



# self help uk



**Impact Report November 2019**  
Nottingham and Nottinghamshire

## **Our Vision**

**To substantially change the way people in the UK are empowered to take control of their health and wellbeing.**

## **Our Mission**

**To lead the national self-care agenda on self help by promoting, enabling and connecting support, information and education within the health and social sector.**

Self Help UK (SHUK) is a unique charity with 37 years' experience, which has been recognised by the Department of Health as a beacon of best practice in self help and self-care. We offer a number of services that support the development of self-care and self-managed practices around the country.

## **Core service aims**

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### **Groups**

- To support the creation and development of independent, sustainable self help groups
- To create and strengthen, independent local community infrastructure based on mutual support and reciprocity

### **Individuals**

- To empower individuals to successfully manage their own wellbeing, individually and through reciprocal relationships with others
- To prevent the escalation of health and wellbeing issues and reduce the prevalence of crisis situations

### **Service Providers**

- To ensure that self help is embedded as a core component of support pathways
- To reduce demand for crisis intervention services within the statutory sector

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# Introduction

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The 2018/19 financial year for Self Help UK was one of anticipation, excitement and developing future plans. Thanks to the generosity of our funders and supporters we continue to deliver on our commitment to promoting and informing self help groups.

We will continue to strengthen our partnerships with specialist services and extend the reach of our services, which include one to one, group and online support.

Throughout this Impact Report you will see evidence of the work we undertake supporting communities to take an holistic approach to self-management and self-care. We hope you will join us in supporting communities to be healthy and connected, with the spirit of reciprocity at their core.

## What is a self help group?

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A self help group is a group of people who have a first hand understanding of a particular life situation or health issue. Many people find that it helps to talk to someone who understands, because they have been in the same situation.

At Self Help UK we have developed excellent knowledge and expertise on peer support. We promote, support and encourage self help groups from new groups setting up to those that are well-established.

### Group networks

The Outreach and Development team at SHUK creates networks of self help groups to enable a real sharing of ideas, resources, cross community knowledge and experience.

The initial networks of groups are:

- Women and Families
- Mental Health
- Cancer
- Black Asian Minority Ethnic and Refugee (BAMER)
- Diabetes
- New

Each network holds events, where members are updated with news and are able to access training relevant to them.

The team also offers drop-in sessions for new groups and advice about funding.

“  
**SHUK helped with training, setting up, and finding funding.**

“  
**Not only has my life changed, but also the lives of other group members.**

”

”



# Outreach and Development Team

We offer a unique range of training tailored to groups at every stage of their development, based upon SHUK's extensive knowledge drawn from nearly 40 years' experience of working with groups and running training. This includes:

**Starting a group / Group facilitation / Training / Publicity and promotion / Finding meeting rooms / Finance and funding / Social media / Growth and management of the group**

We also offer bespoke training and support groups to develop their own resources e.g. a group that designed resources around how to cope with knife crime.

Our specialist support is invaluable to groups on key issues such as: equality and diversity, safeguarding, cultural awareness, data protection, working with professionals and specialist services.

**Key outcomes for the Outreach and Development team across Nottingham and Nottinghamshire in 2018/19:**

- Supported **27** groups to successfully apply for grant funding totalling **£66,919**
- Supporting **40** new groups to establish themselves
- Delivering training to **45** potential new and existing group members
- **117** group representatives attending our new self help networks and events

**202** individuals supported to set up or develop groups.

**email:** [outreach@selfhelp.org.uk](mailto:outreach@selfhelp.org.uk)

**Helped with my recovery from depression**

(Group Member)

**Coming to this group has helped me to continue going forward with a positive outlook on life, even though I have stage 4 cancer.**

(Group Member)



# How we made a difference

SHUK has supported groups to set up and thrive, to connect better with other services and benefit from networking with other groups. We asked our group members what difference their group has made to their lives. Responses show that:

**100%** with long term conditions reported that they have made healthy lifestyle changes

**94%** reported improved management of their long term health conditions

**98%** reported increased mental health and wellbeing

**98%** reported feeling more positive about their lives

**92%** reported being more independent

**100%** of individuals with long term conditions reported feeling more confident that they would cope in a crisis

**96%** felt more understood as a result of seeing others who have had the same experiences

**95%** reported feeling more part of society

*Happier, better long term health*

*I've realised that there are many people with the same problems, so we don't feel alone.*

*My confidence has increased hugely. I have learned to look after myself.*

*Not alone, sharing stories*



# Diversity, inclusion and innovation

## Promoting Self Help Groups

SHUK successfully engages with diverse communities – it is the core of our ethos. We work effectively with emerging, as well as established communities. We understand how difficult it can be engaging with people when you are new to the area or have different needs. We offer support on how to share your culture and to get support for your community. We work with a huge diversity of groups and continually find innovative ways of working. For example:

- Our Health tent at the Hyson Green Cultural Festival was a great way of engaging BAMER communities in talking about health, thus enabling better management of their long term conditions and transforming health outcomes.
- Our drop-in sessions at venues across Nottinghamshire have enabled people to get tailored support in their local communities.
- Through our Beyond Diagnosis Deaf Cancer Support Service we have begun some great work to understand the needs of the deaf community.
- Our networks of groups (see page 1) are an excellent way of supporting and promoting groups from diverse communities, creating vital opportunities for individuals to share their experiences and gain peer support.

We have a diverse and creative staff team that will continue to respond to the needs of groups, whilst adapting to the difficult and ever changing climate faced by the Voluntary sector.

*Self Help UK is really accessible, friendly and approachable.*

*SHUK has really helped the group get started.*

## Directory of Self Help Groups

Our Directory of self help groups and self-care contacts across Nottingham and Nottinghamshire is one of our best known resources and after 36 editions, it is now constantly updated online: [www.selfhelp.org.uk/Directory](http://www.selfhelp.org.uk/Directory) and now contains 322 groups and organisations.

Our knowledge of groups and services is shared with Ask LION - Nottingham City's website for finding support: [www.asklion.co.uk](http://www.asklion.co.uk) and 'Notts Help Yourself' in Nottinghamshire [www.nottshelpyourself.org.uk](http://www.nottshelpyourself.org.uk)

*A fantastic resource*

*Directory is an invaluable tool for referring people to appropriate support.*

# Case study: Diabetes support group

## Supporting our 'key members'

SHUK supports individuals who want to set up a group or those who are already running a group to enable groups achieve their aims. We provide training, one-to-one advice and practical support for as long as the group or key members need it.

Lloyd Feron contacted our Outreach team with the idea of setting up a group, but he was unsure which health-related issue to choose for the focus of his group. We supported him to think about this and Lloyd decided that diabetes was a priority and this would be his group theme. He undertook training with us, learned about best practice and how to set up a group that would be sustainable. Lloyd set up a diabetes support group called 'Wellness' for the African and Caribbean community in Nottingham. With support from SHUK, Lloyd successfully applied for nearly £500 grant funding from the General Dispensary Fund on behalf of the group.

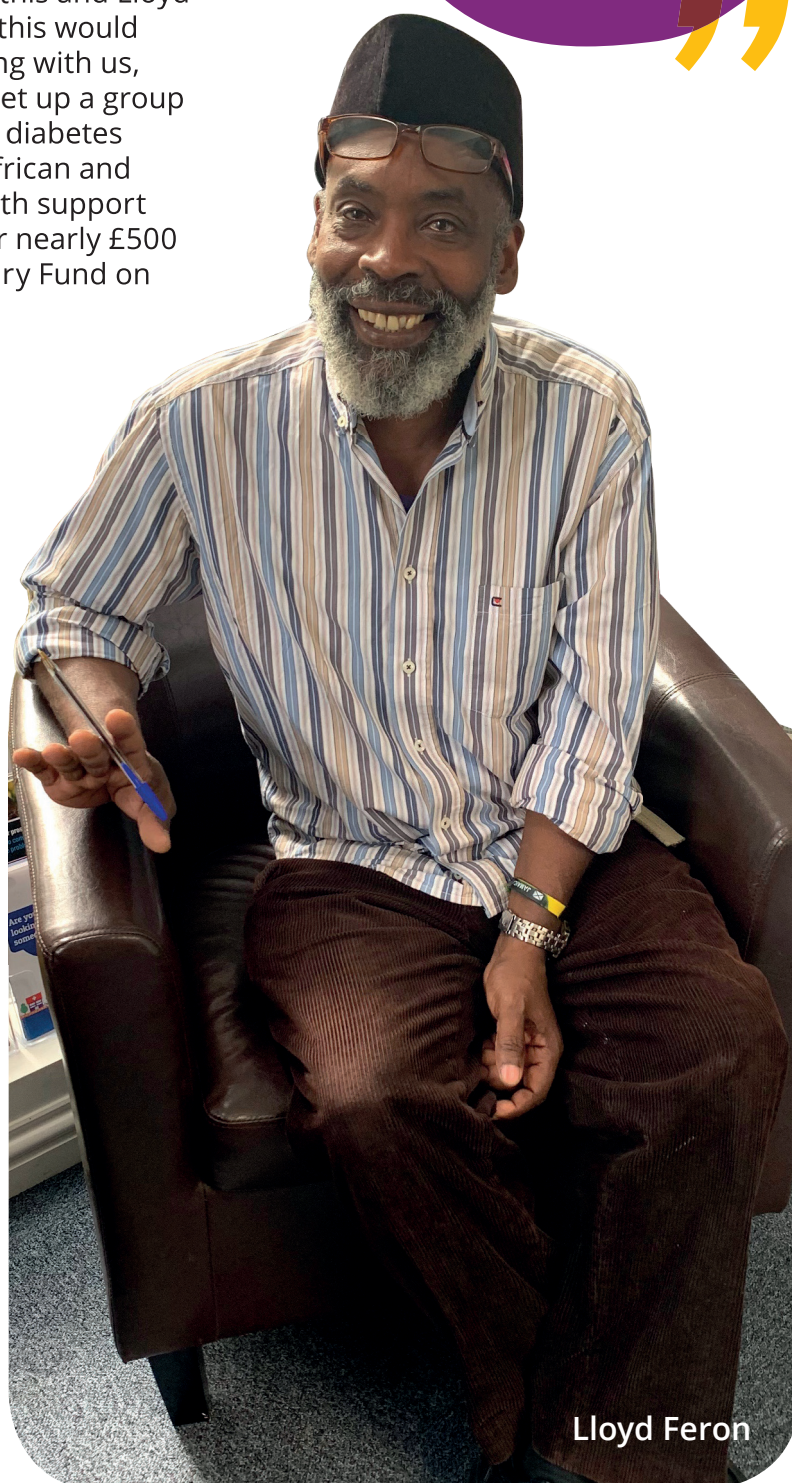
Our team has supported Lloyd to make links with other diabetes support groups throughout Nottinghamshire and his group joined our diabetes network. Through SHUK, Lloyd has made links with professionals from specialist services and invited them to attend his group. These professionally facilitated sessions have provided the 20 group members with a better understanding of their diabetes and ways to help manage it.

*I feel I am able to support people in improving their health and the General Dispensary Funding has enabled me to start the Wellness Group.*

Lloyd Feron

*I found the Self Help UK New Group Training really informative and it was great to be with others who are also on a similar journey.*

Lloyd Feron



Lloyd Feron



# How we made a difference

We surveyed group members to find out the difference that being part of a group has made.

Responses show:

**81%** of group members with long term conditions reported a reduced number of visits to GP, Social Services and Hospitals

**94%** reported more awareness of specialist services

**82%** were less dependent on professional workers e.g. GPs

**83%** of respondents reported that they were doing more exercise

**100%** now have more people they can talk to

**95%** reported making new friends

*I have been able to attend different events, accessed different services and have gained a lot of information about Diabetes.*

*My sugar is under control and I feel healthier.*

*Offload worry – feel welcome and accepted in a safe environment.*

# Cancer self help group development

In partnership with

**MACMILLAN**  
CANCER SUPPORT

## Macmillan Beyond Diagnosis Service

SHUK has partnered with Macmillan, who fund the Beyond Diagnosis Service, which provides practical and emotional support to people affected by cancer. The service is available to people living anywhere in Nottingham and Nottinghamshire and is delivered by a team of specially trained volunteers, who provide confidential one-to-one support.

Our focus is empowering individuals to positively influence their own health and wellbeing. Sharing experiences and self-care ideas and with peers positively affects wellbeing and health outcomes. Therefore, a key element of Beyond Diagnosis is to promote and establish new support groups e.g. Affected By Cancer (ABC) in Ashfield, and Cancer Support Group in Newark. We have been successful in promoting the service through a purpose-made short film which we have shown at events, online and in GP surgeries, reaching potential clients and volunteers:

<https://tinyurl.com/y3gjskt6>

"The ABC group has helped me try to gain a level of normality after my diagnosis". Satisfaction remains high, with service users highlighting the service as a "responsive, compassionate resource for people affected by cancer." SHUK's commitment to supporting people affected by cancer will continue throughout 2020 across Nottinghamshire.

Contact the team:

**Referrals@selfhelp.org.uk**

**Volunteering@selfhelp.org.uk**

**0115 911 1662**

*I feel very grateful this service has been there for me. I felt part of the ordinary world rather than shut up between my four walls.*

Maureen Clark

*Having someone to call if you are feeling low is very reassuring. I would definitely recommend this service.*

Maureen Clark



Maureen Clark

# How we made a difference

## Responses show:

Volunteers have contributed to a total of **4204** interactions supporting people affected by cancer on a one to one basis and in support groups. The value of their support equates to **\*£45,000** of skilled support, saving the Health Service significant funds.

Contact the team: **0115 911 1662**

**Referrals@selfhelp.org.uk | Volunteering@selfhelp.org.uk**

*"Macmillan Beyond Diagnosis has been a great source of support from patients and loved ones, patients are truly grateful for the support offered from a volunteer in what is a traumatic and upsetting time."*

*(Macmillan Information Service at The City Hospital and The Queen's Medical Centre Nottingham)*

*My confidence and self-worth were low taking on this role gave me back some self-respect.*

*(Volunteer, Macmillan review)*

*The referral process is so easy and the coordinators are helpful. It's very easy to call and have a chat if we have a query.*

*(Macmillan Community Cancer Support Service)*

## Macmillan Deaf Cancer Support

A unique project supported by Macmillan, is reaching Deaf people with cancer across Nottinghamshire and Derbyshire.

Deaf people face high levels of marginalisation with regard to accessing health information. We are innovative in our approach removing barriers to communication. Reaching previously isolated individuals through face-to-face visits and the creation of new support groups for Deaf people, our team of volunteers with British Sign Language skills engage with Deaf people who are desperately in need of this valuable service and we continue to build strong links with clinical teams, community services and groups.

The emotional and practical support provided by this service is highly valued linking individuals with essential services such as interpreting, advocacy and benefits advice, which are the right of all. Support also enables access to local services and facilities, such as attending appointments. The team of Deaf volunteers along with group members are helping to raise awareness of cancer within the Deaf community and challenging the discrimination they face in services.



**Niki Johnson**

**Contact: Niki Johnson - Co-ordinator, [Niki.johnson@selfhelp.org.uk](mailto:Niki.johnson@selfhelp.org.uk), SMS 07946 685086**

\*Volunteer value based on 4204hrs = 600 days@£75/day = £45,000



# Case study: Sistas Against Cancer

Sistas Against Cancer is a group for Black, minority and ethnic (BME) women affected by cancer in Nottingham. The group was established in 2017 in partnership with BME Cancer Communities by women who were going through a cancer journey and in response to the unmet needs of BME women affected by cancer (both patients and carers). The group's main aim is to reduce isolation and to provide a safe, confidential space to meet others and share experiences.

Professional speakers are invited to share expertise in health and social services relevant to the BAMER community. SHUK provided support to the group and has assisted them through the Beyond Diagnosis Service. Recognising that surviving cancer can be an isolating and confusing time, the group wanted to develop an exhibition to raise awareness.

## Exhibition at the New Art Exchange, Nottingham

Sistas Against Cancer, working with SHUK's Macmillan Beyond Diagnosis Service, planned an exhibition to tell their cancer stories. Over a four month period photographer Michael Ellis captured candid glimpses into the experiences of the Sistas' individual cancer journeys. Group members openly presented their own stories alongside their portraits. The exhibition represented the experiences of women affected by cancer within the BAMER community in Nottingham and ran from **27th September to 10th November 2019** at the New Art Exchange (NAE) in Nottingham.

These images will be used to raise awareness of cancer in the BAMER community and the issues faced by them, such as the lack of access to skin colour appropriate pressure garments for lymphedema and culturally appropriate wigs.





# Construction Industry Peer Support Project (CIPS)

CIPS is a free and confidential health and wellbeing project that aims to tackle mental health issues faced by workers in the construction industry in Nottingham. Funded by the Work and Health Challenge Fund and co-ordinated by Nottingham City Council, SHUK is working in partnership with Notts County Football in the Community (NCFitC), the Construction Industry Training Board and Lighthouse (the construction industry charity). Health and wellbeing workshops are led by SHUK, during which participants share ideas for managing stress and coping with anxiety. They have also successfully completed 'Managing Stress' and 'Using Your Amazing Winning Brain' Equipped2Succeed training run by SHUK. Physical activity sessions delivered by NCFitC demonstrated the benefits of exercise and a healthy lifestyle.

Since the project began on the 25th Feb 2019:

- 8 construction industry organisations have engaged with the CIPS programme
- 78 people have attended CIPS health and wellbeing sessions
- 27 participants have engaged with Notts County Football in the Community in physical activity sessions

Participants spoke very highly of how powerful peer support can be. They mentioned that being able to talk about their challenges in a safe, enclosed environment is amazing! They feel empowered and know how to handle their health and wellbeing at work much better.

Contact: **Jarrod Skervin (CIPS Project Development Manager)**  
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**07795 964830**



## Time to Change Nottingham Hub



Time to Change (TTC) is a growing national movement working to change the way we think and act about mental health issues. SHUK was proud to deliver the Nottingham Time to Change (NTTC) Hub, which was one of eight funded Hubs of the 25 across England over 18 months. SHUK in partnership with Nottingham City Council recruited TTC Champions with mental health lived experience. A variety of events were delivered in local communities and workplaces, challenging discrimination around mental health. Focussing on people from across Nottingham's diverse communities, particularly in the BAMER community. We brought together TTC Champions who are continuing the campaign.

- The BAMER Community Champions have come together as a group and will continue to carry on the TTC campaign work in the African Caribbean Communities.
- A number of TTC champions successfully applied for funding through the Nottingham Hub and will put on further events.
- TTC champions remaining connected:

[www.nottinghamcity.gov.uk/your-council/contact-us/email-sign-up/](http://www.nottinghamcity.gov.uk/your-council/contact-us/email-sign-up/)  
[www.time-to-change.org.uk](http://www.time-to-change.org.uk)

# Self Help UK's Online training and resources

Self Help UK is about to launch its online courses platform with two initial courses aimed at health and social care professionals: Supporting Self-Care, and Social Prescribing. These courses will also be available as face-to-face sessions if preferred.

## Supporting Self-Care Course

With nearly 40 years' experience of working with self help groups, SHUK has developed expertise on 'supported self-care' i.e. empowering people to better manage their health and wellbeing. SHUK has been commended as a beacon of best practice by the Department of Health and as a centre of innovation in long term condition support by NHS England. SHUK ran this course face-to-face for two years before developing the online version. This course has been registered for accreditation and will be available from November 2019.

## Social Prescribing Course

SHUK partnered with Nottingham Trent University (NTU) to undertake research on social prescribing and this has informed the development of this training. The current public health drivers around social prescribing have highlighted the importance of an evidence base about what works well when supporting groups. NTU has been involved extensively in the development and evaluation of local pilot social prescribing projects. Participants will benefit from SHUK's understanding of peer support groups enabling them to engage individuals in groups and other voluntary sector services.

This course includes core modules and optional modules tailored to different stakeholders, such as link workers and service commissioners.

## Social Prescribing is here!

**If you work in the health and social care or the voluntary and community sector, you can now register for Self Help UK's informed, detailed and up to date course which includes:**

- What is social prescribing?
- What does it mean for my organisation?
- What is social prescribing best practice?

Contact us to register your interest or to request more details at: [training@selfhelp.org.uk](mailto:training@selfhelp.org.uk)

NOTTINGHAM  
TRENT UNIVERSITY

  
self help uk

# Summary

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Here at SHUK we continue to evaluate and reflect on the services we offer to ensure we are continuing to give the very best services we can. The statistics from our recent evaluation and the quotes from group members and professionals throughout this impact report show that we are getting a lot right!

It is on one of the cornerstones of the Self Help UK approach that self help groups should be genuinely independent and peer led, with complete ownership of their own group and activities from the outset. This does not exclude us from working with peer groups that are supported by local and national charities, professionally-led support groups for specific health conditions or groups directly run by organisations. There is room for all types of support groups, however, SHUK strongly believes that real empowerment comes from the experience of peer to peer support and therefore encourages and promotes peer led groups as the most sustainable approach to peer support.

In addition to monitoring the practical ways in which we support self help groups throughout their whole life cycle, we measure the impact of our work in less tangible ways e.g. how independent do groups feel, how empowered do individuals feel, how confident do those with long term health conditions feel at managing them? We know that this impact is what changes people's lives and will continue to adapt and change our service to maximise these impacts.

In these difficult times of limited funding and shortage of resources, we know SHUK has an important role of continuing to raise the awareness of self help groups amongst the wider community and with professional workers. We will continue to use our strategic influence to champion the self help sector, raising confidence in self help groups. We aim to increase recognition that self help is a key component in support pathways particularly as the landscape continues to change and Social Prescribing becomes prominent.

The feedback that self help groups and key members have given, in addition to offering valuable feedback for the groups themselves, is the backbone of this Impact Report.

We would also like to thank our partners and fellow professionals who responded to our evaluation and for your support throughout the year.

We would like to acknowledge and thank our funders:

- **Macmillan Cancer Support**
- **Work and Health Unit, Department of Work and Pensions**
- **Nottinghamshire County Council**
- **Nottingham City Council**
- **Nottingham City Clinical Commissioning Groups**
- **Mind**

## Contact us

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