



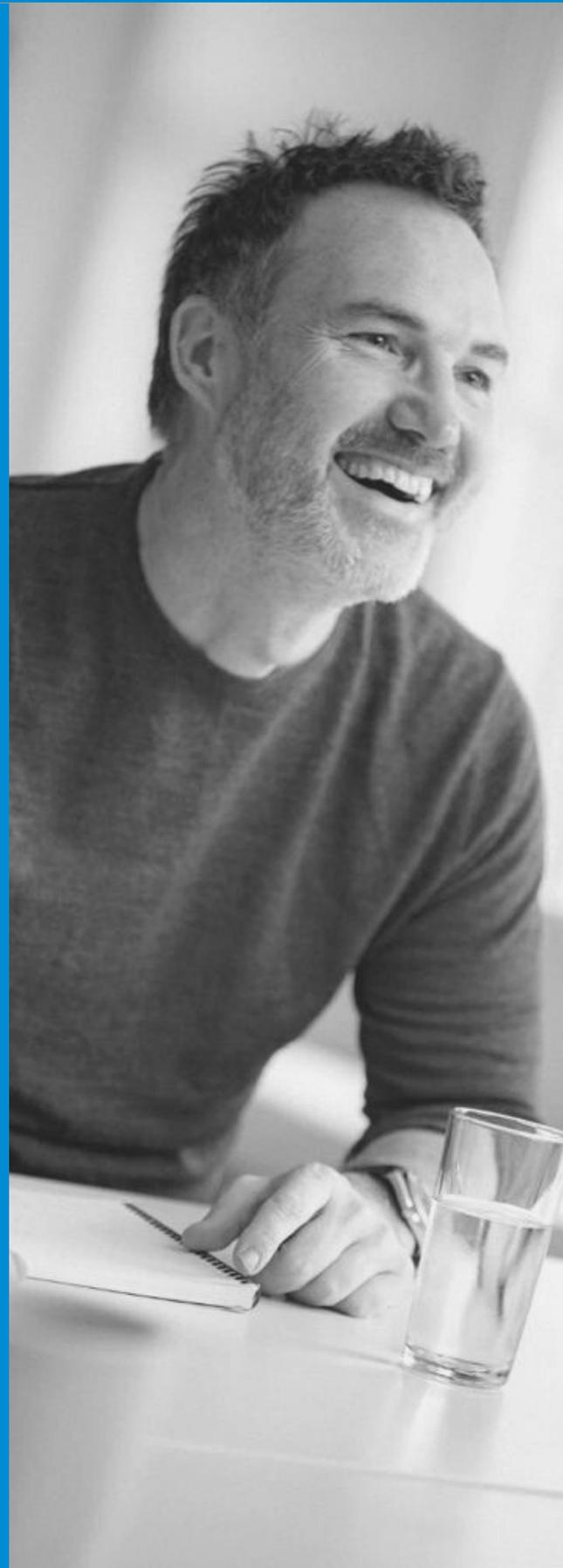
# Impact Report

2022 - 2023

Space2BHeard  
CIC

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# Introduction

with Laura Stead and Shell Shanley



## A year of changes

This year has been one of growth and development for Space2BHeard CIC (S2BH). As we reflect on the past year it is important to acknowledge our journey in exploring our approach to leading and developing our CIC.

Much of 2022 and 2023 to date has seen us shape our governance, infrastructure, goals and strategy to enable us to build a robust and resilient organisation that effectively meets the aims and needs of our community.

The first half of 2023 the S2BH Directors recruited members for our new Board Structure. We recognise the need to have independent individuals working with us for a variety of reasons; to oversee decision making, provide accountability, bring expertise, ensure we are governed correctly and more.

Our three new members will work with the S2BH Co-Leading Directors to guide, mentor, advise and support them and the wider business. We know we will see benefits from this approach going forward.

All of our new members share our passion for improving access to great quality mental health support. We welcome them to the team.

## The Advisory Board



**Kath Lavery - Chair**

Kath specialises in facilitating excellence in Board Governance and joint working between businesses, not for profit and public sector. She has 35 years experience in Chairmanship.



**Rob Daysley  
Advisory Board  
Member**

Rob is a local entrepreneur and business leader. His expertise is in commercial development, finance, business performance and people development.



**Fay Treloar  
Advisory Board  
Member**

Fay is the Director of Business Engagement and Enterprise at Hull University. She specialises in leading external relations and securing capital and revenue investments across all sectors and Business Development.

# Our Aims, Needs and Values

## OUR AIMS

At S2BH we strive to be a trusted people-led therapeutic wellbeing service shaped by our local staff, volunteers and clients.

Our purpose is to help people to be well by offering a positive environment that enables choice, improves experience and addresses mental health needs locally.

## OUR VALUES

- We strive to do the right thing always by upholding our ethical and professional standards at all times
- We are inclusive and embrace difference and diversity
- We communicate fearlessly and cultivate open, honest relationships based on dignity and respect
- We drive change and are passionate about making positive change for all
- We deliver our very best and are accountable, autonomous and drive high standards
- People are at the heart of everything we do

## THE LOCAL NEED

Life experiences can impact on mental health and wellbeing in different ways. To help people to be well, preventative support needs to be people-led, responsive to our community needs and boldly promote holistic wellbeing.

**“We drive change and are passionate to create positive change for ALL”**

# Our 2022/2023 Goals

On an annual basis, S2BH Directors set a new Strategy Plan to work towards during the coming year.

2022/2023 goals encompassed two clear priorities:

- 1) Become the therapeutic provider of choice for local organisations and partnership work
- 2) Embed systems and a people infrastructure that leads to a robust, reliable and resilient organisation

## 1

### Support our local VCSE partners.

When Covid-19 arrived S2BH was a fledgling company, only one year old! As we moved out of the restrictions we made networking and partnership working a key objective within our Strategy Plan.

We are proud to work within the local VCSE sector. Through participating in local alliance and networks as well as working with larger organisations such as HEY Smile Foundation, Forum and HEY Mind we have been able to spread the word about what S2BH does best as well as collaborate on some important local initiatives.

## 2

### Enhance Clinical Delivery Team

Creating credible, quality, sustainable jobs for qualified local Counsellors and Psychotherapists has been of utmost priority for S2BH and we are pleased to say we now have 16 clinicians covering flexible employed and self-employed positions within the CIC. Alongside this team we have a vibrant group of Volunteers leading our Valued Minds service.

## 3

### Invest in Operational systems to improve efficiency and effectiveness

Investing in the following new systems has enabled us to become more efficient, save time, improve monitoring and future planning:

- Xero for Financial Management
- Breathe HR for streamlining and storing our Personnel Information
- New Client Information System for secure service user data storage and reporting.

## Enhancing our Workforce

We pride ourselves on employing and investing in a highly skilled, ethical Clinical Workforce and as such we ensure all the team are qualified and accredited to a level and standard that enables the team to undertake complex therapeutic work to support our service users.

During this period 80% of staff have undertaken at least one IAPT qualification which has ensured that we can continue to support referrals from Hull Talking Therapies.

“Welcoming”  
“Inclusive”  
“Professional”  
“Supportive”  
“Genuine”

94%

Clinicians achieving full Accreditation

7

New employed roles created

80%

Clinicians working towards or achieving a new IAPT Qualification



## Personal Development

Continuous Professional Development and Wellbeing is vital in our sector. Yearly we consult the team on areas they would like to develop and here are examples of how we have supported:

- Training in Working with Interpreters
- Training in Working with Neuro Diverse Clients
- How to Work Therapeutically with Complex Trauma
- Working with Survivors of Domestic Abuse
- Yoga4Heath support
- Additional Personal Therapy and Supervision for individuals
- Social events to support relationship building and downtime

# Serving our Communities

Offering affordable therapy to ensure every resident of Hull and the East Riding can access our support services is of paramount importance. Valued Minds has become a valuable and accessible resource to locals looking to invest in long term therapy without incurring the expense of Private Practice.

We are now in our fourth year of delivering this service and year on year we support increasing numbers of Volunteer Clinicians, treat more service users and further develop our infrastructure and resources to ensure excellent quality and delivery.

“S2BH GOES ABOVE AND BEYOND TO SUPPORT THEIR VOLUNTEERS...THAT CULTURE DRIVES ME TO GIVE BACK TOO”



120%

Increase in Volunteers Placements supported

£22,500

Funding secured to implement new structure to support service delivery

107

Individuals accessing therapy for an average one year

Some other key points of interest about our amazing volunteer led services:

- In 2023 the Valued Minds team won Volunteer Team of the Year, awarded by HEY Smile Foundation
- The vast majority of our volunteers train at The Ellesmere Centre for Psychotherapy Training - a highly regarded training institute based in Hull specialising in training Counsellors and Psychotherapists up to Level 7 accreditation
- 75% of Clinicians that secure work with S2BH have volunteered with us previously
- Funding was secured from a blend of fundraising from Beverley Golf Club, a grant from Awards for All Lottery Fund and Hull and East Yorkshire Charitable Trust
- In 2023 we employed our first part-time Volunteer Co-ordinator in post to support our volunteers and ensure the smooth running of the service
- We partnered with the University of Hull to create 30 additional treatment sessions for students experiencing Complex Trauma symptoms

# 23

people in long term  
therapeutic support

# £70,000

Funding secured for  
the year

# 2

New Clinicians jobs  
created

# 1

New Trauma Informed  
Training programme  
rolled out to 10 staff

# 75%

booked sessions  
attended

## New Project Focus Rough Sleeper Hub Bridlington

Working alongside the Humber and North Yorkshire Integrated Care Board and in partnership with HEY Mind, Space2BHeard are offering a bespoke therapeutic service to Rough Sleepers in Bridlington.

In April 2023 "The Hub" was opened to provide a safe space for Rough Sleepers to spend time, access food, support, health services and more.

We recognise that the therapeutic relationship is built upon trust and it can take time for individuals to feel ready to share their story. So taking this in to account our team of therapists support individuals in becoming "therapy ready" with a view to then providing therapy attending to often complex and traumatic histories as well as challenges around addiction and cycles of homelessness and displacement.

Our aim is that over time individuals will gain the confidence, autonomy and awareness to make positive change in their lives and break out of unhelpful cycles.



"The project has the ultimate aim of getting the people we support into circumstances where they feel safe, so that any treatable Mental or Physical Health needs can be prioritised, assessed and treated"

Verity Wilkinson-Cunningham, Senior Mental Health  
Commissioning Manager at  
East Riding of Yorkshire Health and Care Partnership

# 76%

Overall recovery from  
symptoms of Anxiety  
and Depression

# 957

people accessed treatment across all  
of our pathways



# 92%

of service users  
complete their full  
course of treatment

# 90%

of our service users  
would recommend us  
to friends and family

## We value your feedback!

"I wanted to write and give feedback on my experience with Space2BHeard CIC and Magda.

It's taken me 10 days to write this email as it is hard to put into words how much the work we did has changed things in my life.

The process to be referred to Space2BHeard CIC was simple, quick, and easy. Which I appreciated as I was anxious beginning this journey.

Magda herself was nothing short of wonderful. Her calm, professional and honest approach made me feel safe and supported during her work with me. Not only did she provide me with a safe space to talk, but she also gave me valuable information and education which enabled me to understand my childhood, begin the process of understanding how that impacted me as an adult as well as helping me to break cycles of generational trauma.

Additionally, I liked that I had options as to how Magda and I would speak each week. Such as in person or over the phone etc. As a working mum the video calls worked brilliantly allowing me to engage fully in the process around my current work / life schedule.

I would like to take this opportunity to thank Magda - she's truly made such a difference to my life and in turn my daughter's future. Thank you, thank you, thank you!"

# The Yorkshire 3 Peaks

Giving back is important to us at Space2BHeard CIC and we were proud to take on the epic task of walking the Yorkshire 3 Peaks in aid of "WISHH" (Working Independently to Support Hull Hospitals)

It was one of those strange experiences of being so challenging and incredible at the same time! The humidity was high and the sun was out and we all made it round by supporting each other, having a laugh and sheer determination!

One of the best things was getting to know each other away from work. We hope to do more events so we can continue this type of connection with each other.

A day we will remember forever and of course in memory of Abbie, Paul's beautiful niece. We contributed to over £7,000 worth of donations, which will make a huge difference!



"We are the superhero,  
none of us individually but all  
of us together"  
Hank Green

**£7,000**  
Raised as a group  
effort

# Yoga4Health

In partnership with Ali from local company TWS Wellness we were delighted to announce that we secured a years worth of funding from the "Postcode Neighbourhoods Trust".

This funded 8 courses/48 places of Yoga4Health for our service users and other people from our community, which commenced in July 2023.

A 10 week course based on gentle yoga, and you do not need any previous experience. Beginners and people of any age and ability are welcome.

Ali has been expertly trained to adapt and modify every practice so that ALL can participate fully and work at their own pace in a supportive and non-judgemental atmosphere.

The Yoga has gone on to support individuals long term recovery and wellness.

"The Yoga4Health programme was exactly what I needed in the new year to kick-start becoming healthier and more active, having spent 2022 getting HRT in place to stabilise my symptoms. I thoroughly enjoyed each session, especially working with chimes to focus my breathing and become more mindful. The routine of walking or cycling to the class each week and listening to other participants experiences helped me start to feel physically and emotionally stronger. Following the course I was determined to build on the progress and signed up for a 4 week pilates course before feeling confident enough to start jogging again and motivated enough to do twice weekly body balance classes at home. I'm now aiming to run a 5k in July and have lost over a stone in weight since February. I am eating healthily and feel confident that on my wedding day in September I will look and feel more like the best version of me again!"

"I'd like to say a huge thank you to Ali for her gentle support and encouragement and to those who funded the programme - I am proof that it really does have impact on those who take part!"

**£16,722**  
Funds secured to support the programme

# Acknowledgements

The contributions of the people who worked tirelessly on the projects mentioned within this report make S2BH the great organisation that it is. Here are special acknowledgements to the committed individuals and organisations who help us tick.

Kathie Hostick and team at The Ellesmere Centre for Psychotherapy Training  
HEY Mind  
HEY Smile Foundation  
NHS Humber Teaching Trust  
Hull City Council  
The University of Hull  
The Mental Health Alliance  
Hull Champions Forum  
Hull Crown Court Funding  
HANA  
HCAT  
Pat Howdle and Beverley Golf Club  
Hull and East Riding Charitable Trust  
Ali from TWS Wellness  
The National Lottery  
The Peoples Postcode Lottery  
The Key Fund  
City Health Care Partnership  
Our Advisory Board  
The whole S2BH staffing team and volunteers



All of our amazing  
service users!

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