

response



2017/18





response

response

Our mission is to enable people with mental health problems and complex needs to live their lives to the full.

OUR VALUES

CARING

SAFE

CREATIVE

ASPIRATIONAL

OUR STRATEGIC GOALS

- We will be operationally excellent; evidenced by high levels of service user, carer, staff and stakeholder involvement and satisfaction.
- We will make an outstanding success of all our partnerships by providing the necessary skills, expertise and resources.
- We will continue to improve choice for the experience of service users by extending our range of services including property and housing options.
- We will expand these services to neighbouring areas, in particular the Thames Valley, in an innovative and sustainable way.
- Response will be an employer of choice. We will invest in our staff expertise; provide excellent training and education opportunities and the best terms and conditions possible.



Contents

Chair and CEO Report	6
R360	10
Service delivery	12
Housing & Property	14
Carramar House	16
Human Resources	18
IIP	20
Learning and Development	24
The Response Management College	26
Staff profile	28
RAW	30
Family & Friends	32
A Carers story	33
Response Giving	34
Coasters'	36
OMHP	38
CAMH's	40
Finance	42
Our thanks	44

From the Chair & the CEO

We could start this introduction with what you might expect from an annual report. Namely, a list of successes, innovations and exciting plans for the future. We have a plentiful supply of all those, and we will come on to them, but this year more than ever we wanted to start elsewhere.

There's no doubt, as you'll see quantified later in this report, that Response has grown, adapted and innovated to meet the rising demand for housing, support and care for those with mental health issues and complex needs. As a Leadership team, when we reviewed the year, we looked at what has kept us moving forward, what had maintained our standards and, ultimately, what helped us improve more lives for the better. Put simply, it's the people we work with.

Across every area of Response, from the frontline staff to the management teams, from the maintenance crews to the housing department and from the reception team to the finance department there's been a remarkable focus on making us, and our services, better. We've seen many examples of people going further, doing more and getting to work every day with a dedication to changing lives that is remarkable.

However, it doesn't stop just with our direct colleagues. We've been privileged to see carers and families truly contributing to what we can deliver, guiding us and supporting us. Likewise, our residents and the users of our services have had a strong and effective input to ensure we keep delivering what is needed to very high standards and to let us know where improvements can be made.



Furthermore, collaborative, focused and supportive relationships with our partners in local government, the NHS, the CCG, our generous benefactors and donors - along with a thriving network of allied charities - has seen 2017/18 deliver real impact and enabled us to support better lives for many people.

Response is only ever as good as its people and partners. It's their drive, their expertise and their desire to create change that has made the year remarkable. We thank you all.

That energy from our people, partners and supporters has led to several key developments in the last year:

- Commissioning, refurbishment and launch of a new 10 bed supported housing project in Thatcham, Berkshire
- New integrated IT systems to support even more effective housing and support solutions
- Trustee visiting with the aim of helping front line staff, service users and the Board to be aware of what each part of Response is doing
- Development of partnership discussions across Oxfordshire, Buckinghamshire and Berkshire
- Further focus and development in services for young people and children
- A full Housing Condition Survey to ensure every home is of the highest standard
- Regular internal quality review processes (RESET) embedded across the organisation
- External and internal inspections have identified areas of good practice and strengths. But have also highlighted areas where we could improve and as a learning organisation we really value feedback from all who use our services.

The Response Board

Three Trustees have left the Board; Pat Ross, for family reasons after years of work for the Friends and Family network, Kate Chalmers to have more time for projects in her neighbourhood and Ben Lloyd- Shogbesan for personal reasons.

We are delighted to welcome three new Trustees; Andrew Morgan-Giles, Phil Davison and, most recently, Bob Sutcliffe who has also agreed to become Chair of the Board. Between them they bring professional expertise in business, finance, the NHS and psychiatry.

Paul O'Hare

Retiring Chair

John McLaughlin

Chief Executive Officer

Note from Paul O'Hare

After five years as the Chair I want to thank everyone who has made this time so interesting and enjoyable. I have learned a lot and met many different people who together make Response strong and welcoming.

I am pleased to be standing down knowing the place is going to be filled by Bob Sutcliffe whose arrival is welcomed by the whole Board and the managers who have met him. I would like to thank him for making the transition go smoothly.

Finally I would like to thank all the staff and managers for their work in Response, their support and help to me and in particular to extend this to John McLaughlin.

Paul O'Hare



“

Angels of Hope

The Angels of Hope project supported residents to learn how to organise and deliver an event and fundraise. It also provided residents with the opportunity to perform in front of an audience. The plan for the art group ‘Angels of Hope’, going forward, would be to continue and create more voluntary opportunities in the creative sector.

Feedback:

‘The placement helped me to practice my computer skills and learn how to create agendas. I was able to develop my communication and social skills and learn how to market and organise events.’

.....

“

Active Miles challenge

This year (2018) residents from Response have been encouraged to take part in the Active Miles Challenge and get involved with fundraising. The challenge aims for residents and staff to ‘gain’ up to 278.1 miles of exercise, which is equivalent to walking to Paris.

Feedback from one of the residents who participated during the walk to Abingdon:

‘I was able to go at my own pace. Everyone managed to complete the walk. I felt satisfied by doing the walk.’

“

Restore

At Response we have three residents attending the services at Restore. One resident in particular has come a long way during his voluntary work and is now volunteering 4 days a week. He spends two days at Restore Littlemore Café and two days at another Café in the community.

Feedback from a resident:

‘I like working at Restore. I get to meet people and learn team work skills. It makes me feel I achieve something.’

.....

“

Coasters

Response supports a physical activity program called Coasters. Coasters aim to provide accessible physical activities for people with mental health challenges. Some of the activities the group runs are walking, rock climbing, football and badminton.

Feedback from residents:

‘Being able to get more athletic.’

‘I go twice a week because I like it.’

**We will continue
to improve choice
for the experience
of service users
by extending our
range of services
including property
and housing
options**

R360° Model

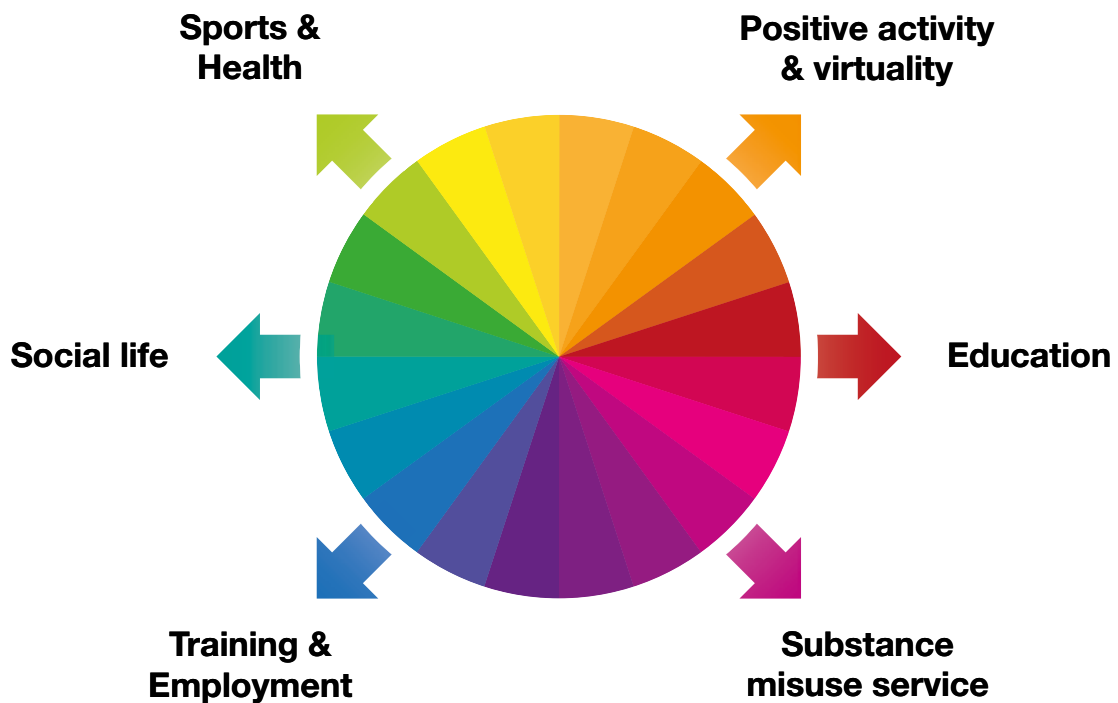
Response 360° is a pioneering approach that we've embedded into the heart of our purpose and mission. It stems from the recognition that, for people to live their lives to the full, everybody needs access to a wide array of connections, opportunities and support.

Developed over three years, it is engineered to provide appropriate access to opportunities that go beyond 'meds and beds'. 360° is a platform that delivers a wide range of opportunities that, together, create more fulfilling lives.

We know that positive activity, in all its forms, has a direct and positive impact on well-being and recovery. Equally, timely support around clinical issues, such as substance misuse, was needed.

In establishing 360°, we looked at what any given day might be like for a resident and where positive activity could be offered. As a result of that, we enhanced current opportunities and created new ones through partnership and investment.

Currently, 360° offers:



Service Delivery

About us

At the heart of Response is our Service Delivery team. These are the remarkable colleagues who deliver the one-to-one care, support and person-centred recovery across all our services.

Every single day of the year, it's our team of 150 dedicated professionals who make a real difference to the lives of our residents and service users. With their high levels of knowledge, experience and empathy, all our Service Delivery team are motivated by a single purpose and that is to improve the lives of people with mental health issues.

The last year has seen our team grow in size to now provide support to over 400 people with a range of mental health issues, including those with the highest levels of need. Working across our residential, supported housing and homecare services in Oxfordshire and now, also Berkshire, it's these teams who are at the frontline of enabling recovery and supporting better lives.

Stats and figures



10% more residents supported into meaningful activity



33% more residents supported into paid employment



10% increase in the supported housing available with the development of new projects in Oxford City, Kennington and Thatcham



Key achievements

- 1 Launching a new service in Berkshire, enabling more people to live fully in the community rather than in hospital wards.
- 2 Created a new service to support people who have mental health illness and co-occurring substance misuse issues.
- 3 We launched 'The Response Way', a model which defines how we deliver support and constantly enhance our recovery pathways.
- 4 Staff and residents worked together to create and deliver 'Angels of Hope' – a creative production addressing many of the issues around a mental health illness.
- 5 Trialling of Open Dialogue and embedding Reflective Practice across our teams.

Our plan for the next year

- › Continue to develop a culture in which we regularly reflect on, and so continually improve, our practice and support for people.
- › Expand our services to more people with complex and multiple needs in collaboration with commissioners and partners.
- › Develop new step down services in Buckinghamshire enabling individuals with the highest level of need to move on from hospital.
- › Further embed and train our teams in Open Dialogue.



'We would like to thank you and your team in the valuable work that you're doing. ...in taking care of PS and making a huge difference to his well-being this year. As a family, we've noticed more improvement in his physical appearance. (His Response Support Worker) has gone above and beyond in our opinion in helping him to communicate and more importantly bringing the family together.'

Housing & Property

About us

Our Housing & Property team are motivated by a single, focused goal and that is to provide great homes for our residents. Not 'houses' or 'units' but real homes. Providing a place where people feel safe, comfortable and secure is what really matters to us, not just 'units of accommodation'. That's reflected in the dedication throughout our team and the constant willingness to go that extra mile to provide the right property for the person.

We know that a good home is where the journey to a better life starts and that doesn't stop after someone moves in. So, we have our own in house team of professional tradesmen who deliver a highly responsive day-to-day service, making sure our properties are maintained to the highest standards. We work hard to ensure our residents know, are used to and comfortable with our team which gives a better customer experience and keeps inconvenience and stress to a minimum.

Likewise, our professional Housing Officers work with residents providing general housing advice, ensuring solutions to problems are quickly resolved and support is provided with any aspect of their tenancy.

The last year has seen us not only enhance current services and properties but also undertake and manage new developments, bringing the same attention to detail and commitment to them also.

Stats and figures



Our services to residents and the support we give has led to a **record low arrears rate**, with more people holding tenancies for longer



More homes, faster - we averaged a **4 day turnaround** from a property being vacant to a new person being moved in



100% gas safety compliance



'I enjoy resolving problems/ issues on a daily basis to make sure our residents get a great service.'

Key achievements

- 1** We added 13 new places that people can now call home.
- 2** We regenerated a beautiful 10 bed Grade II listed building in Thatcham, Berkshire which the new residents love.
- 3** Brilliant new colleagues have joined us to ensure we keep up with demand and continue to deliver excellence.
- 4** We worked collaboratively with Service Delivery to achieve improved Anti-Social Behaviour (ASB) outcomes.
- 5** Building on our reputation, we now source properties and provide a day to day repairs and housing management service to external partners.

Our plan for the next year

We will continue to grow the portfolio of properties and actively seek new opportunities to make a difference. With the portfolio increasing we are also continuing to grow the team with like minded professionals.

We're seizing on how new technology can improve our services to residents with a new Housing Management system, which integrates

across all areas of Response, being put in place early next year. We are also launching a new Support Planning module which is user friendly and will further enhance the interface between housing and service delivery teams.

We will be regenerating a large 10 bedroom house in Aylesbury, Buckinghamshire taking us in to yet another area.



Response in Berkshire – Carramar House

Building on the success of previous projects in Oxford and Buckinghamshire, we are delighted to have launched a new service in Berkshire. Carramar House, in Thatcham, provides 10 bed spaces for people who are leaving hospital and starting on the next stage of their recovery journey.





To deliver Carramar, our Housing team managed the total refurbishment of a large Grade II listed building in just 8 months. Always putting the resident's needs at the centre of design decisions, the interior has been finished to a very high specification with beautiful communal areas and private bedrooms.

With highly experienced Response staff providing support services on a 24 hour, 7 day a week basis, we ensure residents receive all the support and care they need as they recover. Everything is focused on

resident involvement and empowerment, right down to meal planning and activities.

We're also bringing the wonderfully therapeutic benefits of gardening and growing to Carramar residents with a total redesign of the expansive grounds. Residents will be involved at all stages and, once complete, they will have beautiful gardens to tend and nurture. We'll also be growing some of our own food and providing teaching and learning sessions in the gardens.

Human Resources & Training

About us

Response is powered by the amazing people we're so proud to have working in our organisation. Every single member of our staff makes a positive difference to the lives of people who are living with mental health illnesses. The fundamental role of our HR & Training team is simply to enhance and support their roles and working lives, enabling them to continue making an ever more positive impact.

Staffed by dedicated professionals, the department works across every area of Response, providing support and advice to all our colleagues. We work hard to ensure we are open, solution focused and always encourage feedback and comment. We ensure the advice we give always relates back to our values and we continually learn and develop our own practice.

Our dedicated training function provides access to the latest professional courses for staff, and also a wide variety of courses through our own Response College. We also support career development through formal qualifications in a breadth of areas including Health & Social Care and Management.



'Response is open, creative and passionate about the way that it works. It's very different from other organisations I've worked for.'



'They offer a fantastic learning and development programme, which includes a great mix of classroom based learning, internal and external training, and online learning. Lots of people are supported through Diplomas.'



Key achievements

- 1** Achievement of the Investor in People Gold award for the 3rd time in a row. Accredited for 17 years.
- 2** Institute of Leadership & Management (ILM) apprenticeship qualification launched.
- 3** Complete overhaul of Recruitment materials, introduction of a Welcome Day and Employee Essentials Handbook.
- 4** Employee Network continues to grow providing feedback, open discussion and innovative new ideas for enhancing how Response can become the employer of choice in Oxfordshire
- 5** New staff benefits added to the portfolio including cycle to work scheme, cinema vouchers, Oxfordshire Credit Union and an increase to the sleep in allowance rates.

Our plan for the next year

- Review and enhancement of the appraisal system.
- New Wellbeing initiatives for employees.
- Review of the Induction Workbook and structured, person centred, induction programs.

Investor In People

About us

We are delighted that, for the third year running, Response was recognised as a Gold Investor in People (IIP) organisation. We're extremely proud of our record that has now given us nine years of consistent recognition as a top class investor in our people.

Benchmarked against 10,000 businesses in 78 different countries, the IIP Gold Award acknowledges exceptional standards when it comes to looking after staff, supporting their progress and acclaiming positive working practices.

Our CEO John McLaughlin, said 'without doubt, the most important asset that we have as an organisation is our outstanding workforce. Our staff are amazing and dedicated to delivering life-changing support for people who live with mental health illnesses. We want to make sure we're giving our colleagues the support and development they deserve and the IIP Gold Award is a great endorsement that we're doing that well'.

Key achievements

- 1 With over 360 service users and residents across a range of housing options, Response has continued to adapt and grow to accommodate the increased demand for mental health services.
- 2 *'One in four people will be affected by a mental health issue during their lifetime. It's our mission to provide safe, innovative and appropriate services for people living with mental health illnesses. Within the organisation, and at all levels, we see people who are really dedicated to that mission.'*

John McLaughlin

- 3 *'We're determined to be the best employer possible. With over 190 employees, we've worked hard to continually deliver new ways of supporting and developing opportunities for our colleagues.'*

Gemma Jewell



'The Investors In People report noted that 'Response is a values driven organisation that, despite having experienced growth way beyond that of its competitors since its last IIP Assessment, continues to have an open, supportive and nurturing culture. People still view Response as a family and they remain passionate and committed to providing service users with the best possible service.'



Stats and figures



In the last year alone, **nearly 70% of our vacancies have been filled** by existing staff moving up into more senior and better paid roles



Three Gold Awards



20 years of IIP recognition

Our plan for the next year

Our IIP accreditation is recognised until October 2020 and we will continue our hard work to ensure we maintain our standards and we're fully ready for the next assessment. This includes working on the key findings of our report, which are:

- Rolling out 'Ditch the Appraisal' across the organisation.
- Developing reward and recognition further.
- Ensuring our values inform everything we do as the business continues to grow.
- A formal 12 month review with Claire Smith our Assessor takes place in October 2018.





‘Thirty years ago, I did my first shift on a mental health ward. Back then, I was a newly qualified Mental Health Nurse and, ever since that day, one truth has stayed with me.

Recovery, to what ever degree, is possible for anyone with mental health challenges. Every single person’s life can be improved.

What I’ve seen again and again over the intervening years is that this recovery has essential building blocks. These are a safe and appropriate home, people around you who you trust and who enrich your life and something meaningful to do with your day.

I call it ‘somewhere, someone, something’ and I’m incredibly proud that it’s these keystones that are at the heart of Response’s 360 Model.’

John McLaughlin
Chief Executive Officer

Learning & Development

About us

The Response College continues to provide a range of innovative courses that develop staff and help them realise their potential. The courses are designed to bring together national standards, legislation, specialist expertise and organisational learning. The guiding principle of our college is *'to work towards a co-designed and co-produced learning and development environment, by learning from our collective experience and bringing our knowledge together'*.

We offer a huge range of courses from professional boundaries, crisis management and safeguarding to mental health awareness, well-being and self-care.

“

'The ILM diploma in Management and Leadership has been a fantastic opportunity to improve and develop my management knowledge and skills in a way that benefits both my own personal development and also the project I work in. It has given me the skills to develop new systems and processes to put in practice to improve my service as well as to develop my own confidence within my management role. The mix of classroom based days, assignments, reflective thinking and action learning sets have enhanced my approach and competence as a manager and I feel immeasurably better equipped to deal with the challenges and day-to-day responsibilities of management'.

Stats and figures



Over 200 award winning eLearning programmes available for continuous professional development



72 internal training courses delivered, **creating 1152 learning opportunities** via the classroom alone



25 staff members currently working towards qualifications or apprenticeships

Key achievements

- 1 Achievement of the Investor in People Gold award for the third time in a row.
- 2 Introduction of our management college - the Institute of Leadership & Management (ILM) apprenticeship qualification is underway for managers.
- 3 Our first Level 3 Apprentice in Health and Social Care has achieved her qualification.
- 4 Introduction of staff welcome days and values based recruitment and interview skills training.
- 5 Maintaining 80+% compliance with mandatory training.

Our plan for the next year

- To continue to extend our provision of learning and development , ensuring we are prepared for growth and development – including a new member of staff to our team.
- Create a Response Learning and Development Brand.
- Developing our ‘well-being’ college which offers everyone involved in our organisation the opportunity to explore their own well-being in a safe environment. Response is fully committed to ensure its staff can achieve a work life balance and respects that our own well-being is a hugely significant aspect of the work that we do.
- Introduce cohort three to our Management College for our aspiring leaders.



The Response Management College

About us

Last year saw us deliver a further focussed investment in our people with the launch of our own Management College. The College provides bespoke training, support, skills development and qualifications in leadership & management for all eligible colleagues and future leaders. With tiered courses, all programmes are underpinned by a common set of best practice values and behaviours which has become known as The Response Way.

This structured and sustainable approach to management development is geared to enabling our leaders to be the best they can be which, ultimately, means we continue to deliver outstanding experiences for our residents and the users of our services.



'The ILM diploma in Management and Leadership has been a fantastic opportunity to improve and develop my management knowledge and skills in a way that benefits both my own personal development and also the project I work in. It has given me the skills to develop new systems and processes to put in practice to improve my service as well as to develop my own confidence within my management role. The mix of classroom based days, assignments, reflective thinking and action learning sets have enhanced my approach and competence as a manager and I feel immeasurably better equipped to deal with the challenges and day-to-day responsibilities of management.'

Stats and figures



Eight Learners enrolled in cohort one, due to graduate in February 2019



Cohort two gets underway in October 2018



Four partner organisations are on-board to join our college

Key achievements

- 1** Health and Social Care is a highly competitive industry, recruiting and retaining the right calibre of staff and providing innovative methods of 'growing our own' managers and leaders is crucial to the future of the organisation.
- 2** Participants will 'graduate' from the college with an Apprenticeship standard consisting of an ILM (Institute of Leadership & Management) Diploma at Level 3 and Level 2 (GCSE equivalent) certificates in work-related English and Maths.
- 3** Introducing Action Learning Sets - they provide a range of benefits to participating managers and to the company. Learning Sets are small groups of people drawn from different levels and disciplines within the organisation. Each learning set will work on a specific challenge or opportunity with the aim of meeting as many times as it needs to in order to arrive at a recommended solution or choice of options to resolve the issue.
- 4** Building a delivery programme of Workshops, Action Learning Sets, Coaching and Purposeful Placements.



Our plan for the next year

The second cohort of our management college gets underway in October 2018 and we are planning a third cohort to closely follow this for our aspiring leaders.

For those managers who hold Level 3 qualifications, we plan to explore a Level

5 cohort. Our aim is to offer continuous professional learning opportunities for all, encouraging everyone to reach their full potential.

STAFF PROFILE

Jennifer Healey

The Owner behind Bandit...

Jen joined Response in June 2015 as a Referrals Co-ordinator after 6 years working for an animal rescue charity. Jen had previously worked through her own mental health issues and wanted to give something back through her next career choice. She loved her new role and found it very rewarding being part of a team that helps people on their journey to recovery.



In December 2016 Jen was approached to join Response's newly formed Employee Network Group which supports stronger links and better communication between staff and management. She represents employee views and concerns on the group, ensuring everybody has a voice. Jen has particularly enjoyed seeing the positive results and impact the group can have.

In May 2017, continuing her progression, she moved in to a Quality Assurance and Outcomes Officer role looking at ways to continually enhance the systems and processes of our organisation. She has been impressed with the organisational passion to create positive change and the friendly competition to get a green RAG rating! Jen enjoys the mixture

of working at both local and organisational level. She has recently expanded her role to undertake contract monitoring and a meaningful activity review.

Jen seizes the learning and development opportunities on offer at Response and has attended several courses including managing difficult conversations and risk assessment. Jen is also looking to enrol in the Management College at Response in the near future.

Summing up what working at Response means to her, Jen says 'it is satisfying knowing you are helping people and working with passionate colleagues who genuinely want to improve the lives of others'.

RAW

About us

RAW exists to help people become Exceptional rather than being the Exception. We respect the immense strength it takes for people to overcome barriers, find ways to live fully in the face of adversity and change longterm behaviours.

Through our social business model we offer more than just brilliant skills training, support, meaningful positive activity and employment. We offer the chance to be part of our tribe. An awesome Crew of people who are out to show that, through our products, services and attitude, we can outperform people who have walked more 'usual' life-paths.

With that comes a fundamental sense of personal purpose, rising self-esteem and a chance to be

a contributor to something special. Having a reason to get up in the morning, daily activity, a place where you are valued and a social network are all essential components of improved physical and mental health.

RAW offers a huge range of varied and enjoyable opportunities to build experience, skills and employability traits. With a huge range of roles including woodwork/carpentry, production, manual handling, customer service, retail operations, deliveries and wood recycling to yard work, administration and vehicle operations, we fit the person to the most appropriate and rewarding role.



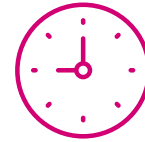
Key achievements

- 1 Working with nearly 30 referring partners.
- 2 Growing sales and high-profile customers including Blenheim Palace, Oxford City Council and Fortem PLC.
- 3 Inclusivity - Creating opportunities for people from a broad range of backgrounds (mental health, physical and learning disabilities, ex-offenders, those in recovery from addiction etc.).
- 4 Opportunities for young people - partner in new CAMHS partnership.
- 5 Significant environmental outcomes and benefits across Oxfordshire.



'Thanks so much for showing us how RAW works – we left feeling really inspired and bubbling with ideas to take forward! It's an amazing initiative and we were super impressed with your attitude and what you are achieving with your crew members – brilliant stuff'.

Stats and figures



Delivering over **10000** social impact hours



19,000 Kgs reduction in CO2 emissions on Oxfordshire's roads in 12 months



600 tonnes of wood diverted away from landfill

Our plan for the next year

- > Geographic expansion.
- > Increase the number of Crew members and raise the percentage of women including young adults joining RAW
- > Launch of a new enterprise.
- > Further developing opportunities for young people.

Family & Friends

About us

Our Family & Friends Network is a vital part of the wider Response community, providing support and advice for those looking after loved ones who are unwell. At Response, we know what an essential role carers play and we believe passionately in delivering all the support that we can.

The role of a carer can often be stressful and complex, with multiple issues and pressures to deal with. It can also, at times, become quite isolating. That's why our Family & Friends network is there to provide both emotional and practical support.

From creating opportunities to meet peers and share experiences to advice and sign-posting services, we're here to do everything we can to support carers in the amazing work they do.

With regular and inclusive meetings every two months, carers also have the opportunity to hear about the latest developments at Response and innovations in mental health care more generally. We also host regular speakers from a variety of organisations and backgrounds who share their expertise and experience in a way that is relevant and useful to carers.

At every meeting there are senior members of Response's management team present, along with experienced carers and other members of Response's frontline staff. They are always willing to support and offer advice on a one-to-one basis.



A CARER'S STORY

MC is a carer for her son and recently became involved in the Family & Friends Network

'My son and I have been visiting (Response's) Grove House on a monthly basis. For some time, we both had lunch with the residents. Now, my son is comfortable staying for lunch with staff and residents. This has given him confidence in his future, as there is a plan and he will be discharged into the community.

I offered to do what I could to help Response. I know some of the Response volunteers, that do such a great job. I have been invited to share some of my experiences at the induction days for new staff.

My son and I went to Response's BBQ again this summer and met up with a young support

worker. She had heard my talk last year on an induction day. I was most impressed to hear how she absolutely loves her job. From the moment she wakes up, she is looking forward to her day at work. These positive comments reaffirmed my confidence in Response....I feel we are included in many of the activities provided by Response. We have attended coffee mornings and other events. They are always informative and fun.

The inclusive culture and hard work put in by staff and volunteers, means I feel confident that my son will be in a homely atmosphere where he will be supported to continue to work on his recovery and rehabilitation.'

Response Giving

About us

Response Giving has had another impactful year, making a real and valuable difference to over 200 people who have enduring mental health concerns, either in hospitals or in the communities within Oxfordshire, Buckinghamshire and Berkshire.

Staffed by an amazing group of dedicated and enthusiastic volunteers, Response Giving raises charitable funds and meets six times a year to allocate funds to individuals and groups.

The team have raised and allocated, on average, over £1,000 every month this year for needs and causes that help go to further recovery and enhance quality of life.

We're also very proud that, in emergencies, we've been able to respond with financial help within a few hours making an immediate impact, reducing stress and helping people secure opportunities.



Stats and figures



200 people directly supported



Over £1,000 donated every month



Two new members have joined our Response Giving Committee



‘Words cannot adequately express our gratitude for the generous grants that you have offered us in the last few years.’

Key achievements

- 1** The continued impact of the support we have been able to give people in the community.
- 2** Helping Response Residents move out from supported housing to independent living.
- 3** Securing funds to provide various activities for patients in hospitals.
- 4** Becoming adopted as one of the Lord Mayor of Oxford’s Charities.
- 5** Presence at events such as the Christmas Concert at Oxford Town Hall and raising the awareness of Response Giving and the difference we make to the lives of people living with mental health conditions.



‘This has not only enriched the quality of life of our users and has contributed to their recovery process, but has also had an enormous impact on our relationships with our clients.’

Our plan for the next year

- We will continue to help as many people as possible through our simple access and decision process.
- We will innovate and create new opportunities to raise funds.

Coasters'

About us

We know that recovery takes a multi-faceted approach and that's why Coasters' continues to play such a vital role in daily life of many Response residents and service users. Again this year, Coasters' has done amazing work. Assisting those with experience of mental health problems, and of sometimes limited means, to take part in activities that lead to increase in self-esteem, confidence and positive relationships, providing a lasting basis for recovery and development.

The Coaster's team and the broad programme on offer enables people to find strength and possibility through participation and involvement in regular sport and outdoor activities. Through the breadth of activities,

ranging from badminton and table tennis to rock-climbing and long-distance walking, people can find confidence and shared support to embark on further positive and challenging projects.

It's this kind of raised self-esteem and belief that has led recently to two Coasters' members now working towards their Climbing Wall Instructor Award. We have another member with a Level 1 Badminton Coach qualification who is now working with a partner organisation delivering training and coaching. We're also delighted to have seen one of our participants become a prize winning and published photographer.

Stats and figures



65 residents from Response and the Mental Health Partnership have engaged in **2,200 hours** of Coasters' Sports and outdoor activities



347 miles covered in our walking projects



173 sessions of activity, sport and well-being delivered in 10 months to people with mental health issues

Key achievements

- 1 Coasters' represented at the final session of the 'INSPORT' International Mental Health Sport Project at the European Parliament in Brussels.
- 2 Coasters' members facilitating (registering, officiating, guiding) the Sport component of the Barbecue Day at Blackbird Leys in July.
- 3 A Response resident and a member of Coasters' is delivering Peer Support to OHFT EIS 'Climb Up' (rock climbing) Project. He also gained his Outdoor First Aid Certificate at Plas-Y-Brenin National Mountain Centre.
- 4 Successful completion of the Ridgeway Walk with 18 participants and sponsored rock climb with 22 participants.
- 5 Response resident and Coasters' member awarded 'Player of the Team' at the annual Cricket tournament held at Windsor.

“*‘Until I got involved with Coasters’ I was doing nothing, staying in bed most of the day; now I’m volunteering 3 times a week and things are so much better’*

Response resident



Our plan for the next year

- Planning and securing funding and increased resourcing for our projects
- To develop a 'Coasters' Club' and to broaden the take up from within the various Response Projects, and to establish a volunteer base of support for our activities.

OMHP

About us

The Oxfordshire Mental Health Partnership (OMHP) has continued to grow in capacity and impact, harnessing the expertise of multi-sector agencies to deliver more effective services.

With the increased prevalence of mental health illness across society, OMHP has worked hard to continually adapt, innovate and collaborate to meet demand. With a focus on always keeping the person at the centre, Response are proud to have played a leading role, with our partners, in always driving services forward.

OMHP outcomes show this partnership approach having a real and positive impact with 55% of patients having improved recovery, 60% engaging in meaningful activity and 96% of people in stable accommodation.

We're also delighted that over 80% carers have been satisfied with the care and support received by the person s/he cares for.



Key achievements

- 1 Specialist workers from the third sector embedded into Adult Mental Health Teams.
- 2 Individual Placement Worker in Early Intervention Service.
- 3 Peer Support posts created across Oxford Health team.
- 4 Successful launch of Oxfordshire Safe Haven.
- 5 Increased focus on wider wellbeing and holistic recovery support.



‘Response have strong core values in supporting people to recovery and strive to make a difference. They offer a flexible approach and are always open to developing innovative ideas’.

Anne Clarke, Partnership Manager
(Adult Directorate)

Stats and figures



96% of people using service in OMHP are in stable accommodation



Over **60%** of people with severe and enduring mental health issues engaged in regular meaningful activity



Nearly **20%** of people with severe mental health issues are in paid employment

Our plan for the next year

- Further focus on ensuring resources deliver the best support.
- Promote and build on the success of Safe Haven.
- Continue to reduce the number of out of area placements, ensuring more people get support and treatment close to home.
- Develop a wider range of creative housing solutions and building on models of support such as Housing First.

CAMHS

About us

The surge in the number of young people experiencing mental health issues over recent years has been profound. It put services under huge pressure and demanded a radical and innovative new approach which Response is proud to be at the forefront of.

Working closely with our partners at the Oxfordshire NHS Foundation Trust CAMHS, we wanted to bring support closer to the communities that young people live in and deliver a holistic range of options.



As the lead organisation, we identified and partnered with seven leading local charities who have the experience and passion to help improve the mental health of young people. With a focus on wider well-being and developing resilience, our partner organisations help young people see, and grasp, the potential of their future. By moving the conversation away from labels and diagnosis, we enable young people to look forward and engage in activities that grow self-esteem and confidence.

We are proud to have partnered with RAW, Ark-T, TRAX, SYNOLOS, BYHP, SOFEA and Oxfordshire Youth to deliver this transformative and life-changing service.

Key achievements

- 1 Positive engagement with Young People:** Young People are responding well to the non-medical, non-clinical model that Community In Reach brings.
- 2 Community In Reach Workers** trained by Oxford Health.
- 3 Strengthened relationships** between 3rd sector organisations and Oxford Health, using shared learning to offer Young People better support. Increased flow between statutory and 3rd sector.
- 4 Training** - Young Devon Model delivered by Oxfordshire Youth.
- 5 Innovative** - New and unique, no other Partnership has the level of integration that we have; integration such as sharing a patient information system.

Stats and figures



Since August 2017 in excess of **100+ young people** have benefited from **Community In Reach**



Training for year 1 reached capacity and is on track for **exceeding contractual requirements in year 2**

Our plan for the next year

- Increase in numbers accessing 3rd sector support.
- Further development of Community In Reach across the County.
- Development of Mental Health training for those involved with Young People particularly in sport.
- Response is working closely with Oxford Health & the CCG to develop Oxfordshire as a trailblazer area for further development of CAMHs.



'I have been incredibly impressed by the work that RAW have done with X and how much he has improved as a result of this. X is much more confident & has also said that he is enjoying learning new skills. He is attending a day at a specialist school today, which I think he may have struggled to do before going to RAW.'

CAMHs Psychologist

Finance

Treasurer's Report for the Financial Year to 31st March 2018

In the past year we have invested some of our resources, combined with active fundraising from donors and grant-giving bodies, to develop a 10 bed supported-living accommodation unit in Thatcham, Berkshire. The property was opened to residents on the 16th of July 2018. We have also continued to provide financial support to enable the current Response services to function efficiently, with major investments in the quality of accommodation in Oxford, Thatcham and Aylesbury.

The headline financial figures for the year 2017-18 are:

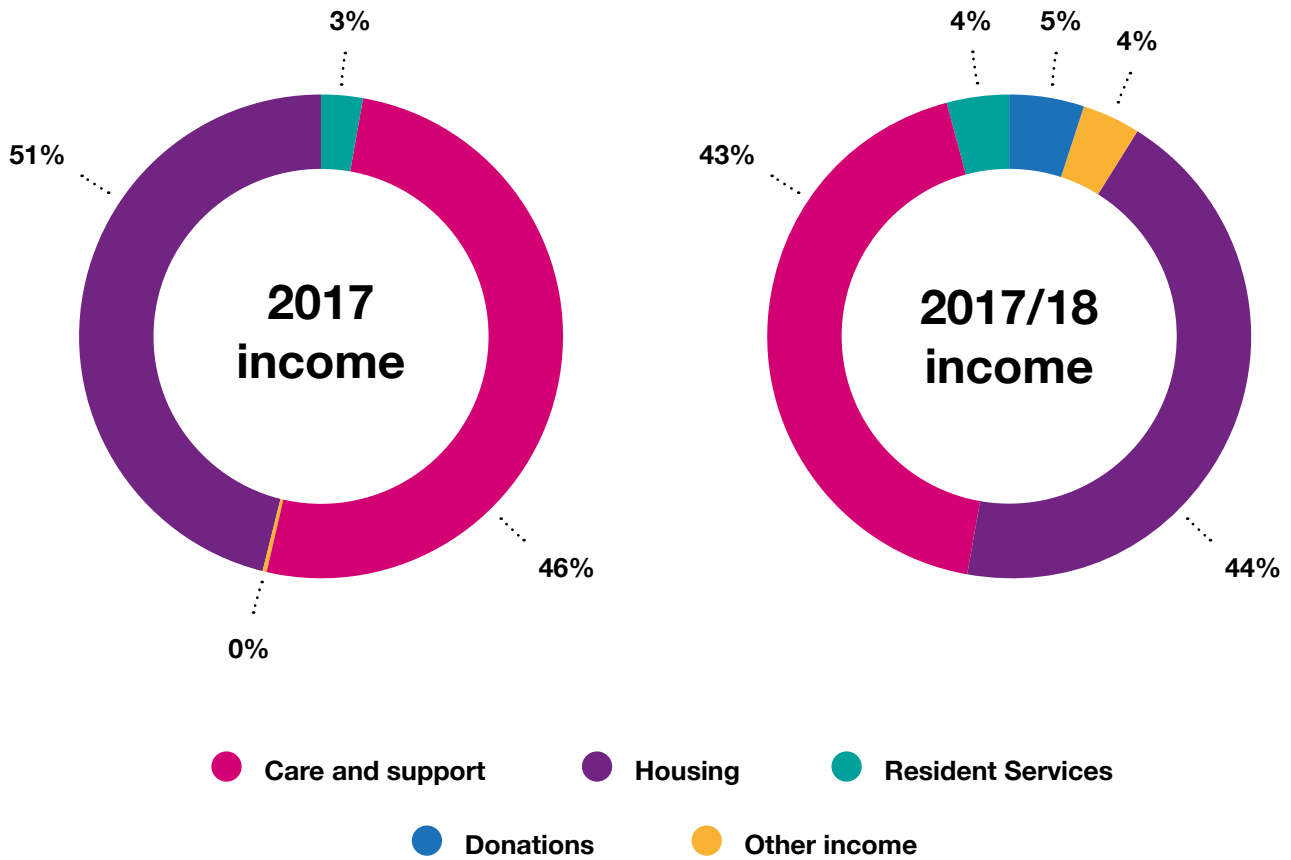
Total income was **£9.2m (2017: £7.9m)** and the surplus for the year was **£798k (2017: £62k)**. The bulk of Response's expenditure of **£8.4m (2017: £7.8m)** is on housing, care and support for residents. The surplus of **£798k** in the year included a profit of **£389k** arising from the disposal of a property in Oxford, the proceeds of which were reinvested into the upgrade and renovation of the new property in Thatcham, Berkshire. The surplus also included restricted funds from donations of **£366k**. The surplus will be re-invested within the charity, thereby helping to secure Response's long term future.

At the year-end net current assets were **£1,197k (2017: £413k)**. The significant increase in net current assets is mainly due to a higher cash balance resulting from the proceeds of the sale of the property stated previously.

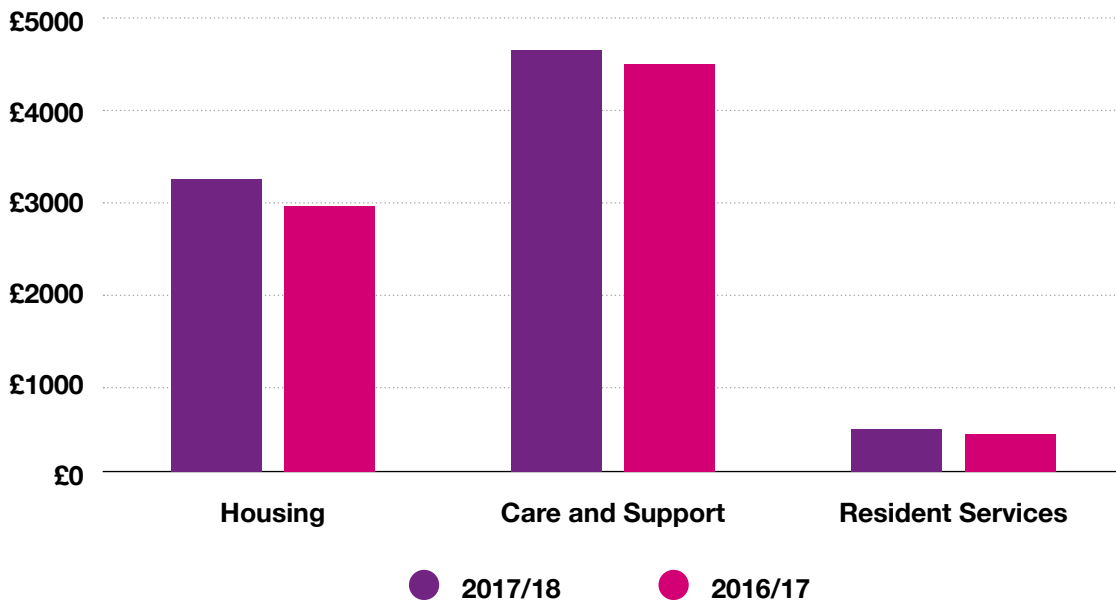
The balance sheet includes mortgage liabilities of **£2.2m (2017: £2.3m)**. The value of the charity's net assets has increased to **£7.3m (2017: £6.5m)**.

I would like to thank all the staff who, through their attention and hard work, have helped achieve this result.

Paul O'Hare
Chair



Breakdown of Expenditure



Our Thanks

Board of Directors and Trustees

Mr Paul O'Hare (Chair)
Mrs Pat Armstrong (Chair Response Giving)
Mrs Pat Ross (Chair Response Family and Friends Network)
Dr Peter Agulnik
Dr David Boswell
Dr Kate Chalmers
Mr Roger Harwood
Mr Ben Lloyd-Shogbesan
Mr John Taylor

Patron

Mr Robin Birch CB

Housing

Sanctuary housing
A2 Dominion
Green Square
Oxford City Council
Bromford College Housing Association
St Johns College
John Bunyan Baptist Church
Cirencester Housing - Maureen Margrie

Business Support

Care Training Solution
OXHOP
Thrive Social Business
Autism at Kingwood
Wenn Townsend
Barclays
Blake Morgan LLP
Freeths LLP
Jessop and Cook
Alan Hester Ltd

Our Partners and Project Support

CAMHs Partners
Oxfordshire Mind
Connection Support
Elmore Community Services
Restore
The Oasis Partnership
Oxford Health NHS Foundation Trust
Berkshire Health NHS Foundation Trust
South Oxfordshire District Council
Vale of White Horse District Council
Cherwell District Council
Oxfordshire County Council
Reading Borough Council
West Berkshire Council
West Oxfordshire District Council
Buckinghamshire County Council
Oxfordshire Clinical Commissioning Group
Thatcham Town Council
The Thomas Hickman Charity
Cyrus Mower Photography
Michael Ward Design

A special thanks to all our private landlords, donors, contractors and local businesses who have supported Response throughout the year.

Response Organisation
AG Palmer House
Morrell Crescent
Littlemore
Oxford OX4 4SU

www.response.org.uk

tel. 01865 397940 (Reception)
fax. 01865 397941

Company NO. 4781936. Limited by guarantee
Registered in England at the above address. Charity No. 1101071