

**Annual Impact
Report 2018**

**N • R T H
P O I N T**

Reshaping Mental Wellbeing

Annual Impact Report 2018

Over the last 12 months there's been increasing political will to support people with mental health problems, as the NHS seeks to implement the Five Year Forward View for Mental Health.

And as a society, we're recognising the therapeutic benefit of talking and being listened to as a way of reducing feelings of stress, hopelessness and social isolation.

But there are still gaps in our health and support systems. We know there is still so much more that needs to be done. Far too many people are struggling to get the professional help they need, when they need it. Many have to wait several months to access appropriate support, and this can exacerbate mental distress and lead to relationship problems, job loss, isolation and, in extreme cases, self-harming.

It's also concerning that certain groups still experience difficulty in accessing services, particularly men, older people, children and teenagers, people from BME communities, and people with long-term medical conditions.

As a charity, Northpoint plays an invaluable role in ensuring that a full range of talking therapies and mental health support are made available to everyone, right when they need it most. Last year, we helped 4,829 adults, children and young people to make positive changes in their lives.

This report details some of the essential frontline services we provide, as well as highlighting the measurable differences we're making to people's everyday lives.

Jon Davis, Director

jon.davis@northpoint.org.uk
Northpoint
Annual Impact Report 2018

Our Values

Northpoint has been supporting people in Yorkshire since 1996. Today, we're one of the largest charitable providers of therapy in the region, working with adults, children and young people.

All our services help people to:

- Better understand the issues they're experiencing.
- Consider all the choices and solutions open to them.
- Take steps towards making changes and finding direction.

We are:

Client-focused

Professional, reflective, and non-judgemental

Committed

Working together to facilitate positive change

Responsive

Learning and growing together to meet community needs

Supportive

Enabling staff and clients to achieve the best possible outcomes

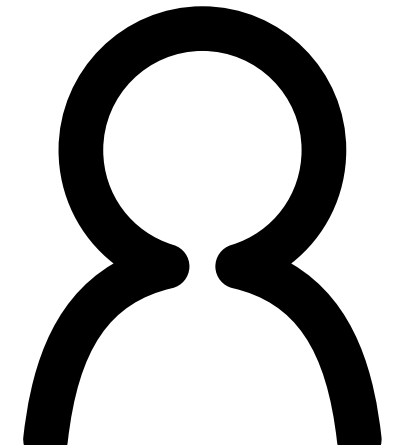
Making a difference for NHS patients with common mental health problems

We work closely with partners to deliver the Improving Access to Psychological Therapies (IAPT) Service in Leeds – an NHS service for adult patients with common mental health problems (especially anxiety and depression). Our qualified therapists offer effective counselling and Cognitive Behavioural Therapy (CBT), both at our base in Leeds city centre and in easily accessed community venues across the city.

Northpoint has been successful in securing additional investment into the service to help improve waiting times and increase access to services.

“I was referred to IAPT by my GP, and was seen within 6 weeks. During my time, I felt listened to and respected by my therapist.

I was able to talk about issues which I had not previously spoken about with anyone. I was offered new perspectives, and given reassurance in myself. I am in a whole different place now, so thank you.”



Making a difference for families

Our Early Start counselling service works with parents and carers of children under 5, through children's centres across Leeds.

The service responds to the emotional health needs of families at greatest risk of breakdown, including cases where there are child protection concerns.

This service is trusted by users as being independent and confidential: a crucial factor in its success.

Last year:

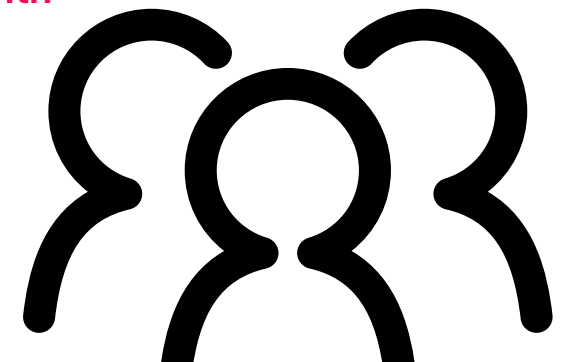
89%

of clients reported feeling better able to cope with their situation after counselling.

92%

agreed that their family relationships had improved with the help of counselling.

"I felt really unsure about counselling and suffered for years. People scared me by saying I might get my kids taken away from me if I asked for help. I can't believe what a difference it has made. I am starting a course and thinking about me as well as the kids. I am laughing and dancing with the kids - they have their mum back."



Mental health workers in GP surgeries

Innovative practice

Northpoint is working closely with GPs in several GP surgeries in Leeds to support their patients with complex emotional problems.

Our mental health workers help people to manage their emotional distress, focusing on patients who normally struggle to engage with traditional mental health treatment services.

We are working in Chapeltown surgeries, in The Light Surgery in Leeds city centre, in south Leeds surgeries, and in Leeds Student Medical Practice. This innovative work involves working closely with other care providers, to ensure a more joined-up pathway for patients.

These exciting pilot projects are receiving excellent feedback from patients and GPs alike.

"I was seen quickly, and felt much calmer after I had met my mental health worker. She listened to my story, and helped me to focus on my priorities."



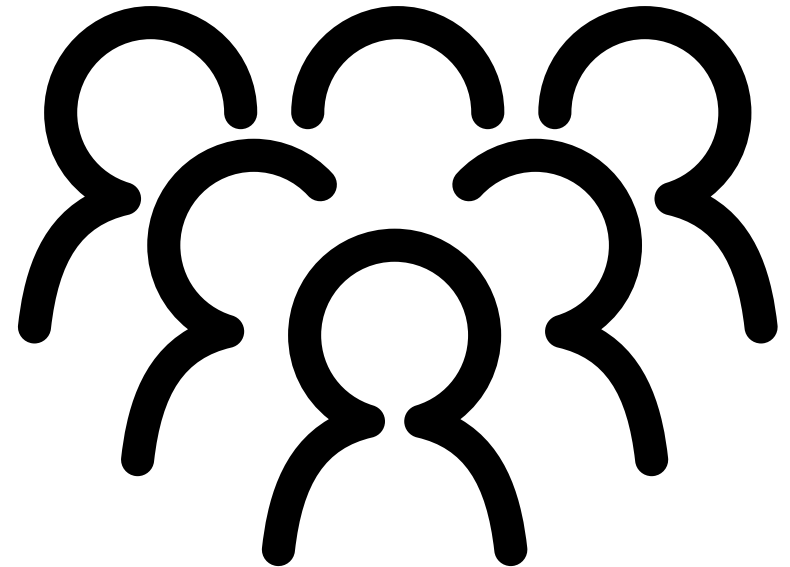
Carers' support group

Eating Disorders

Northpoint facilitates a monthly support group for carers of adults who are living with an eating disorder.

Through sharing our knowledge and experiences, and offering empathy and understanding, carers help each other to support their loved one through recovery.

The group is supported by Leeds Partnerships NHS Foundation Trust's eating disorder service.



Making a difference for children & young people

Through our school counselling service in Leeds, we supported 800 pupils whose emotional health problems have affected their behaviour, attendance or attainment at school.

Our service covers

135

primary and secondary schools, in 16 "clusters".

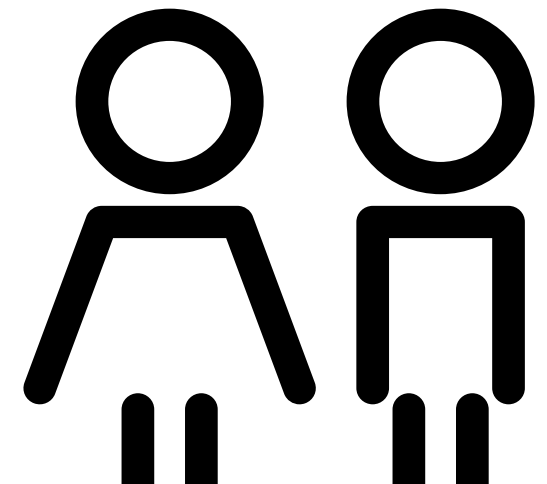
Last year:

89%

of pupils reported an improvement in their emotional wellbeing following therapy, helping them get closer to fulfilling their potential in different areas of their lives.

We're also working with Leeds Community Healthcare NHS Trust to deliver the MindMate SPA, which works with all local services to find the very best available support for children and young people with emotional health needs. And we're supporting Leeds City Council's Healthy School Service to roll-out the Mindmate Champions training programme for school staff.

"I cannot fault Northpoint's professionalism and commitment to ensuring high quality counselling support is provided. The service received has been personal, friendly and tailored to suit the requirements of our schools."



Supporting CAMHS in Calderdale

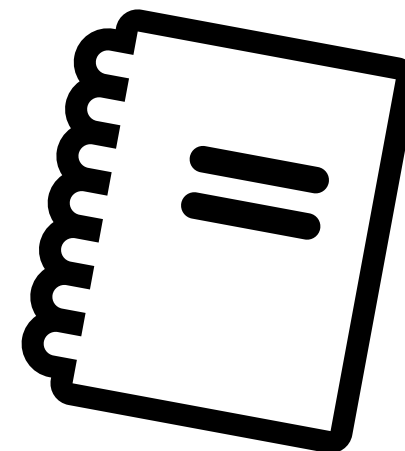
Northpoint has delivered Child & Adolescent Mental Health services (CAMHS) in Calderdale since 2014. We work closely with our partners, South West Yorkshire Partnership NHS Foundation Trust, to offer an accessible and highly effective service based within schools and the local community.

We also run the Calderdale
First Point of Contact,
which receives around

1,600

non-urgent referrals
into CAMHS each year.

"I found the referral process really helpful, and the service was accessible. The people I spoke to were professional, kind and helpful. I immediately felt reassured and knew that we would get the help we needed."



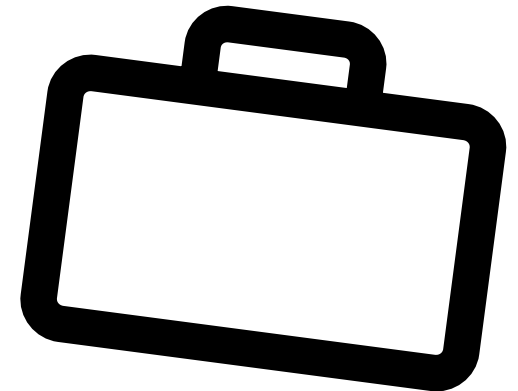
Making a difference for private clients & employees

Our **Leeds Group Therapy** service provides group therapy to fee-paying clients who want to explore difficulties in their relationships with others. These useful group sessions are conducted by qualified group analysts, with subsidised fees available to help people on low incomes.

We host a **private therapy service** in our therapy suite at Leeds Bridge House in Leeds city centre. Our experienced therapists all meet stringent quality criteria, and together they offer a wide range of specialist therapeutic interventions to private clients.

For many years we've provided **employer-funded counselling** for employees of local companies, carefully designed to help employees deal effectively and confidentially with personal problems adversely impacting their work performance, health and general wellbeing.

"I came to view my sessions as a safe haven where I could say what I felt without being judged. I can now see much more clearly."



Transforming the mental health of a region.

Northpoint

Leeds Bridge House
Hunslet Road
Leeds LS10 1JN

0113 243 3400/245 0303
info@northpoint.org.uk
northpoint.org.uk

Charity Number: 1057908
Co. Reg. No: 3216262
BACP accredited service