



SelfHelpServices
helping people to help themselves

impact report
April 2012 - March 2013

introduction

SelfHelpServices is a user-led mental health charity providing services and self help initiatives to people across the North.

We provide a range of services, including: courses and self-help groups; Psychological Therapies; computerised cognitive behavioural therapy (eTherapy); and a range of services to support individuals involved or at risk of being involved in the criminal justice system (Positive Alternatives).

SelfHelpServices worked with
10,254 clients last year.

We also had over 100 volunteers.
33% of which went on to work at SelfHelpServices.







community services

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

Between April 2012 and March 2013
2,317 people accessed Community Services.

Our **8** groups ran **50** weekly sessions each, helping **1,939** attendees. The groups covered anxiety, low mood, depression and social phobia, and then associated issues like low confidence & self-esteem. A high proportion of people who attended our groups had been living with long-term health conditions and an increasing amount presented to us with stresses around welfare reforms.

47% of attendees were female.

24% were aged over 55, the majority were aged 26-45.



“Coming to the depression group really helped me. It was a safe place to talk with other non-judgemental people who understand what you are going through. The group members appreciated the challenges that you experience day to day when living and helped me to manage my problems and build my self-esteem. The support I received was undeniably an integral part of me becoming healthier and happier in myself. It was so helpful that I’ve now become a group facilitator myself.”



92% of attendees said the self-help groups gave them a better understanding of their condition.

68% said the groups helped to reduce the main symptoms of their condition.

91% said the groups helped them to establish a support network.

69% said attending the groups had enabled them to take up employment or education.

40% of people say they reduced contact with their GP.

24% said the groups helped them to reduce or come off their medication.

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e-Therapy
beating the blues is just a click away

Access our ONLINE CBT course to help combat feelings of low mood, anxiety and depression. The service is fully supported and free of charge. Available at venues across Manchester.

To find out more please contact the service co-ordinator on 0161 226 3871, email: etherapy.admin@selfhelpservices.org.uk or visit our website: www.selfhelpservices.org.uk

This service has been commissioned by NHS Manchester

Self Help Services is a registered charity (No. 1122022) ... a Big Life charity

NHS Manchester
@selfhelpservice

No available home!

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Psychological Wellbeing Service in Manchester

Do you suffer from...

- Low mood and/or depression
- Loss of interest and pleasure
- Feelings of worthlessness, hopelessness and guilt
- Poor concentration
- Excessive worry or panic
- Sleep problems
- Anxiety

If so, the Psychological Wellbeing Service could help support you on your journey to recovery...

CHANGE AHEAD


To find out more or refer to the service please call: 0161 226 3871, email: admin@selfhelpservices.org.uk or visit our website: www.selfhelpservices.org.uk

SelfHelpServices NHS
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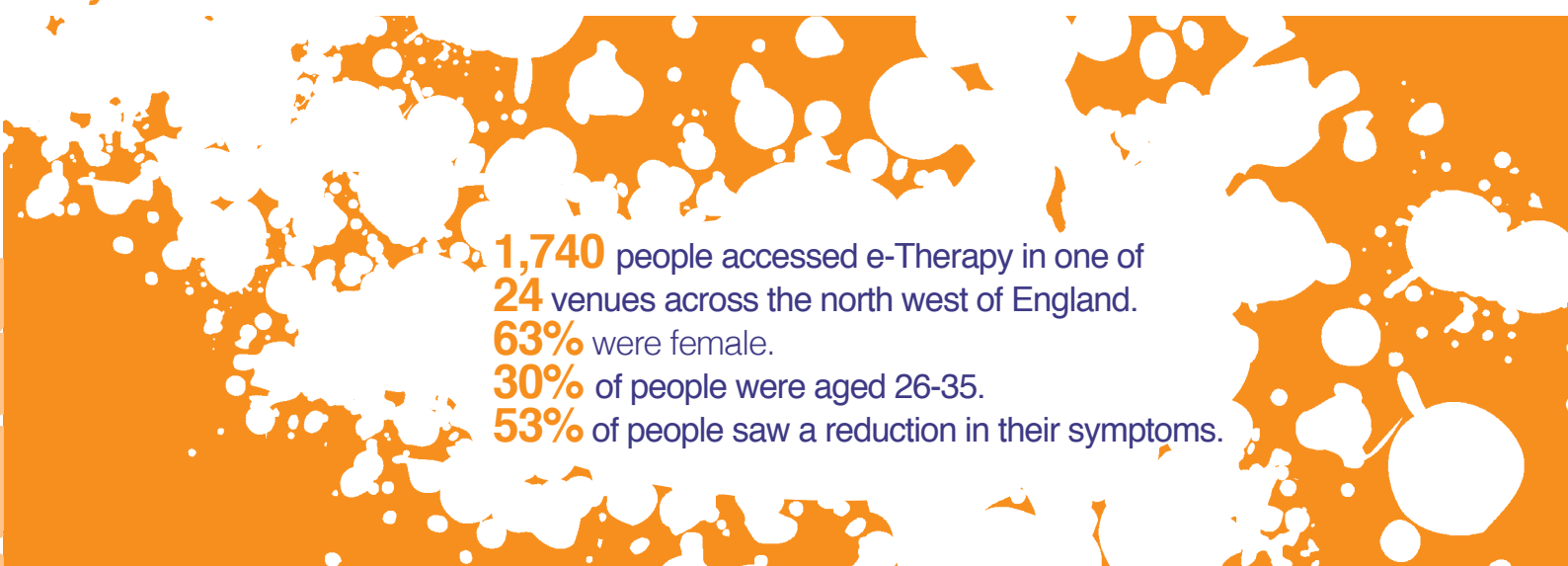
e-therapy

We provide a range of computerised therapy services across Salford, Stockport, Trafford, Manchester and Halton & St Helens. A wide range of packages are available including Living Life to the Full, Beating the Blues, Breaking Free Online and Stressbusters.





“I was made redundant and it was a horrible experience. After that, I started feeling really anxious and I was diagnosed with depression. I suffered for a year, worrying about my health and my lack of employment. I couldn’t cope. I heard about the local e-Therapy service and decided to give it a try. At the start of the course I felt really low, I had no confidence and I felt worried all the time. But after seeing the sessions through, I now understand my symptoms and I understand the ways to manage them. I found the programme helpful in how thoughts can affect feelings. Now I’ve done the course I have increased confidence, I’m more positive and can rationalise things better. It was excellent and very thought provoking and nice to come to a quiet, civilised environment with friendly advisors. I feel ready to get back on with my life now.”




1,740 people accessed e-Therapy in one of
24 venues across the north west of England.
63% were female.
30% of people were aged 26-35.
53% of people saw a reduction in their symptoms.



psychological therapies

We provide a range of one to one psychological therapies at high and low intensity level including counselling, Cognitive Behavioural Therapies and CBT-based therapies in Manchester, Halton & St Helens and Stockport.




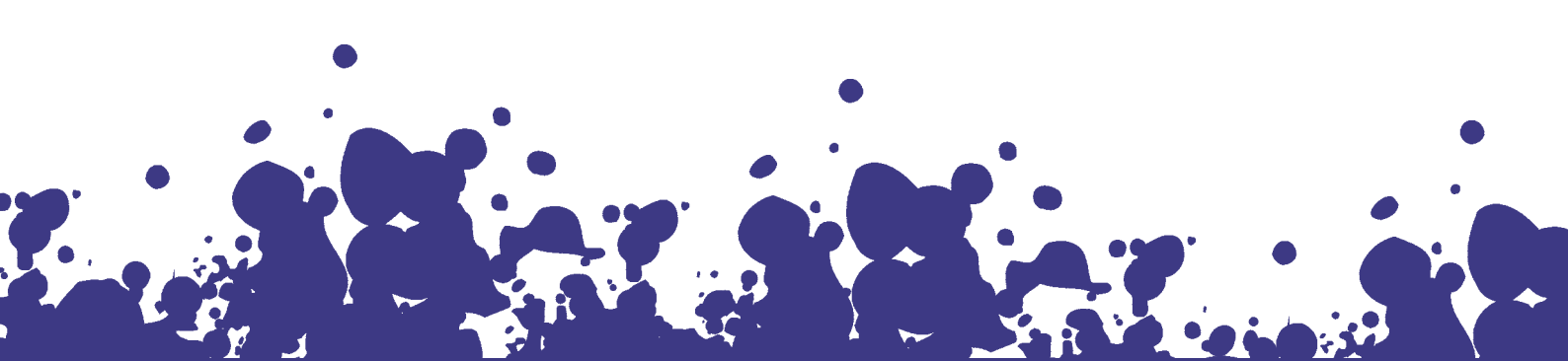
6,269 people accessed our Psychological Therapies between April 2012 and March 2013. **61%** of clients were female. **49%** of the people we worked with presented experiencing anxiety and depression, **17%** were experiencing depression and **12%** general anxiety.

We worked with **152** people who had been having panic attacks, **117** people with adjustment disorders, **87** people with Obsessive Compulsive Disorder, and **72** people with Post Traumatic Stress Disorder.

46% of clients taking part in Improving Access to Psychological Therapies (IAPT) have recovered from their symptoms of depression and anxiety.

64% of our counselling clients were able to reduce their symptoms (i.e. from severe symptoms to moderate symptoms) during therapy.






*“I was referred to **SelfHelpServices** by the Primary Care Mental Health Team. I was really low, depressed, unhappy with my life and I felt isolated from family and friends. All of this was putting a lot of stress on me and I spent a lot of time alone in my bedroom. I felt tired and tearful and had negative thoughts about the future.*

*When I got to **SelfHelpServices**, I was keen to get out of the “black hole” I’d found myself. The therapist I worked with helped me incorporate new behaviours into my life and look at ways of tackling problems rather than avoiding them. I started to feel more positive.*

In the past I couldn’t be bothered and I felt isolated, now I am looking forward to things. Thank you for your help, that’s all I needed, I just had to learn not to bury my head in the sand. It feels like Christmas has come early.”





Positive Alternatives

positive alternatives

Positive Alternatives provide a range of services to support individuals involved or at risk of being involved with the criminal justice system, with a focus on organised gangs in Manchester and Trafford. This includes gang members, siblings, vulnerable young people, families and parents. Amongst the support on offer, we provide counselling sessions and CBT-based therapy.


79% of people accessing the service were male.

Positive Alternatives worked with **127** clients, **62%** under the age of **25**.

11 high-risk clients were referred to the service as part of a public protection order.


40% of the people we worked with were actively involved in gang activity and a further **30%** were connected to gangs but were not actively involved. **22%** of the people we worked with been affected by gang activity without being connected to or involved with gangs activity themselves.

Of the people Positive Alternatives worked with, **50%** of clients recovered from their symptoms of depression, **44%** recovered from poor wellbeing and **57%** saw an improvement in symptoms relating to anxiety.



"I was referred to Positive Alternatives by my GP. I thought they'd think I was a fruitcake, I understand now that it takes all kinds of people. I can talk here and I can't with family and friends. When I was referred I was struggling with depression, my own issues and family issues. Since I've been coming I feel good, I feel relaxed and I'm able to talk more openly. I'm able to communicate better. I'm able to control my anger using different ways of coping."

"Joe" - Former gang member



"When I came to Positive Alternatives I was worried people'd just be sitting there throwing questions at me. Asking like 'why can't you sleep', 'why can't you leave the house' and stuff. I was struggling with panic attacks, chronic anxiety, I was scared of everything and everyone and I was having suicidal thoughts. PA's helped me a lot to be honest, helped me to get out the house and talk. It's given me hope. It's been useful to come and talk to someone who understands where I'm coming from."

"Mike" - Victim of gang crime



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**The
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group**
business changing lives

Self Help Services is part of The Big Life group of social businesses and charities