

Annual Report 2015/2016

CHANGES

Promoting positive wellbeing

A Community Health Project which promotes positive well-being and provides opportunities for people in East Lothian to find ways towards healthier and less stressful living



CHANGES

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CHANGES East Lothian, Company Limited by Guarantee
Company No. 230098, Scottish Charity No: SCO25130

Board of Trustees Report

The Trustees would like to thank all our volunteers and staff for their contribution to another successful year. Overall, numbers are slightly higher than last year, with the number of people contacting CHANGES, either for the first time or after a significant gap increasing to 798. The number of courses has increased by one to 22, the number of participants rose to 251 and an increasing number of men are involved in our men's service, either attending a group or participating in social activities. The number of people involved in our Wellbeing Walks was similar to last year, and we are pleased that our cycling groups continue to develop. More Mindfulness courses enabled more people to learn about Mindfulness, and we are delighted that 40 people are regularly attending drop-in sessions to help integrate Mindfulness into their lives. Demand for both Counselling and Cognitive Behavioural Therapy remains high and overall satisfaction levels are very good.

We enjoy those occasions when we can get together with the staff and volunteers which gives us the chance to thank them in person. We have over 60 volunteers involved in CHANGES and have been interested to see new volunteer roles being developed such as social media and within creative CHANGES. We hope that all our volunteers continue to enjoy giving so much back to others.



GPs continue to be the most important route for people contacting CHANGES with 51.5% of our new enquires finding out about CHANGES from their GP. As for last year, Tranent Health Centre directed most people (82) with 132 people coming to us from the 3 Musselburgh practices.

Having an East Lothian wide remit can be challenging but we always explore ways to be more accessible. As was the case last year, the majority of people who contacted us (26.5%) live in Musselburgh, 15% live in Tranent, 13% live in Prestonpans, 9.5% live in Dunbar, 5% in Haddington and 5% in Port Seton & Cockenzie.

At the end of the year, we began a new project to explore the development of community alternatives for people in emotional crisis in East Lothian. We look forward to the outcome of this work over the coming year.

The integration of Health & Social Care will both present challenges and offer opportunities over the coming year. We have every confidence that our flexible, innovative and committed team of staff and volunteers will rise to the challenge and we offer our thanks for what has been achieved over the last year and our support for the future.

CHANGES COURSES & GROUPS

Courses/Groups 2015-16		No of Courses/groups plus length of each course/group	Total No of people completing
Branching Out		(12 week course)	6
Cycling for Health		(10 week programme)	14
First Steps		7 (7 week course)	56
Gentle Exercise		(10 week class)	18
Men's Group Facilitated		(Fortnightly ongoing)	10
Men's Peer Support Group		(Fortnightly ongoing)	16
Mindfulness Course		4 (8 week course)	35
Mindfulness – Full Day Session		4 sessions (6 hours)	60
Mindfulness Drop In Sessions (monthly)		7 sessions (2 hours)	40 (14 avg per session)
Next Steps		1 (7 week course)	10
Relaxation (Chill with CHANGES)		4 (5 week course)	20
Singing for Fun		(10 week group)	22
Six Steps Against Senior Stress		1 (7 week course)	10
Stress Control		4 (6 week course)	113
Think Better Feel Better		1 (6 week course)	7
Wellbeing Walks		12 (10 week group)	123
One to One Work 2014-15		No of sessions Offered	Total No of people receiving 1-1 sessions
Cognitive Behavioural Therapy		1088	129
Counselling		769	78
Volunteer 1:1 Support	No sessions of	No of Volunteers involved	No of people supported
Buddy Walks	55	4	6
Volunteer Peer Matchings	47	6	18

First Steps towards Positive Mental Health and Wellbeing

This course helps people increase their awareness and understanding of their own mental health and wellbeing. 7 courses were run over the year with **56 people attending**. 5 courses were run in Musselburgh, 1 in Tranent and 1 in Haddington. 44 participants completed evaluation forms and 93% thought the course had met it's aims.

I've learnt so much about myself - how to be self-aware and recognise when I am on a downward spiral. I know how to help myself

Over 90% of participants felt they had gained more awareness of their feelings and thinking, 88.5% gained more awareness of their behaviours and 77% gained more awareness of their physical symptoms.

The Volunteer being so open about his own route to being here was helpful

Learned a lot from the Volunteer's experience

6 volunteers co-facilitated these courses alongside a staff member. Overall, participants gave the course a rating of 9.25 where 1 is poor and 10 is excellent.

Keep running this group - it is fantastic

Relaxation (Chill with Changes)

The Relaxation course was revised this year by four of our volunteers, two of whom then took a lead role in delivering 4 courses over the year with **20 people attending**. Courses were held

Enjoyed all of it - and meeting everyone in the group

in Musselburgh and Tranent.

A lot of good positive ideas and very relaxing from 1st week

8 participants completed an evaluation form and 100% of participants said they enjoyed the course.

A buddy/mentor system after completing the course might help to keep doing it - otherwise it is easy to lose the good work.

Stress Control

Stress Control is an evidence based CBT class designed to help people understand the psychological aspects of stress and learn strategies to cope better in their lives. **113 people attended** 4 Stress Control courses with 3 courses run in Musselburgh and 1 in Haddington. 2 volunteer co-facilitators were trained to participate in the delivery of Stress Control

Mindfulness

Our courses help people learn the skill of 'being mindful' or 'being present'. Mindfulness is a way to develop an attitude of openness, acceptance and kindness.

I am definitely more accepting and content within myself

It is developed through the regular practice of simple meditation methods and the courses and drop-in sessions we run teach people these methods.

35 people attended 4 Mindfulness courses over the year, with 3 courses run in Musselburgh and 1 in Haddington. 4 volunteers co-facilitated Mindfulness courses.

Delivery of course content was great. The facilitator was excellent at making Mindfulness accessible and relevant for all of us.

The Full Day sessions are run in Haddington and in total, 51 people attended a Full Day session.

Particularly liked the silent retreat - felt awake for the first time in ages

The monthly drop-in sessions was a new addition to our programme this year and proved to be a great success. The average attendance was 14 and 40 people attended the drop-in sessions.

It has improved my health - I have had more energy over the last 8 weeks and felt more able to do things.

The course has definitely helped me with anxiety. I have a feeling of calmness in me.

CHANGES Courses cont.

Think Better Feel Better/Next Steps

2 courses exploring Thinking, Anxiety & Panic were reviewed during the year and combined into a new course called Next Steps. We intend to promote Next Steps as an alternative to 1:1 therapy over the coming year to offer a choice as waiting times for individual therapy become longer.

7 people attended the last Think Better/Feel Better course and 10 people attended the pilot of Next Steps. Both courses were run in Musselburgh. 3 volunteers co-facilitated these courses over the year.

I was anxious about the small groups and didn't think I would be able to manage but I felt more and more comfortable as the weeks went on.

The best course I have been on - very helpful. I know I feel a hell of a lot better

15 participants completed an evaluation form and the majority found the course Extremely Helpful (53%) or Very Helpful (40%).

I found the exercises on sleeping and relaxation have helped so much I no longer take sleeping tablets.

Good to hear how someone has put the course ideas into practice - evidence that it works!



Six Steps Against Senior Stress

We were only able to run one Six Steps course this year. This course is for those over 65 and 10 people attended. 2 volunteers co-facilitated this course. 8 participants completed an evaluation form and 87% found the course extremely or very helpful.

It has been very helpful and I feel better knowing I am not the only one with problems.

Volunteers were excellent at making sure participants understood what was happening with good explanation

Creative CHANGES

Participants on one of our Relaxation courses were keen to explore how being more creative could promote positive health and wellbeing. A member of staff developed a 4 week course where drawing and doodling were a relaxing and pleasurable practice.



The Doodle with Changes pilot was run in December 2015 with 5 participants.

Everyone thought that the group met this aim and 80% of the participants rated the group Excellent.

Doodle with Changes has now also developed into a weekly drop-in, offering the opportunity to share ideas, try new things and meet new people.



Thanks to a new volunteer who wanted to share their skills, another new course was a 2 day Creative Writing course held in October 2015. 5 people attended this course and feedback was very positive

Promoting Positive Change

We ask course participants to complete a Warwick - Edinburgh Mental Wellbeing Scale (WEMWBS) before and after each course and also to complete a course evaluation. WEMWBS is a nationally recognised tool to measure change in mental wellbeing. Of those completing WEMWBS:

- 89% of First Steps participants recorded positive change
- 77% of Mindfulness participants recorded positive change
- 86% of Relaxation participants recorded positive change
- 69% of Think Better Feel Better & Next Steps participants recorded positive change
- 87% of Six Steps Against Senior Stress participants recorded positive change

Men's Service



The Men's Service continues to offer support to men both on an individual and group work basis. Men who are interested in the service are offered initial one to one sessions to explore whether they wish to join the men's support group. Individual support sessions are also offered to group members if someone requires additional support. Over 112 individual sessions were offered over the year.

2 men's support groups were run during the year. We were unable to secure funding to set up another group elsewhere in East Lothian so both groups met in Musselburgh. The first group ran for 12 sessions and 7 men attended this group. The second group ran for 7 sessions up to 31st March and 5 men attended.



The things men said they appreciated most about the group include

show my emotions - not hide

sharing

being able to discuss issues in confidence

fun stories and sad stories

learning to talk and listen

The number of men accessing the Men's Service has increased over the last year and in order to meet this demand, we have encouraged more men to attend the peer support group after completing the men's support group. A former member of the men's support group, John, has received training and support and now runs the peer support group for men. A total of 16 men attended the peer support group over the year.

John also organises the programme of monthly social gatherings with help from 3 members of the peer support group. The first couple of social events were reported in last year's annual report, but they have proved both successful and popular over the last year with events including a trip on the Borders railway, a BBQ, rounders and football at Yellowcraigs and Seacliff Beach, a trip to the cinema, an afternoon at Megabowl and an eat well keep active event. Other events included a guided walk around Gosford House estate including cake and coffee in the wonderful cafe there, a trip on the Maid of the Forth, a Christmas curry and pub quiz, and an indoor sports event. Between 6 to 10 men attend the social event each month and they tell us they value having a different space to get to know each other and to reduce the isolation they sometimes feel.



Healthy Living Project

Celebrating Volunteers

Without the work of CHANGES volunteers there wouldn't be a Healthy Living Project, as over 40 volunteers lead the walking groups, buddy walks, cycling for health programmes, singing for fun groups and support the Gentle Exercise and Eat Well-Keep Active courses. In addition, through our work with Edinburgh and Lothian Green Space Trust, another Branching Out programme was held in January 2016 and through our partnership working we continue to run Tai Chi classes in Musselburgh.

This work was justifiably recognised in 2015 at the Paths for All Awards Ceremony at the Scottish Parliament. CHANGES Wellbeing Walks volunteers won the Health Walk Group of the Year Award receiving a trophy and £250 prize money. Many of the volunteers have been with CHANGES for a considerable number of years and are dedicated to working with people in the local community. Volunteers stay loyal to the project because they see the benefits of what they do and how it can transform people's lives. Being physically active has been proven to be effective in improving mental health wellbeing and contact with other people in a supportive environment brings many benefits too.



Another achievement for the project was a grant award from the Spirit of 2012 Legacy 2014 Physical Activity Fund. CHANGES Healthy Living Project was the only voluntary organisation out of 11 projects throughout Scotland successful in being awarded this Government funded grant. This grant is to partly fund further development of the walking and cycling programmes until December 2016 and also enable an evaluation process to be developed.

Who Joins Our Healthy Living Courses?

Between April, 2015 and March, 2016 a total of 189 participants took part in the Healthy Living Project activities and the aim is increase this number further next year. Short walks have been successfully introduced in Musselburgh to support participants who are unable to take part in the longer walks and we continue to develop the cycling programme introducing cycle rides for participants who have completed the 10-week programme.



Through joint working with East Lothian Council's Ageing Well project we also plan to introduce Nordic Walking sessions to the programme later in the year as we aim to support more people who wish to improve their mental and physical wellbeing.



When we ask participants to tell about their experience of taking part, we continue to receive positive comments including:

This has been my first experience of group/community walks. I have now completed 10 walks and found them to be most enjoyable. Very well appointed, good company - keep them coming!!

I found the course is so informative and fun. Enjoyed learning about healthy eating, also enjoyed the gentle exercise. Being with others is a great way to spend the morning.

I now feel fitter, more confident and enthused about cycling than I ever imagined.

Helps motivate to get out especially in winter.

Thank you Volunteers

The Healthy Living Project Social Committee made up of four volunteers organised a very enjoyable evening at the Sheep Heid in Duddingston in October 2015 with everyone trying out the indoor skittles. More events are being planned as it gives the volunteers the opportunity to get together outwith their volunteering roles and also to meet other volunteers involved in the project.



Volunteers

In addition to over 40 volunteers within the Healthy Living Project, 20 volunteers were actively involved in CHANGES courses over the year, with a number broadening their horizons to take on new roles and develop new skills and 9 new volunteers joining the team.

New horizons included the volunteer led rewrite of our Relaxation course "Chill with Changes" which was successfully written and piloted by 2 volunteers at the beginning of the year with another 3 courses being run by volunteers over the year. The relaunched Relaxation course included an activity involving drawing and this inspired the new Doodle with Changes course, the pilot for which was run with feedback and evaluation from Relaxation participants and volunteers. Plans for weekly social creative café drop ins emerged from this course and we hope to develop this over the coming year with volunteers taking a lead role.

Staying with the theme of creativity, we were delighted to offer a short Creative Writing course written and facilitated by one of our new volunteers.

You (like me) need to be kinder to yourself and tell yourself that you've done great work before and you can do it again! this course really taught me that I should just keep going for it, keep writing and see what exciting things come out from it

It was nice to meet someone who has had experience of the First Steps course and who could empathise - she was great to talk to - someone was actually listening to me

Peer matchings continue to offer support and encouragement to those who feel unsure about attending a course and we have

introduced relaxation as a tool for Peer Matching sessions which is particularly helpful for anxious participants. 6 volunteers offered peer matching sessions to 18 people over the year - providing a total of 47 sessions.

Whilst our new volunteers have brought skills in creative writing, social media and crafts & drawing, they have also worked alongside our existing volunteers in co-facilitating our courses. 12 volunteers co-facilitated 18 courses, bringing a very welcome 'I was once in your shoes' message to participants. 1 volunteer was trained to deliver Stress Control and another volunteer took over the facilitation of our men's peer support group.

Our social media volunteer has supported Changes to have a stronger online presence, which has not only helped to promote our message, but also to reduce isolation in our service users and volunteers.



As always, Changes has been able to help so many people due to the dedication and inspirational work of our volunteers and we were pleased to be nominated for an Inspiring Volunteers Award through STRIVE

Without the invaluable input, imagination and enthusiasm of our volunteers old and new, Changes would not be able to support the people of East Lothian as it has this year and every year.

Choose Life Project



119 people participated in training offered as part of East Lothian's Choose Life strategy. Applied Suicide Intervention Skills Training (ASIST) is the chosen suicide intervention training course of the Scottish Government, Mental Health First Aid is basically a first aid course for mental health (in the same way we have first aid for physical health) and SafeTALK is a low level awareness raising session (2- 3 hours long).

Course	Number of Courses	Number Attended
Mental Health First Aid	2	27
ASIST	3	48
SafeTALK	3	44

Suicide Prevention Week in September 2014 saw us again work in partnership with Radio Saltire to run some awareness raising sessions on the radio. One hour slots in the middle of the day provided a space to hear from professionals as well as a lively discussion with people who have and still have thoughts of suicide.



Counselling

13 counsellors offered counselling over the year and we want to say a big thank you to all members of the team. 78 clients attended for counselling over the year. The majority engaged effectively with counselling attending all sessions offered, but there remains a significant number of people who did not take up the offer of appointment, or who only attended 1 or 2 sessions. We will continue to explore ways to increase the number of people engaging effectively with counselling.

- 769 sessions were offered over year - an increase from 690 in 2014/15
- 78% of sessions offered were delivered.
- 60 sessions (8%) were lost when clients did not attend - down from 74 in 2014/15)
- 111 sessions (14%) were lost due to cancellations - a similar number to 2014/15)

27 clients returned Feedback Forms at the end of their counselling.

- 96% agreed the counselling was helpful
- 96% agreed that their counsellor understood them and that they felt comfortable with their counsellor
- 96% would recommend CHANGES counselling to others.

Thanks for the understanding and support

A wonderful and potentially life changing experience for me - the feeling of positivity going forward is something I don't have adequate words to say thankyou!

My counsellor was friendly, warm but kept respectful boundaries - I was able to open up about everything big or small. Thankyou CHANGES for the time, space and care

Helped me see things in a different light.



Cognitive Behavioural Therapy (CBT).....

4 CBT therapists provided CBT during the year, 2 staff members and 2 trainees.

- 129 clients attended for CBT - an increase from 106 in 2014/15)
- 1088 sessions were offered - an increase from 497 in 2014/15)
- 892 sessions (82%) were delivered - an increase from 412 in 2014/15
- 69 sessions (6%) were lost when clients did not attend - down from 10% in 2014/15
- 127 sessions (12%) were lost due to client cancellations - an increase from 4% in 2014/15

Demand for CBT remains very high and waiting times continue to be longer than we would wish. We will work hard over the coming year to manage our waiting list as effectively as possible and to promote our courses as an alternative to 1:1 therapy in order to reduce waiting times.



Income and Expenditure Report

A full copy of the accounts is available from **CHANGES** office on request.

CHANGES received income of £231,167 (£222,723 in 2014/15) and total expenditure was £224,736 (233,260 in 2014/15).

£12,676 of the income received this year was restricted funds to be spent on specific projects in 2016/17 so a deficit of £6,245 was reported in our unrestricted fund for 2015/16.

This reduced the *General* unrestricted reserve to £73,561 which remains sufficient to meet CHANGES liabilities and no matters of concern were identified during the independent examination of the accounts carried out by AW Scotland CA.

The designated fund which exists to support investment in equipment or development work was reduced slightly and stood at £29,222 at the year end. Investment in our IT system is planned over the coming year and the designated fund will be used for this purpose

Income		
Funder	Income 15/16	Income 14/15
East Lothian Council	£41,264	£41,264
NHS Lothian	£148,316	£148,316
Robertson Trust	£13,500	£13,500
Paths for All	£4,975	£9,950
Mental Health Innovation Fund	£5,169	Nil
Spirit of 2012	£10,787	Nil
Donations	£4,255	£3,993
Other Income	£2,901	£5,700
Total Income	£231,167	£222,723

Expenditure		
	15/16	14/15
Staff Costs	£175,126	£172,097
Property Costs	£19,534	£20,939
Service Provision Costs	£13,860	£19,651
Administration Costs	£15,320	£19,823
Governance Costs	£896	£750
TOTAL	£224,736	£233,260

We are grateful to our funders for supporting the work of CHANGES

East Lothian H&SC Partnership
 East Lothian Council
 Paths For All
 Robertson Trust
 See Me
 Spirit of 2012
 Mental Health Innovation Fund
 Donations from individuals

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