



SelfHelpServices
helping people to help themselves

Impact report 2015

Introduction

Self Help Services is a user-led mental health charity that helps people to help themselves.

We provide a range of support, services and opportunities for people living with common mental health problems such as anxiety, depression, phobias and panic attacks.

The charity offers psychological therapies, online therapy, crisis services, structured courses, drop-in groups, peer-led support, and a range of services for those with personality disorders.

We worked with **12,900** clients last year.

- **90%** said they were more hopeful about future
- **83%** said they are more in control of their lives
- **84%** said they are more in control of the challenges they face
- **75%** said they have more opportunities to do the things they value
- **99%** of people said they were satisfied with the support they received.
- **97%** said that they would be 'likely' or 'extremely likely' to recommend our service to friends and family.



Volunteers and apprentices



64

volunteers gave up their time to help deliver our services this year.

58%

of new staff, 65% of new volunteers and 100% of new facilitators recruited this year have personal experience of mental health issues.

35%

of our new recruits were volunteers first. 3 apprentices from last year went on to secure full-time employment with Self Help Services.

I really enjoyed my time as an apprentice with Self Help Services. I developed lots of practical and creative skills from the role, and greatly increased my understanding of mental health and social media.

The experience, qualifications and skills I gained were brilliant for me and were key in helping me secure full time employment with Self Help Services – where I progressed into an administrator role in the Psychological Therapies team.

Adam – Digital Marketing and Administration Assistant Apprentice

Community Services

We provide community based self-help initiatives, such as drop-in groups, structured courses and after-therapy support services in Manchester, Stockport and Trafford.

This year:

- **67%** of people using our community services said they are now more in control of their lives
- **72%** said they are more hopeful about the future
- **68%** said they are more in control of the challenges they face
- **62%** said the services gave them the opportunity to do things they valued

Our 9 drop-in groups cover anxiety, low mood, depression and social phobia, and associated issues like low confidence and self esteem. We ran a total of 330 individual sessions, which people attended 2,725 times.

- **92%** said the self-help groups gave them a better understanding of their condition
- **94%** said the groups helped to reduce social isolation
- **61%** said the groups helped them to secure employment or access further education
- **86%** said the groups gave them increased confidence and self-esteem



“It helps talking to people with similar difficulties”



eTherapy

Our award-winning service provides Cognitive Behavioural Therapy online to help people overcome anxiety and depression, and issues related to low mood and stress. **2,462** people accessed eTherapy services this year, a **6%** increase on last year.

- **92%** said they were more hopeful about future
- **86%** said they are more in control of their lives
- **87%** said they are more in control of the challenges they face
- **77%** said they have more opportunities to do the things they value
- **99%** were satisfied with this service

“I can get out and about and feel more confident”



The Sanctuary

The Sanctuary is an overnight crisis service for people struggling with low mood, suicidal thoughts, anxiety, depression, have been bereaved or have money worries.

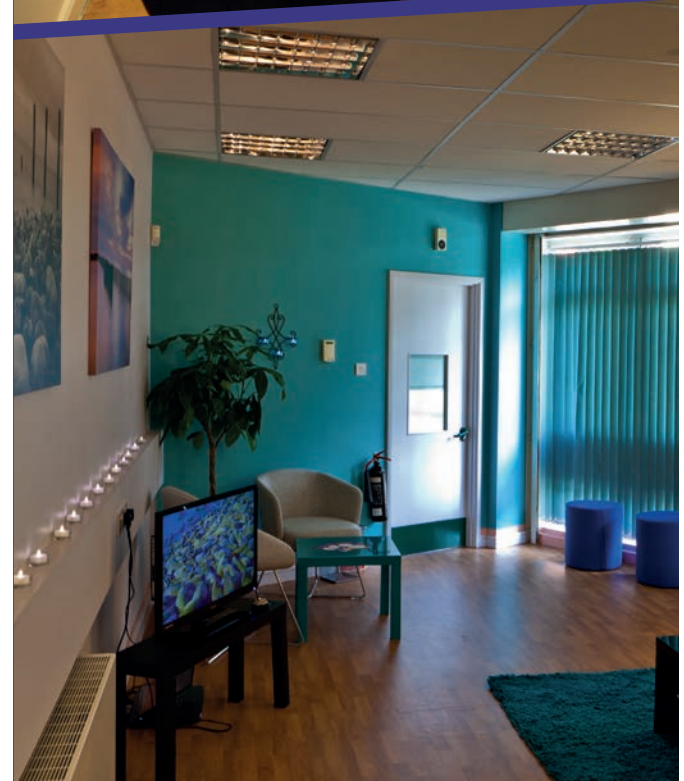
It is a non-clinical peer support service offering a safe place for people in crisis.

Self Help Services runs three Sanctuary sites: Manchester, Wigan and Leigh, which opened in November 2014, and Bolton, which opened in February 2015.

The service provides an important alternative to people who in the past have gone to accident and emergency services when experiencing a mental health crisis. Overall, we provided 3,400 sessions of peer support by phone or in person

The Sanctuary has helped **623** people in crisis. **427** people used the Manchester service, **148** used Wigan and Leigh, and **48** used Bolton.

- **40%** said that they would have accessed an emergency service or gone to Accident and Emergency if The Sanctuary did not exist
- **66%** said they would have self harmed or considered suicide





In the past seven years I've had a lot of involvement with mental health services following a series of stressful events taking place in my life, including bereavements, which I struggled to cope with.

I often feel very suicidal and in the past I've been sectioned under the mental health act. I feel especially worse in the early hours of the morning when my mind starts to have irrational thoughts.

I have had some serious suicide attempts where I've almost died, but I'm glad I didn't because 95% of the time I don't want to die.

The Sanctuary has been a safe place where I can go when my mind goes to a dark place. If it wasn't here for me, I would have been looking on the internet for ways to kill myself or writing suicide notes.

Now, instead of writing a letter or researching suicide, I'm able to visit the Sanctuary instead. It's here for me overnight when other services aren't available.

*Just knowing that the Sanctuary is there is important to me. I know the right help is there when I need it, where as in the past I'd struggle to cope every night." – **Jean***

Psychological Therapies

We provide a range of psychological therapies, including counselling, cognitive behavioural therapy and guided self help, in Manchester, Stockport, Halton and Saint Helens.

6,796

people accessed our psychological therapies this year.

82%

of people using our services said they are now more in control of their lives

83%

aid they are more in control of the challenges they face

90%

said they were more hopeful about future

74%

said they have more opportunities to do the things they value

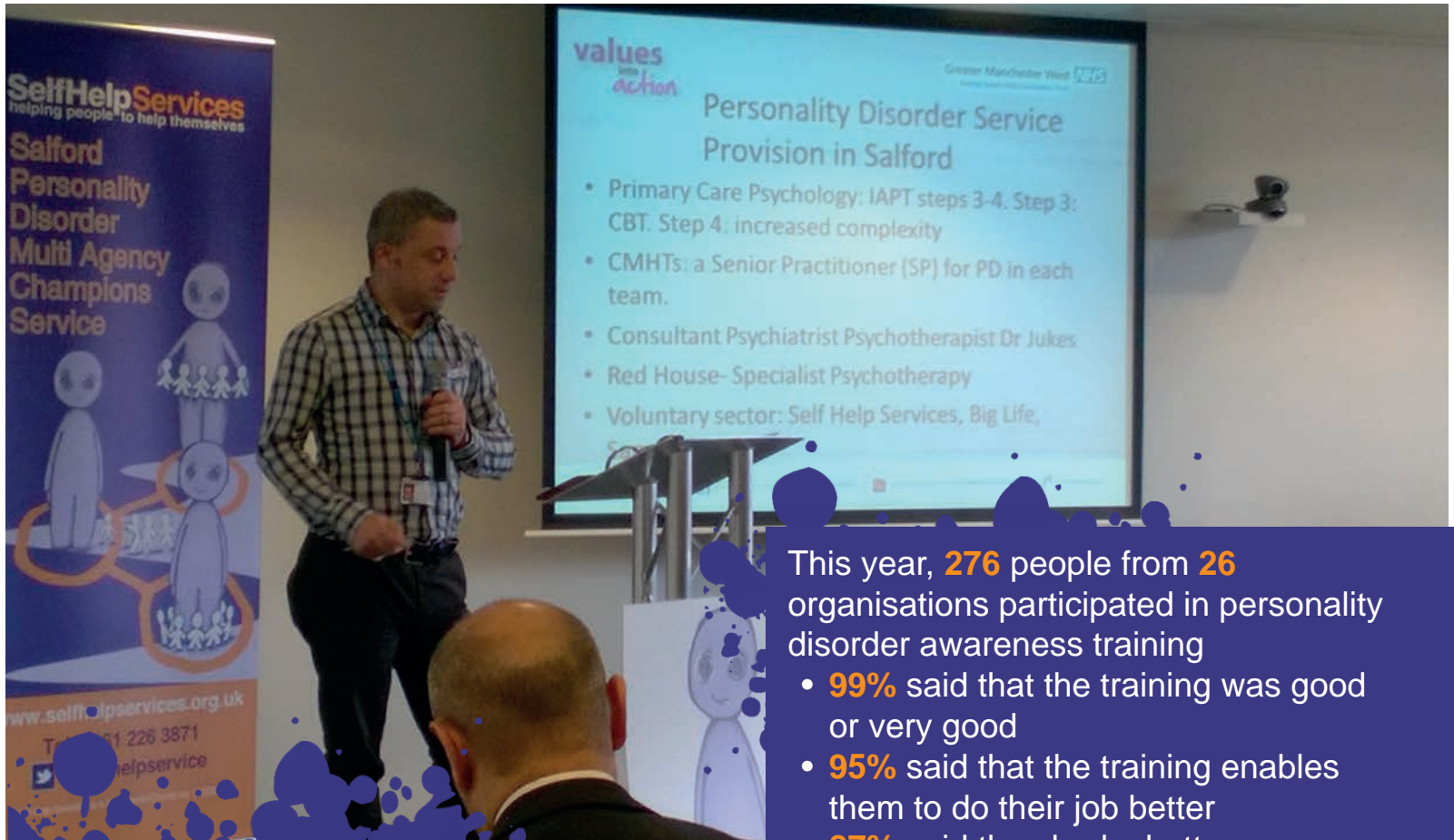
99%

said they were satisfied with the service they received

“I found the time to think and reflect, and the practical tools for coping with everyday situations, thoughts and feelings most helpful for me.”

“I felt at ease during my treatment as I felt that I could tell easily, freely and in confidence any problems or worries that I had experienced in the past week, and then come to a solution as to how I could help myself resolve these concerns.”

Personality disorder awareness training



This year, **276** people from **26** organisations participated in personality disorder awareness training

- **99%** said that the training was good or very good
- **95%** said that the training enables them to do their job better
- **87%** said they had a better understanding of personality disorders
- **78%** said they were given confidence to offer help and guidance to others

“I learned a lot about how it feels to have PD and how to look at things from their point of view”

“It’s great that the trainers have such a wealth of experience and it has made me more aware of how to be more compassionate in my work”

75 guests attended our personality disorder conference, held in Salford this year.

Positive Alternatives

Since May 2013, Positive Alternatives has delivered mentoring and clinical services for people at risk of becoming involved in the criminal justice system.

This year, **106** people accessed this service

- **77%** of clients had a recent offending history

People using the service have experienced substantial reductions in anxiety or depression symptoms, reduced aggression, and increased self esteem and wellbeing.

Inspiring Change

Launched in August 2014, Inspiring Change Manchester is a partnership including Self Help Services, led by Shelter, and funded through the Big Lottery Fund.

The service helps people with multiple problems including mental health, drug and alcohol misuse, offending and homelessness to improve their lives, and to sustain these improvements by transforming local services.

This year the service held **22** mental health assessments, and issued **13** referrals to other agencies.



We have a team of peer mentors with lived experience of mental health, who are on hand to offer support to people experiencing a range of mental health problems such as anxiety, depression, panic attacks and phobias.

The service provides emotional support, social contact, recovery advice,

Peer to Peer



signposting and can accompany people to activities in the community.

Since October 2014, the service has supported **48** people, recruited **37** peer support volunteers and formed a collaborative steering group involving **17** people.

In total 16 people have completed the Peer to Peer programme

- **100%** of people said they gained new positive coping strategies
- **94%** said they had an increased understanding of their mental health problems
- **100%** said they had reduced anxiety and/or depression
- **100%** said they reached their personal goals for their period of support
- **94%** said they had increased hope for the future



SelfHelpServices
helping people to help themselves

