



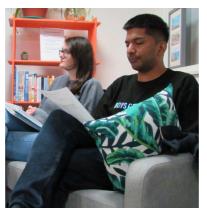




Creating A
World Where
Everyone
Matters











ANNUAL REVIEW 2020/2021

Hello, and a warm welcome to our 2020/21 Annual Review. This publication marks our third Annual Review as Inspire North, and our second full year since the merger of Community Links and Foundation in late 2018. Inspire North was created in response to an increasingly complex world, and has that not been especially the case in the last year?

COVID-19 brought huge challenges as we quickly had to adapt to supporting clients remotely, figuring out homeworking where it was possible, and ensuring our residential services remained safe. We are pleased to say the group has navigated this chaotic and troubling time with great successes. We created new methods of remote support, our colleagues went above and beyond to source PPE and cleaning supplies to keep our residential services safe, and everyone worked together to keep the high standard of services that can be expected in the Inspire North Group.

We saw an alarming rise in domestic abuse, and responded to this quickly with our stellar #NoExcuseForAbuse campaign, working with the Leeds Rhinos Foundation and Harry Potter star Matthew Lewis. We secured additional funding to help those affected by domestic abuse.

We saw the murder of George Floyd that sparked a longoverdue movement to reckon with racial injustice and inequality. We responded to this, and continue to respond, by making racial equality top of our agenda. We launched our Ending Racism is Everyone's Business initiative, and signed up to the UK's first pledge to end ethnic inequality in mental healthcare. We are all working, as a group and individually, to play our part in becoming an anti-racist organisation.

When we look back at this time, we may all wonder how we got through it. At Inspire North, we know it would not have been possible without the unending dedication of our colleagues to providing safe and high-quality services. Not only did our colleagues continue to do this, they innovated, raised extra funds and went above and beyond during what will have been, for many of us, the most challenging year of our lives. As a group we are proud and grateful for what we have learned, and what we can take forward with us.

We hope you enjoy reading about some of the work we have done in this extraordinary 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



Donna GoobyDirector of People
and Culture



Faye OldroydDirector of Operations



Caroline Watson
Director of Finance
and Corporate
Services



Sinéad Cregan
Director of
Development and
Innovation

Board of Trustees

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Inspire North - Chair

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David Powell

Independent Trustee of Foundation - Treasurer

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Inspire North - Co-Production Champion

Richard Parry

Inspire North - Safeguarding Champion

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Inspire North - Compliance Champion

Philip Turnpenny

Inspire North – Freedom to Speak Up Champion

Jacqueline Hallam

Independent Trustee of Community Links – Employee Wellbeing Champion

Cornelle Parker

Independent Trustee of Community Links – Diversity & Inclusion Champion

Anne Worrall-Davies

Independent Trustee of Community Links – Clinical Governance Champion

Lisa Bradley

Independent Trustee of Foundation – Value for Money Champion

Chris Welch

Independent Trustee of Foundation

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

Key milestones in service quality and performance

High-quality, outstanding services are the bedrock of Inspire North. We have made several advances this year in changing the way we measure our service impacts, get valuable feedback and set out what clients can expect from us. In June 2020 we launched reporting, monitoring and risk management system Datix across the group, which will allow us to provide better, safer services. In March 2021 we launched a new

Client Charter, setting out the standards our clients, tenants and residents can expect from us. We have also launched a new Have Your Say scheme so that anyone can give a compliment, make a comment or file a complaint in just a few



Internal Grants scheme relaunched

This year we relaunched our internal grants scheme as a group-wide opportunity for services to access extra funding that can make a big difference to clients' lives. Submissions are reviewed by a panel, including a client, then approved if they are suitable. This year funding from the scheme has been used in a collaborative project where clients built a new chicken run at Oakwood Hall, to buy a new laptop for a client's son to be able to complete his schoolwork at home, and to start garden renovations at Brigid House.

Investing in Volunteers

In another fantastic recognition of our strategic commitment to being a great place to work or volunteer, we achieved our first group-wide Investing in Volunteers Quality Standard. We were assessed against a range of volunteering best practice standards. Many volunteers in Inspire North services are former clients, who said they felt valued, included and that they were gaining confidence.





We came 8th in the UK's Inclusive Top 50 Employers

We were delighted to come 8th in the list of the UK's Top 50 Inclusive Employers this year. This award is the first time Inspire North as a group has featured, and both recognises and reaffirms our commitment to developing and maintaining a truly diverse, inclusive workforce.

Ending Racism is Everyone's Business

In the summer of 2020 the stark realities of racial injustice came to the fore with the murder of George Floyd, the COVID pandemic and the wave of protests from the Black Lives Matter movement. Inspire North made a renewed commitment in the wake of this to do all we could to become an antiracist organisation, launching our Ending Racism is Everyone's Business pledge.

Since then, we have signed up to the UK's first pledge to eliminate ethnic inequalities in mental healthcare. We have conducted a review of Inspire North's practices to identify how we can become more anti-racist, working with inclusive creative communications organisation Words of Colour. All Inspire North employees now have anti-racism objectives in personal development plans, with regular updates, check-ins and support. Inspire North is also rolling out anti-racism training to all colleagues over the coming year.

Extra funding to support clients through COVID

It has been a tough year in general for the charity sector, but Inspire North has found ways to innovate and secure extra funds to support our clients through this challenging period.

Our Foundation Young People's Pathway and ex-offender services in North Yorkshire were awarded a grant of £8,187 from the National Lottery Community Fund to support clients to stay connected during the COVID pandemic. The money has been used to create a digital lending library of devices that can be used to help those most in need, alongside a Digital Champion role to support clients to use the technology. The Young Dementia Leeds service was also awarded £5,535 to support digital inclusion.

The pandemic and lockdowns have also seen an alarming rise in domestic abuse, with many people in great need of help. Inspire North services were awarded a total of £171,000 from the police and Ministry of Housing, Communities and Local Government to support those experiencing domestic abuse during the pandemic. We have provided emergency accommodation and extra support to those in need.

Domestic abuse campaign gets Harry Potter star's backing

At the start of the pandemic, when we started to see the alarming rise in domestic abuse, we felt we had to respond quickly. Inspire North launched the #NoExcuseForAbuse campaign in April 2020. We appeared on Look North, Jeremy Vine, talkRADIO and in the *Yorkshire Evening Post*, among other media outlets, to promote awareness around rising domestic abuse, and to highlight what people could do to keep safe during the lockdowns. As part of the campaign, colleagues, clients and our partners at the Leeds Rhinos Foundation made #NoExcuseForAbuse videos. Harry Potter star Matthew Lewis shared his take on Twitter, partnering with us to deliver the message that there's #NoExcuseForAbuse.

Stars from the Leeds Rhinos Foundation and Rugby League world shared their own videos, including Kevin Sinfield MBE, Jamie Jones-Buchanan and Jamie Peacock. They nominated friends and colleagues, who alongside our teams in Redcar, Durham and Kirklees made videos to raise awareness of domestic abuse.

Inspire North's Director for Development and Innovation Sinéad Cregan said: "Right from the start of lockdown we knew domestic abuse was going to be a huge issue, and we were determined to do something about it. Through our #NoExcuseForAbuse campaign we have reached at least a quarter of a million people across the north of England, and more nationally, with our message."

Clients give thanks for keeping them safe

Inspire North colleagues have been working hard on the front lines over the last year to keep supporting our clients safely and effectively. A number of our clients have expressed their heartfelt thanks, which has warmed our hearts too.

A young person supported by Foundation Craven said: "Thank you for keeping us safe. I can see you are cleaning the hostel all the time, taking our temperatures and looking out for us."

A resident at Oakwood Hall in Leeds said: "It is truly amazing the work, empathy and compassion you give to me and many others alike. We wouldn't be where we are now if it weren't for people like you."

Staff in residential services have been going the extra mile to support clients as usual, taking extra care around safety and wellbeing with additional cleaning and regular health checks for residents.





Leeds Virtual Pride

The usual Leeds Pride event was cancelled this year, so along with our Pride partners Leeds Mind and Touchstone, we ran a week-long programme of virtual events from 3rd-7th August 2020. Virtual Pridegoers were able to take part in DJ sets, talks, workouts, leadership classes and crafting activities.

FOUNDATION

Inspiring independence. Transforming lives.

WHAT'S NEW

New Offender Supported Accommodation Service

We were successful in retaining and revamping our Resettlement and Community Safety scheme, which now has a new name: Offender Supported Accommodation Service. The service works with offenders who have high needs, and helps to ensure the safety of the person and the community. This specialist service highlights the unique position Foundation holds in working with people society can often dismiss, for the benefit of all.

Police and Crime Funding in Durham for Domestic Abuse Survivors

The Durham Police and Crime Commissioner secured funding for Foundation Durham to create 30 activity packs to support clients impacted by domestic abuse. The packs include books, paints and a Kindle Fire. With the packs the clients will be able to tap into their creativity, access online services, training and support and reduce social isolation. Carol, a client with the service, said: "I would like to give a massive thank you to Foundation for providing me with a tablet computer and craft materials. The computer will enable me to undertake online courses to further myself, as I would like to gain employment in some sort of support capacity, using my own experience, strength and hope."

Redcar Grows Awareness of Domestic Abuse

Foundation Redcar has launched a new service commissioned by Redcar and Cleveland Borough Council to raise awareness of the impact of domestic abuse on children and young people. The service launched in July 2020, and provides twice-weekly drop-in sessions where professionals and parents can speak with the Children and Young People's Practitioner in the service. There will also be monthly sessions for parents and carers of children impacted by domestic abuse. Foundation Redcar also secured new funding from the Ministry of Justice and the Cleveland Police and Crime Commissioner for Let's Grow, a new gardening

initiative. The funding will pay for new raised beds and planters to start off the project.



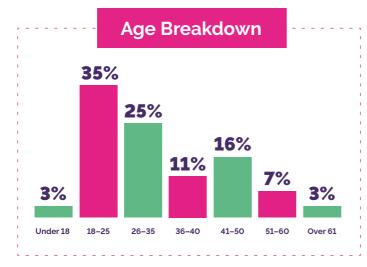
Launch of Our Way Leeds

The city-wide young person's service Our Way Leeds launched in July 2020, supporting those aged 15–24 with a variety of needs including housing, education and employment. The service launched with a new website, ourwayleeds.org.uk, where young people and professionals can make referrals. New Young People's Hubs around Leeds are supporting young people and helping to connect them with activities and groups.

OUR CLIENTS An Overview

As of 31/3/21





Sexuality

HETEROSEXUAL

81%

LGBT

5%

NOT ASKED

13%

NOT STATED

2%

OTHER

0%

Ethnicity

WHITE 86%

BLACK ASIAN 2%

1%

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?

100%

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

92%

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

100%

I am treated as a person and with dignity and respect 100%

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

96%

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

HOW DO YOU FEEL ABOUT YOUR PROPERTY?

70%

My repairs and maintenance were done quickly

78%

My house is easy to heat

96%

Would you recommend?

70%

My accommodation is at a high standard (i.e. it is clean and comfortable)

65%

I feel safe and secure where I live

100%

Were you satisfied?

Data based on 4 responses from Q1 only after a recent move to a new and improved continuous feedback process. Percentages based on positive responses ('Agree', 'Great', 'Good', 'OK', 'Extremely likely' and 'likely').

95% of clients said they were likely to recommend us to their friends and family

"Foundation has saved my life."

"My outlook towards my future has improved as well as my stability."

"I feel that I have been able to get where I want to get with Foundation's help."

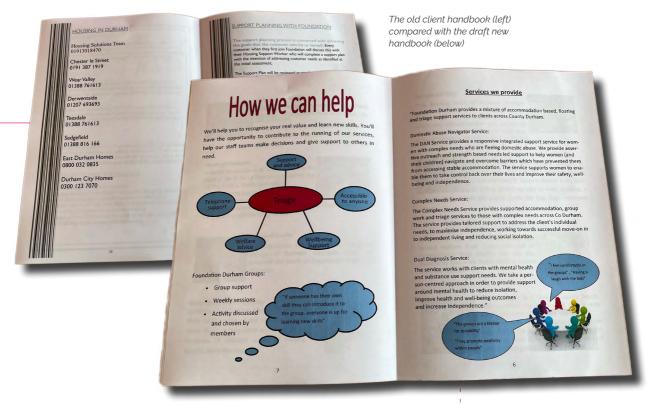
CO-PRODUCTION

We aim for co-production right across the organisation, working on projects and initiatives with our clients, and supporting clients to develop their own projects through our internal grants schemes. It is incredibly important that the information we provide to clients through handbooks, websites, social media and leaflets is easily accessible and easy to use, so we have been making efforts in the last year to co-produce and consult on our communications. Here, Jill Thorpe, Manager at Foundation Durham, tells us about co-producing a new client handbook.

"When a new client accesses our accommodation services, we provide a client handbook which contains information about the organisation, the service and the local area. The handbook we were using was outdated and needed to be reviewed. We really wanted our clients to be involved in this process to ensure that what we were providing was relevant and useful. We consulted with clients to identify the most useful type of information that we should include. This was done directly with clients, and as part of our weekly group.

"The project was led by a Social Work student who was on placement with the Durham team. Once we had identified what we wanted to include, one of our clients carried out the relevant research, sourced the information, then created the handbook using his IT skills. He worked alongside staff to produce a draft handbook which is currently at the consultation stage. We are hoping that this will be ready to roll out soon."

The client said: "I enjoy working with Publisher, and I was only too happy to help and be involved with the handbook. I am happy to use my skills to help others. For me to help with this just reinforces my computer skills and it also gives me something else to do to break up my day."





This is a client's experience working with the Domestic Abuse Navigator (DAN) service in Durham. DAN offers outreach and support to help women (and their children) navigate and overcome barriers that have prevented them from accessing stable accommodation. The service supports women to enable them to take control back over their lives and improve their safety, wellbeing and independence.

Tell us a bit about your experiences before you came to Foundation

I was in an abusive relationship. After some experiences with substance misuse, my children went to live with their grandmother. My whole attitude and outlook on life changed, I didn't care anymore. I left my ex, and ended up in refuges and hostels, getting thrown out due to my behaviour, then moving to another. My attitude towards life and people was horrible.

When did you first start working with Foundation, and what was it like at the start?

I started to work with the Foundation Domestic Abuse Navigator (DAN) Service in June 2020, while in refuge. I was very wary, as since leaving my ex, I had worked with other services and felt I had been let down. I met with my support worker from Foundation weekly. I felt safe in the refuge and had made a couple of friends – ladies who had been in similar situations as me. I told myself I was prepared this time to give things a chance.

What did you and your support worker do to help improve things?

My support worker slowly allowed me to build up trust with her, and spoke to me not just like I was another client. She showed empathy towards my situation, and how we could work through some of the challenges. I felt really comfortable talking to her – I opened up about my past, and asked her: Did I have a future? Would I get my children back?

She helped me into supported accommodation, which enabled me to leave the refuge. This was hard at first, but together we achieved lots. I am now completing courses, I am looking to go to university in the future. I am actively bidding on properties, and I have had a job interview. I now have regular contact with my children.

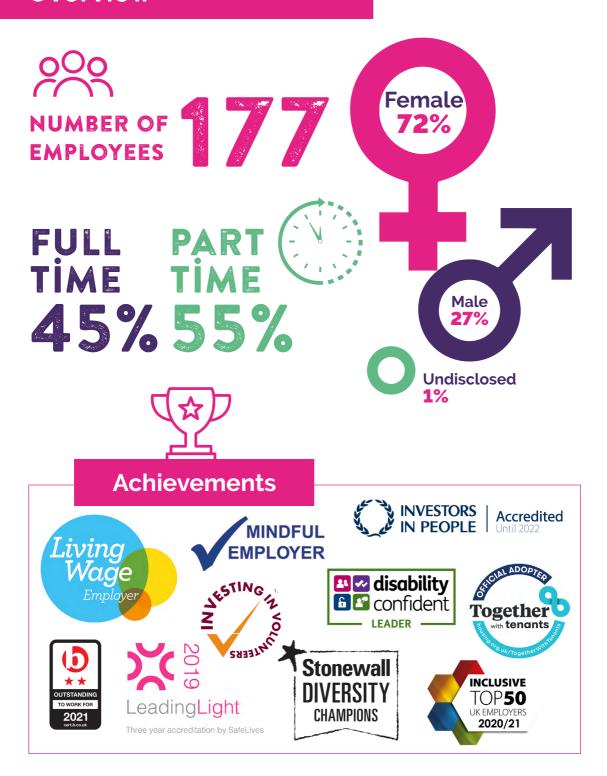
How are things now?

I feel comfortable with life – life is good and I feel confident. The only thing I need to achieve is to move on to independent living and get my children back, and I know I will achieve this. Everyone needs a support worker like mine – I tell everyone this. I attend a local group for domestic abuse, and I tell them this and even give Foundation's details.

How do you feel that working with Foundation helped you?

It has helped with my mental health. It has made me look at situations differently. I am a lot more confident and positive. I remain calm and have learned, with the help of my support worker, how to deal with situations. I have also learned to cope with my emotions, as they were bad, crying for several hours a day every day. I'm now looking forward to the future that I thought I would never have before working with Foundation.

Foundation Employees Overview





WHAT'S NEW

CFO Activity Hubs Offer Probation Help

Community Links has won a bid to run a new service supporting people on probation in Leeds with their mental health, employment and activities. The CFO Activity Hubs are funded by Her Majesty's Prison & Probation Service (HMPPS) and will help people in Leeds for the next three years.

Our CEO Ruth said: "Our new service based in Woodhouse aims to provide a safe and supportive environment for people within, or subject to, the criminal justice system, to help their journey through rehabilitation and resettlement.

"The purpose of the hub is to help participants to lead law-abiding lives and support them through a number of engaging and recreational interventions. We have over 50 activities available, designed to contribute to building self-confidence, resilience and life skills."

Customer Service Excellence

Following on from last year's success, we were recognised again in the Customer Service Excellence standard. 17 Community Links services participate annually in this rigorous quality audit, which 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. Our particularly robust response to the COVID crisis was highlighted, and our mindful approach to returning to offices. We achieved compliance with all 57 areas, with 12 areas achieving a Compliant Plus rating.

Linking Leeds Volunteering in Vaccine Rollout

Social prescribing service Linking Leeds has been doing its bit to drive the vaccine rollout across the city. Around ten staff helped to organise the effort by answering GP surgery phones to arrange appointments, calling people over 60, and volunteering at vaccine clinics. Service Manager Anna Quinn-Martin said: "The surgeries are so busy with everything that they have to do with the vaccine programme on top of their normal work. We are just chipping in to help where we can." The effort was featured in the Yorkshire Evening Post. Linking Leeds has helped more than 4,000 people since its launch in June 2019.

Young Dementia Leeds Recipe Book

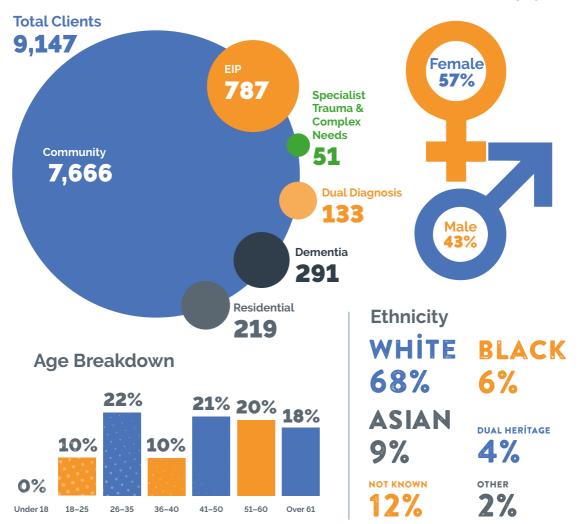
Following the success of the Food and Dementia Packs produced by Young Dementia Leeds last year, the team is now working on a book. *Eating Well with Dementia* has been co-produced with clients, carers and families at the Young Dementia Leeds service. The book will feature nutritional advice, recipes and food memories to support and inspire people living



with dementia, their families and carers. It will be published next year and available for sale.

OUR CLIENTS An Overview

As of 31/3/21



68%

LGBT 6%

NOT ASKED 19%

NOT STATED

OTHER %



Achieving Positive Change

The majority of Community Links services use the Outcomes Star as a tool to measure the positive changes achieved by the people we work with. These changes are referred to as 'outcomes' and are measured with the client and their support worker.

93% of clients maintained or made improvement on the overall average outcome score.

Community Links Annual Satisfaction Questionnaire 20/21

HOW DO YOU FEEL ABOUT US?

97%

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

98%

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

100%

I am treated as a person and with dignity and respect 95%

I make my own choices and feel supported to do so through the choices I make

99%

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

HOW DO YOU FEEL ABOUT YOUR PROPERTY?

92%

I am happy with my personal contribution to my accommodation

60%

My house is easy to heat

60%

I feel safe and secure where I live

60%

My repairs were done quickly

50%

My accommodation is at a high standard (i.e. it is clean and comfortable)

60%

The food met my personal needs

Data based on 100 responses from Q1 only after a recent move to a new and improved continuous feedback process. Percentages based on positive responses ('Agree', 'Great', 'Good', 'OK', 'Extremely likely' and 'likely').

"I felt listened to and that my worker focused on what was important to me."

"The conversations were very useful and supportive . . . it made lockdown easier for me."

"Being listened to and supported by being able to tell my story – you may not think that's a lot but it's made all the difference to me."

97% of clients said they were likely to recommend us to their friends and family

95% of clients said they were satisfied with the service

CO-PRODUCTION

Community Links clients are involved at all levels of the organisation with co-production, from taking part in recruitment of new employees to developing creative projects. This has been particularly difficult during

COVID, but we have found new ways to innovate and involve clients in adapted activities during this time. In the

example below, the Men's Talk performance group at the CLEAR (Community Links Engagement and Recovery) service found a way to adapt their

plans to our new circumstances.

A few weeks before the start of the coronavirus pandemic, Men's Talk were due to start touring their second performance on mental health experiences and stigma. When lockdown hit, they were able to use some of their funding to create Men's Talk Digital. The project has seen the men using GoPro cameras to film out in the community, and to film themselves talking about their own experiences with mental health.

Sohail worked in community arts for over 20 years, practising in a wide variety of settings. Having struggled with anxiety and depression for a number of years, his condition worsened, and he has found it difficult to work.

Stuart, Community Engagement
Worker at CLEAR, spoke to Sohail
about Men's Talk Digital and suggested
that he might also benefit from
becoming a CLEAR client. Since joining
the service, Sohail has got involved
with Men's Talk Digital and other CLEAR
programmes, including Wellness in the
Woods.

Sohail was keen to get involved and happy to share his journey with the group. He took his camera out on his regular walks. He said: "In a very gentle way it's made me able to re-engage with what it is to make stuff creatively."

Using the cameras to create and edit their own video projects has been positive for the group. Sohail began a funding application for an arts project and had an interview for a job with Arts Council England. He said: "You feel that you're trusted in the process as well, if people trust you to have a camera, to work with that camera, to go away with that camera and to bring it back and edit the footage ... you're kind of thinking about the future, but also you feel that you are empowered, you've got responsibility . . . it's a way of having that without too much pressure."

This is a client's experience of working with Oakwood Hall. Oakwood Hall is a residential, CQC-registered mental health service and nursing home in Leeds. Oakwood Hall provides recovery-focused, responsive care and support with therapy engagement, meaningful daily activity and the opportunity to make positive changes.



Tell us a bit about your experiences before you came to Community Links

I didn't know where my mental health was at. I had been experiencing hallucinations due to PTSD. I was getting some help but it wasn't quite what I felt I needed. I did have a home, but I tended to sleep outside or on park benches as I felt safer outside. My ex-partner and son were very concerned about my mental health at this point.

When did you first start working with Community Links, and what was it like at the start?

I was referred to Oakwood Hall after spending some time in another service. I felt at long last that someone had taken hold of me. Things started to fall into place, life became good. I felt safe with the staff and residents around me at Oakwood Hall. I developed really good relationships and was understood and heard. I was given time to speak and not judged. I was told I was a good person, and I was made to feel inside that I was a good person. I was able to confide in someone for the first time ever.

What did you and your support worker do to help improve things?

I was motivated by my support worker. She helped me to build bridges with my family, introduced me to sleep diaries, and we all worked together with my psychotherapist. We concentrated initially on getting my OCD to a manageable level. We then moved on to getting on a bus and being able to travel. I'd been too scared to do this for a long time, but we gradually worked towards me getting on a bus alone, and it worked. I was successful – I did it!

How are things now?

I still lack a little confidence, but my confidence now is way beyond what it was before I came to Oakwood Hall. My relationship with my son is flourishing and my ex-partner says she has seen a huge change in me. I am now working with my care team to move into independent accommodation and have relearned to cook!

How do you feel that working with Community Links helped you?

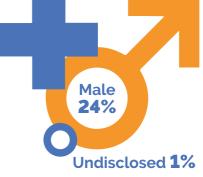
I no longer blame others when things go wrong, but am able to recognise when I have a hand in something, and take responsibility for myself. This is a massive change and has enabled my relationship with my family to restart in a much healthier way than it was prior to coming to Oakwood. Life is looking good. I am no longer upside down and back to front – I feel a sense of purpose.

Community Links Employees Overview

NUMBER OF EMPLOYEES

Female

FULL PART (-)
TIME TIME 70%30%





Volunteers

We welcome and value volunteers, who attend training as part of their induction. We had 20 people volunteering with us in the last year. Many of our volunteers are former clients. To find out more about volunteering with us visit www.commlinks.co.uk/ volunteering.

Achievements























WHERE TO FIND US

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3 Limewood Way, Leeds, LS14 1AB

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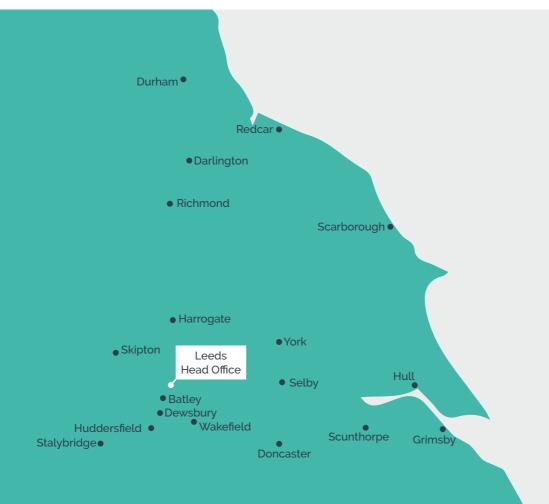
Email: info@inspirenorth.co.uk

Locations

Batley
Darlington
Dewsbury
Doncaster
Durham

Grimsby Harrogate Huddersfield Hull Redcar

Richmond Scarborough Scunthorpe Selby Skipton Stalybridge Wakefield York





Inspire North

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Part of the Inspire North Group



