric wasn't fixed until **you brought your tools and fixed my fuse box**."

CO-PRODUCTION

Foundation Young People's Pathway

Coproduction is an excellent way for young people to learn valuable life skills and the process can help them to feel independent and in control of the services they use.

In 2021, clients of the Scarborough Young People's Pathway (YPP) team, participated in an eight-week program for the Applied Creativity Lab to find new ways to make independent living affordable for young people in supported housing.

Activities Worker at YPP Scarborough, Charlene Watkinson, spoke to us about the project:

"The clients who engaged in the programme had all shown a keen interest in wanting to improve their affordability to work whilst living in supported accommodation. Being involved in the project meant they could further their knowledge of their own financial situations."

The clients worked together to create a presentation named Foundations for the Future which they presented to a professional panel including representatives from the Department for Education, the Probation Service and North Yorkshire County Council.

The clients explored different options of budgeting and produced several strong ideas of how they would change the local and national benefit systems so that they could be more financially stable and able to work.

Charlene said:

"Through coproducing the presentation alongside YPP team members, the clients significantly grew in confidence. They learnt presentation and public speaking skills through addressing the panel of professionals, something that will be hugely beneficial for building up their CVs and helping them gain future opportunities for work."

The Scarborough YPP clients' presentation scored an amazing 44/50, with great feedback from the panel members:

Panel member quote:

"Really good understanding of the context of challenges and how it's all interconnected. Makes financial sense and is a very clear idea."





This is a client's experience working with the Foundation Durham's Complex Needs Service. The Complex Needs Service provides supported accommodation, group work and triage services to those with complex needs across County Durham. This includes tailored support to maximise independence, working towards successful transitions into independent living and reduced social isolation.

How did you come to be supported by Foundation?

I joined Foundation in September 2021. My probation officer brought me to the service because of a flat I rent from Foundation. I didn't know about Foundation before that so when I found that it came with support as well, I was over the moon.

What goals did you set when you first came to Foundation did you have any specific things that you wanted to achieve?

Really, just stay out of prison and adjust to the social community and fit in.

What does your support entail and is there anything that you feel really benefitted you?

It has all benefitted me. Foundation helped me to set up my amenities, gas, electricity, things like that because I didn't have a clue before that. They got me a food parcel and a fuel voucher.

Me and my support worker would go for walks and go to the community centre because I wouldn't go on my own due to my anxiety. I was meeting people at the community centre which I would never have done on my own.

I've started education, which is going really well, and we have talked about other goals. I am quite handy; I can turn my hand to anything, I painted this room! (Foundation Durham group work room). I can paint and

paper hang, but I've not got a qualification in that. So, I am looking at doing courses for that and getting a certificate which will help me in the future to get into employment.

My support worker is always on his laptop like "this is coming up" and "that is coming up", you know things like that. Sorting dates out, so basically my calendar is full, but it is full of what I want to do.

How have things changed for you?

If it wasn't for Foundation, I would have been back in prison months ago because I have found it hard to adjust due to the amount of time I was in prison. I was locked up for two and a half decades. Phones weren't even out when I got locked up, the internet wasn't even thought of! I have got out to a brand-new world so trying to adjust, it's not easy.

Do you feel your state of mind has improved from engaging with Foundation?

Massively. I mean before, well like the first few weeks in the flat I really couldn't see a future, I couldn't. My future was get breached and go back to jail because that is what I knew. Foundation has shown me, no, there is a life out here for you and if you want it, you can have it- and I do want it! They have helped me so much; you know what I mean. I honestly can't thank them enough. I really can't.

FOUNDATION
Durham

FOUNDATION EMPLOYEES OVERVIEW


NUMBER OF
EMPLOYEES

168

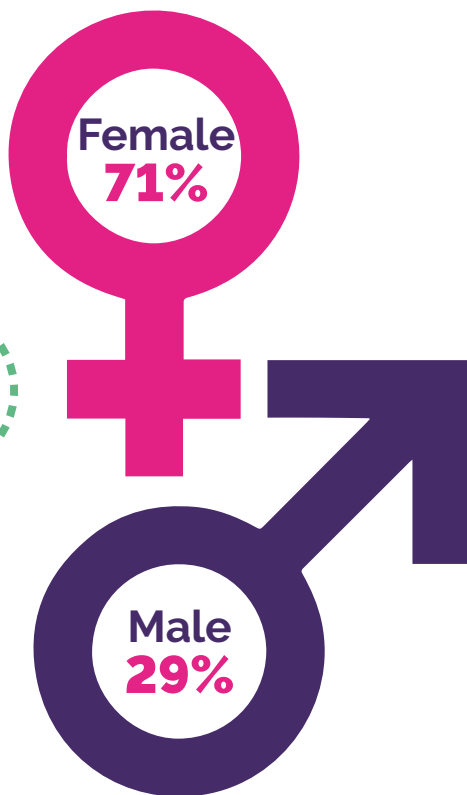
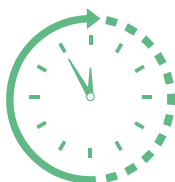
Female
71%

FULL
TIME

44%

PART
TIME

56%



Achievements



CUSTOMER
SERVICE
EXCELLENCE



INVESTORS
IN PEOPLE

Accredited
Until 2022



WHAT'S NEW

Co-production working groups at Leeds Intermediate Hostels

Working collaboratively has been a focus of 21/22 at Leeds Intermediate Hostels. The teams are passionate about improving services and leading the way in terms of what good practice is, and have developed five working groups with clients, partners, commissioners, and experts in the field.

The working groups focus on creating a more psychologically informed environment, becoming more trauma informed, increasing skills around dual diagnosis, becoming more person centred and a strengths-based approach.

The dedicated approach to involving clients has not only promoted more effective ways of working in the teams through providing different perspectives but has also resulted in new ways of engaging clients in their active recovery.

CONNECT launches creative group to encourage healing through art

Eating disorders support service, CONNECT, has launched a new group, Expression, using art as a psychological intervention. The group focuses on supporting clients to reconnect with their identity, away from their eating disorder. There has been some amazing feedback received from the participants so far:

"I LOVE Expression! I've found it such a healing group. It's lovely because everyone has a lot to say. We are focusing on who we really are and who we want to be. It makes me feel so positive! It's lovely to have a couple of hours company, even when we are not talking and just have music on while we get on with our projects."

"The session made me feel hopeful that my identity doesn't always have to be defined by the things I struggle with but can be rebuilt. It's also helpful to have a structured creative group as I like creative things but on my own neglect doing them."



Linking Leeds connects with communities via podcast

This year, Social Prescribing Service, Linking Leeds launched a weekly podcast, 'The Missing Link'. The idea for podcast came from members of Linking Leeds' People's Voice Group which is made up of clients, ex-clients and team members who regularly meet to talk about how the service can continue to develop.

The podcast addresses the fact that people need support to improve their wellbeing, but often hit barriers to asking for it. Linking Leeds want to normalise talking openly, so that people feel more comfortable when seeking support.

A variety of people have featured on the podcast, including wellbeing coordinators, GP's, clients, and Inspire North employees.



Men's Talk Digital develops film skills and embrace co-production

It has been an exciting year for Men's Talk Digital as the project continues to thrive. Financial support from Creative Minds and Kirklees Council has enabled the team to purchase new camera equipment and following a period of uncertainty, Men's Talk has become part of the commissioned Community Links Engagement and Recovery (CLEAR Service) as of April 2022.

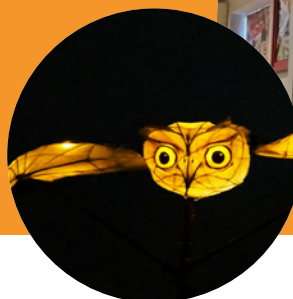
Men's Talk Digital began the year outdoors with a six-week training programme at Eden's Forest. There the men learnt about their camera kit and developed film making and video editing skills.

In the summer of 2021, the group launched #ImSpartacus – an online digital campaign designed to reduce stigma around men's mental health. They hosted a launch event at

Batley Bulldogs Rugby League Football Club to showcase their work.

Continuing to use their new skills, the men successfully documented several community events including the Working Together Better Partnerships "Lantern Parade" and they also produced a short film exploring their understanding of co-production.

Working in partnership with Anti-Stigma Kirklees (ASK), Men's Talk Digital also produced a series of films titled "We Need to Talk", with members of the local South Asian community about mental health and stigma.



Name change within the NHS Hub

A significant development this year at the NHS Hub was the name change from the Personality Disorder Services to the Specialist Trauma Informed Resettlement Services (STIRS Team).

The collective is made up of Discovery, Emerge and the Regional Pathway Development Service (RPDS), with the contracts focusing on supporting clients with complex needs. The primary reason for the name change was the regional drive away from using the label of personality disorder towards a trauma-informed approach when supporting this client group.

Young Dementia Leeds Releases recipe book for those living with Dementia

In September 2021, Young Dementia Leeds published their recipe book 'Eating Well with Dementia'.

The book has been developed with people living with dementia, their clients and carers. It features recipes that are easy to batch cook and enjoy together a family, as well as a special recipe contributed by renowned chef Brian Turner. The purpose of the book is to share nutritional advice and adaptation guidance that are actually used by people living with dementia.

Diana, who cared for her husband Eugene with the support of Young Dementia Leeds, was involved with the creation of the book and even made it on to the front cover with her delicious banana cake! She has since made several media appearances to promote the book and the great work Young Dementia Leeds does.

Diana said:

"Every time someone reads the cook or makes a recipe, they are keeping Eugene's memory alive."



York Families Wellbeing Service bounces back after pandemic

The effects of the pandemic were felt keenly by all the vulnerable families supported by York Families Wellbeing Service during the last year. In particular, the team saw a significant spike in mental ill health when NHS resources were oversubscribed and waiting lists increased exponentially.

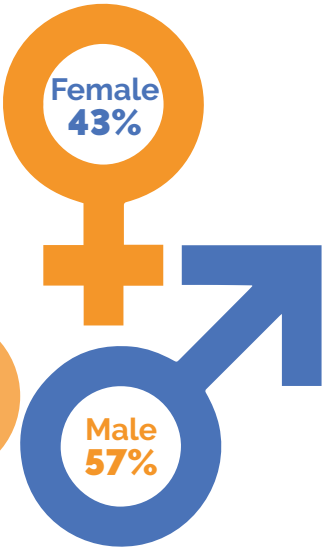
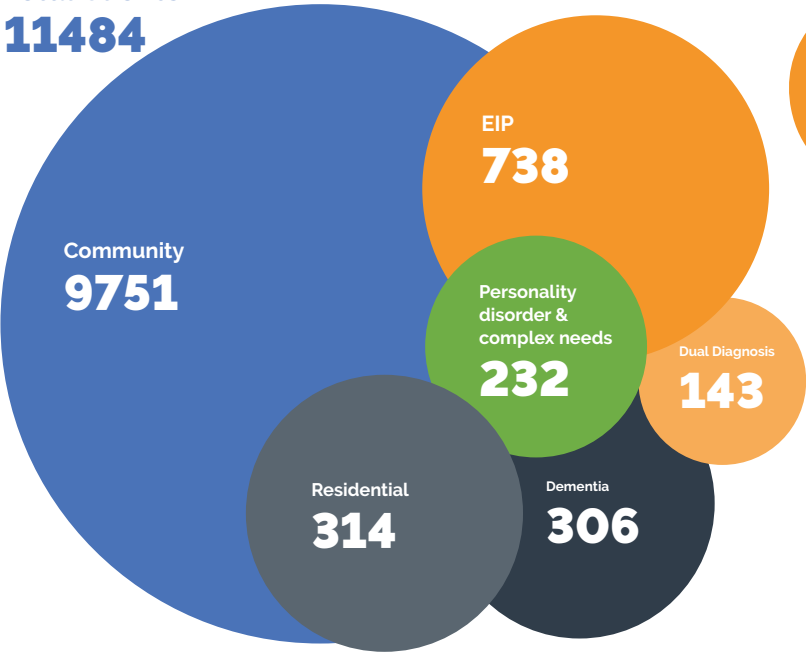
Embodying the core Inspire North belief that "we will always achieve more together", York Families Wellbeing Service the team quickly responded to client's needs and went into partnership with the York Women's Counselling Service to offer 12 free sessions of 1-2-1 counselling for women who required support. This proved to be very successful, and the team have received positive feedback from the women who participated:

"The counselling service is really wonderful. The short wait was crucial to me engaging with them, had I to wait a long time I would have probably lost the confidence to access the service and open up. My counsellor specifically is a wonderful lady who I feel really cares and understands."

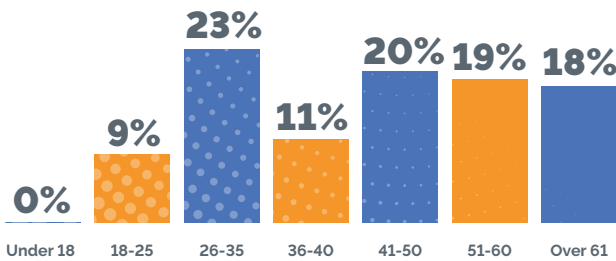
OUR CLIENTS, RESIDENTS AND TENANTS: An Overview

21/22 snapshot

Total Clients
11484



Age Breakdown



Sexuality
HETEROSEXUAL
68%

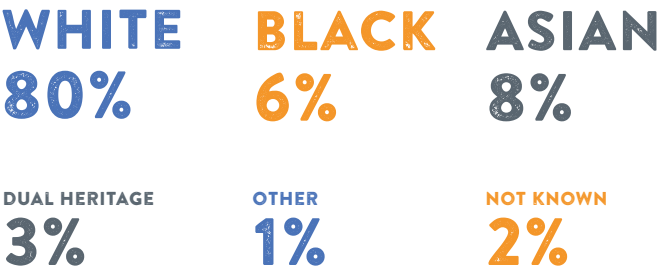
LGBTQ
7%

NOT ASKED
19%

NOT STATED
6%

OTHER
0%

Ethnicity



Community Links Annual Satisfaction Questionnaire 20/21

HOW DO YOU FEEL ABOUT US?

90%

I feel that my story is shared appropriately so I don't have to repeat myself

95%

I make my own choices and feel supported through the choices I make

93%

I believe that workers go the extra mile - no one gives up on me

95%

I value the relationship with my worker and feel listened to when I have ideas

98%

I am treated as a human being and with dignity and respect

"Community Links supported me every step of the way and I was able to move forward with my needs understood and met."

"If it wasn't for the support, I wouldn't be here today. I'd be in the grave six feet under."

"Having a safe space and a trusted person that I don't feel like I'm burdening is a great relief."

HOW DO YOU FEEL ABOUT YOUR PROPERTY?



63%

My accommodation is at a high standard

44%

My repairs are done quickly

71%

I feel safe and secure where I live

57%

My accommodation is easy to heat

HOW DID WE DO?

96%

Overall satisfaction

Data based on 143 responses. Percentages based on positive responses ('Agree', 'Great', 'Good', 'OK', 'Extremely likely' and 'likely').

94% of clients said they were likely to recommend us to their friends and family.

SERVICE INNOVATION

CONNECT Instagram

In the lockdowns of 2021, CONNECT began used Instagram to share information and supportive advice. This not only meant that regular contact could continue for clients remotely, but that the service could share useful content with a wider audience and develop the offering based on feedback received in real-time.

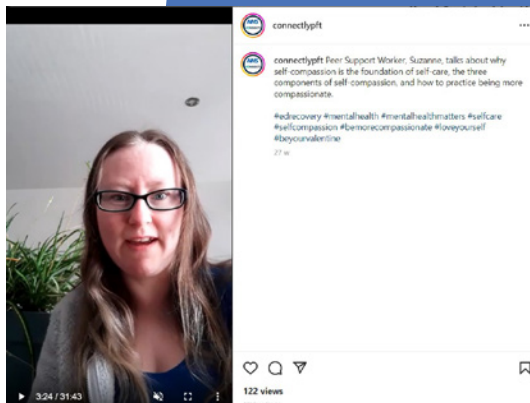
Suzanne Barrett, Peer Support Worker at CONNECT, explained how the platform has allowed for a wide range of subjects to be covered to inform and empower clients:

"When talking on Instagram Live sessions, I reflect on my experience of an eating disorder and what would have been helpful for me to have heard, as well as trying to keep the topics interesting and varied."

"So far, I have talked about topics such as diet culture; body-image, self-esteem, and shame; self-compassion, and self-care; identity; accepting change and uncertainty; self-imposed rules, and challenging comfort zones; motivation; and more. I always call out for viewers of to suggest topics they would like to hear about."

A client comment from an Instagram Live video:

"What a fantastic chat. Thank you, Suzanne, this was so helpful. It's so easy to focus on negatives or things that haven't worked out rather than recognising achievements. I really liked the examples for stepped progress in goal setting. Really helped me refocus how I have been seeing things."



CONNECT has continued to utilise Instagram as a way of communicating with clients and members of the public interested in the topics. The page features regular Instagram live cook-along sessions, informative reels and posts featuring recipes and wellbeing advice, meaning that people can access the content, even if they miss the live sessions.

Since it launched, the Instagram page has built up an audience of over 1,000 followers and the CONNECT team have shared their tips and advice with other Inspire North services so that they can follow their lead in using social media to improve the flow of information.





CO-PRODUCTION

aspire's Voyage to Recovery

aspire is the Leeds Early Intervention in Psychosis Service, providing holistic care coordination to people between the ages of 14 and 65 who are, or may be, experiencing their first episode of psychosis.

In September 2021, the aspire team took to the seas for a once in a lifetime adventure therapy trip – an intervention that uses new and challenging environments to create physical demand, help form social connections and promote the learning of new skills.

Nine clients and four employees of aspire began their journey in Hartlepool where they boarded the 75ft Faramir and under the expertise of three professional sailors, they set about their adventure, sailing all the way down the East coast of England.

Michael Kissoon, Service Manager at aspire, explained that by pushing the participants to their limits, the adventure therapy trip proved to be very successful:

"For six days and nights, the group shared tiny living quarters, endured sea sickness, long hours of extremely physical work, lack of sleep, and had a near miss with an oil tanker!"

On the plus side, used the stars for navigation, bonded over adversity, shared some great food and witnessed the most amazing sunsets and sunrises you could ever wish for.

At the end of the trip, a group of relative strangers were now buoyed by the strength and support of each other. Everyone had endured healthy physical and mental hardship and realised they were stronger than they once believed."



Several clients who took part have explained the how the trip helped to increase their confidence:

"Because this was such a unique experience, it destroyed the loops I was in... it really worked for me... I am now two years ahead of the process (of recovery.)"

"I saw a part of myself that I like, that I hadn't seen in two years."

"I know now that I can achieve more than I thought...I've applied for a new job since returning because I feel more capable."

"It was an amazing experience."

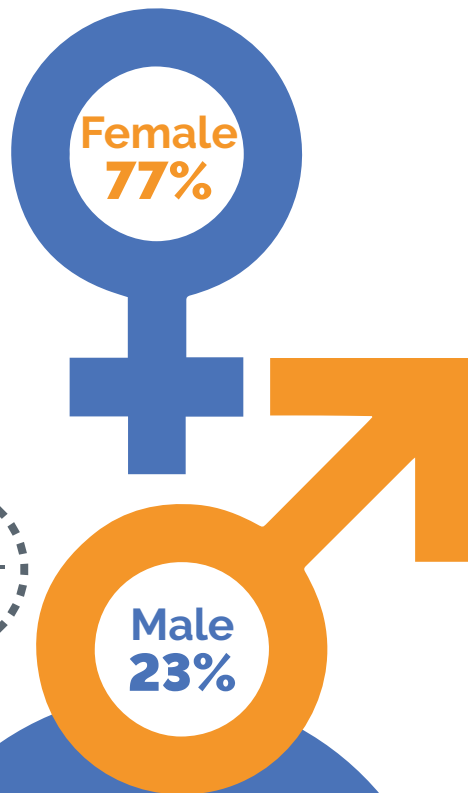
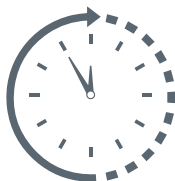
Community Links Employees Overview


**NUMBER OF
EMPLOYEES**

255

**FULL
TIME
73%**

**PART
TIME
27%**



Achievements



Investing in Volunteers

We welcome and value volunteers, who attend training as part of their induction. Many of our volunteers are former clients. To find out more about volunteering with us visit www.commlinks.co.uk/volunteering.

WHERE TO FIND US

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Dewsbury
Doncaster
Durham

Halifax
Harrogate
Huddersfield
Hull
Leeds

Redcar
Richmond
Scarborough
Selby
Skipton

Wakefield
York





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