CHIEF OFFICER'S REPORT: HM BOARD 15th September 2020

Update & Developments

Recruitment

- **Safespace Project Workers:** 2 new project workers and 6 relief workers have been appointed following recruitment. 33 applicants – a good response. This fills the SS team and gives extra capacity with relief team.
- **Peer Support Project Worker:** recruitment underway, interviews 9th September via Zoom. 5 applicants – a disappointing response.
- **Welfare Rights Worker:** emergency funding allows for 14 hours / 6 month post to bring much-needed additional capacity. Post is advertised with closing date 21st September.
- **Recovery & Support Team Leader:** internal recruitment. Nicola Abel has been appointed from the R&S project worker team. PW Louise Abdy has accepted additional hours released by Nicola's move.
- **Marketing & Communications Officer:** As previously agreed, recruitment was put on hold. As we are reasserting control of our "new normal" (outlined in accompanying paper), we are considering getting this back on track.

Safespace

"New" Safespace, commissioned by CCG, formally started on 1st July. Wider HM team had shifted some hours to assist with extended Safespace opening as a temporary measure – which went on somewhat longer than originally anticipated. Despite rota pressures, the service has opened every evening, with a few sessions on limited capacity – this is an outstanding achievement in the circumstances. With recruitment complete, Safespace now has full team complement and a pool of relief workers. Safespace workers have been increasingly working shifts from the office, which has eased some of the technical pressures.

It is worth looking at how demand for Safespace has increased:

Feb – 101 contacts
Mar – 96
Apr – 190 (extended opening introduced 20th April)
May – 222
Jun – 188
Jul – 204
Aug – 232

That's a monthly average 98 contacts before extension; 207 after.

Now that the service is a bit more settled, team is reviewing work with repeat users, including liaison with the likes of the crisis team to ensure a joined-up response that helps people progress.

Team leader Maddy has some additional hours to focus on training and induction package for Safespace team and volunteers.

Time Out

Have continued to offer activities through website. Team has been focussing on co-producing future workshops and activities with volunteers.

Listening line / text service has been running since May, with so far little take-up. This may change with young people returning to school.

There is an obvious issue with TO delivery in that much involved going into schools – this looks unlikely for some time. in the coming weeks and months, we will be looking to re-shape the TO offer for the longer-term, which may involve online workshops and recorded sessions.

Recovery and Support
As mentioned above, Nicola has taken on team leader role in R&S. The team has been extending individual support to group members as well as maintaining phone drop-in sessions. Online groups and workshops have run successfully, giving a good sense of future working. Phone conferencing has been tested as another way of working. R&S has a full workshop programme planned until Christmas.
We established a call log for contacts when we entered lockdown: April – June shows 304 calls, totalling 6730 minutes of support: that is 112 hours.

Todmorden / Hebden & Hilltops
Dianne has been working with teams to integrate more with R&S for consistency of approach.
Funding issues are outlined below in finance / risk section.

Money in Mind
As previously reported, employment support element has been discontinued with Tamsin's departure.
Billy remains in high demand for welfare rights advice. We have secured some funding from Lloyds Foundation which will bring extra capacity with a further 14 hours per week project worker.
There has been a lot of discussion lately with partners and CMBC about the future of MiM as a partnership, and potential for ongoing funding.

Peer Support for people in crisis
New service working with SWYPFT crisis team. Project worker will coordinate team of volunteer peer supporters for clients referred by crisis team. Recruitment is underway.
Cath McNally, volunteer coordinator, will team lead this project and has set up a volunteer telephone befriending service during lockdown, which serves as a stepping stone towards wider peer support.
She has also developed a training package for volunteers in this project. By next board meeting the project should have launched.

Delegated Actions
None this time

Key Meetings and External Relationships
West Yorks & Harrogate Mental Health, Learning Disability & Autism (MHLDA) Programme Board
Discussion on MH Transformation funding offers some opportunity, with VCSE sector factored in.
Meeting on Monday to agree actions and further discussions locally thereafter. Update next report.

VCSE Sector Support
Calderdale VSI Alliance has been conducting online sector peer support sessions, with updates and useful discussions. This has been a good way to stay connected with other organisations and coordinate local response.

Overview of finance / risk & actions
Pandemic has created delays in systems, and we are due significant payments from VAC and CFFC that are becoming a concern for cash flow. These are being pursued with increasing vigour.
Internally, reporting for some services has been problematic and I have not been able to finalise some reports on which other due payments are reliant. We are working on this.
The most pressing concern is for Hebden & Hilltops, with funding due to end in December. There are promising avenues: CFFC and Environment Agency have floods response funding, and there is potential

NHS funding. Experience tells me that the cogs can turn slowly, however. We are reviewing expenditure and available funding to determine how long we can keep this going while other funds are secured. This is, naturally, a worry for the staff team.
I am pursuing a new application to Comic Relief with deadline 25th September, focussed on recovery & support, to include Hebden and Todmorden for the longer-term.
In better news, we have been notified of a legacy donation from the estate of Miss Maureen Brassington: an astonishing £17,000! This will be ring-fenced for Time Out in accordance with her wish that this is "for the benefit of children".

Questions for Trustees
A number of decisions are requested in accompanying proposals, relating to reward and recognition for the staff team's efforts during the pandemic (so far).