

Our Vision is to enable the communities we serve to achieve their best possible mental health and well-being.



Annual Report 2020-21

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FOREWORD

On our tenth anniversary year I would like to say how proud I am of the remarkable work everyone at Six Degrees does. The dedication and commitment of the staff and Board have shaped the successful organisation we have today. It's incredible to look back at what we've achieved. I have also been humbled by how the team has risen to the challenge of meeting the needs of those we serve during the COVID-19 pandemic.

Six Degrees has shown itself to be an adaptable and agile organisation, something which has benefited our community over the last ten years. Due to close working relationships with the people we serve, and our partners in the Salford Clinical Commissioning Group (CCG) and the local authority, we have been able to develop and deliver new and innovative services.

The Greater Manchester Bereavement Service is an excellent example of this approach, offering support to those who are bereaved, whether they be close family, friends, or work colleagues. It is difficult to overstate the importance of this service as we begin to recover from the pandemic.

COVID-19 has also underlined the importance of the work undertaken by the IAPT service, which has continued to support the people of Salford and the work of GPs throughout the recent crisis. As we begin to plan for the future we are looking closely at what COVID-19 has revealed about health inequalities in the community we serve. And we will continue to seek fresh ways to address those needs.

Kelly Hylton
Managing Director
Six Degrees Social Enterprise CIC

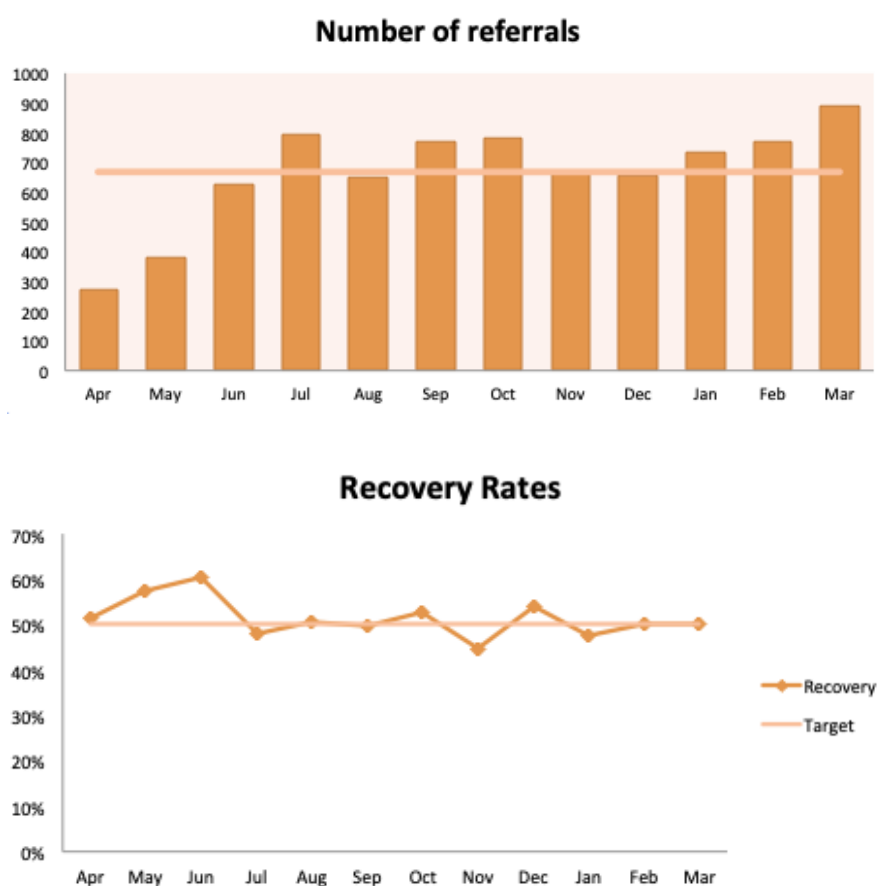
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COVID-19

The last twelve months have been truly unprecedented and the impact on our services significant. The teams have worked quickly to move all operations to a virtual platform. The organisation has continued to deliver services virtually, whilst also identifying and maintaining contact with those unable to take up the virtual offer.

SALFORD IAPT SERVICE

In 2020-2021 our Salford - Improving Access to Psychological Therapies (IAPT) Service received in excess of 8,000 referrals with an average recovery rate of 51%. The following charts display these figures by month.



We are pleased that, after a slight hiatus in 2020, patient waiting times are now back within the national target. This means 75% of people are being offered a first therapy appointment within 6 weeks.

As outlined above, the IAPT service responded promptly to the COVID-19 pandemic and switched to remote working smoothly and quickly. Some group sessions were also offered virtually and this practice will continue, because we have seen an increase in the number of people expressing a preference for this option.

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Silvercloud, a digital self-help platform, was introduced into the service in July and over 70 people have signed up between the launch date and March 2021. Silvercloud continues to be offered and uptake is on the increase.

Patients within their perinatal period continue to be offered prompt appointments. Workshops have been delivered to support practitioners, encouraging them to keep the whole family in mind, including baby. This is particularly important during the pandemic when people can go unnoticed and become isolated.

We have created a number of roles to further develop our Black and Minority Ethnic (BAME) work in the communities with the focus on developing partnerships with the Orthodox Jewish communities; recruitment from the Farsi, Polish and Jewish communities and development of internal champion roles for a number of groups who have identified accessibility could be improved.

BEREAVEMENT SERVICES AND PERFORMANCE

Our work in this area is more important than ever. Grief is something all of us will face in our lifetime yet it's an area many find difficult to converse about. There is confusion over the availability and access in bereavement support provision and we're working hard to move the discussion forward through the delivery of our bereavement services and conversations.

GREATER MANCHESTER BEREAVEMENT SERVICE

The Greater Manchester Bereavement Service offers practical and short-term emotional support to people of any age in the Greater Manchester area, who are coping with bereavement and loss. Such individuals might be recently bereaved, or their loss could have occurred many years ago.

The service began as a project in 2019 specifically to support people bereaved by a sudden death or suicide. Then the global pandemic hit and we were able to expand the offer to all those bereaved. The circumstances in which people lost loved ones was difficult as they were not able to be with them or participate in usual end of life rituals.

In April 2021 the suicide element and the expanded offer combined, the service has one name and the offer is to all Greater Manchester residents. This year, following the trial period, Six Degrees was commissioned to deliver this service until 31 March 2022.

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Greater Manchester Bereavement Service

	General Bereavement	Suicide Bereavement
Number of people contacting the service		
Contacts	386	115
Average engagements per person		
All Users	3	4
Directly bereaved	4	6
Age Range		
Under 18	7%	7%
18 to 49	42%	50%
50 Plus	51%	43%
Gender		
Female	72%	68%
Male	28%	32%
Ethnicity Group		
Asian/Asian British	7%	5%
Black African/Caribbean/Black British	4%	0%
Mixed/multiple ethnic groups	3%	2%
Other ethnic group	2%	0%
White	85%	93%
Top 3 Sources		
GP	29%	17%
3rd Party service	27%	19%
Online	13%	17%

EMPOWERED CONVERSATIONS - DEMENTIA SERVICE



Working with our academic partner, The University of Salford, and our funders, Innovate UK and the Big Lottery Fund, Empowered Conversations launched in 2019. Empowered Conversations offered workshops to support the carers of people with dementia across Greater Manchester and West Yorkshire. The project was a huge success and to enable appropriate support and further development the project was transferred to Age UK.

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FEEDBACK – MAKING A DIFFERENCE

IAPT service

“My therapist really let me see the light in people again. They helped me when they didn’t even know me and it meant so much. They were always listening and guided me in the right direction. I will forever be thankful of them. I do worry that I will go backwards without talking to them. I just haven’t felt it that much as I’ve been busy with uni at the minute. Thank you for being a hero on the other end of the phone.”

“I found the service absolutely wonderful. I feel like a person again. My therapist I found very comforting and very helpful. At first we worked on setting goals but we soon realised that I wouldn't be able to achieve them at the moment due to the COVID-19 but that didn't affect the service I received. I felt she was very easy to talk to especially over the phone (which I preferred rather than face to face) being in the comfort of my own home and having a chat this gave me peace of mind. Thank you.”

“I experienced a difficult bout of depression/anxiety as a result of stress from my former workplace. I blamed myself a lot over this – convinced that I wasn’t worthy all the time. Management weren’t supporting and my confidence soon diminished.

I spoke to my GP who referred me to Six Degrees. I’d received counselling before so was relieved when starting to notice small positive changes. The sessions were helpful and never judgement.
In the end I did find peace. I’ve moved on now and have a different job. They made a difference.”

Bereavement Service

“My youngest took her own life. She was just 17 years old. We had no warning and have been left utterly devastated. In my own grief I contemplated my own suicide.

Desperate I was put in contact with the Greater Manchester Suicide Bereavement Information Service and spoke to someone there.

They've has been a constant source of support ever since and I truly believe she has been a major factor in keeping me going and being able to find some strength to help my family. I cannot praise this service enough and hope this short note goes some way to highlight how vital it is.”

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Moving Forward – the year ahead

As we look to the future it's clear two factors will be fundamental in the shaping of our services:

1. We have taken careful note of the impact of health inequalities in the communities that we serve. These have been revealed even more sharply by the pandemic.
2. We have also observed that the commissioning landscape is undergoing radical change.

Our response to these two challenges is threefold:

- We will continue to train our staff to a much higher standard than is usual in the field. This training will include trauma informed care and a focus on those most adversely affected by health inequalities.
- We will develop new and innovative ways of reaching out to individuals and groups that are not always served well.
- We will respond to the new commissioning landscape by increasing the efficiency and effectiveness of our services. We will also continue our commitment to working in partnership, especially in new forums such as the Living Well Initiative.

ACCOUNTS

Profit and Loss for the financial years ending 31 March 2019 to 31 March 2021*

	2021*	2020	2019
	Draft	Approved	Approved
Income	2,070,649	1,837,351	1,519,834
Administrative expenses	(1,890,549)	(1,799,832)	(1,497,435)
Operating Surplus	180,100	37,519	22,399
Tax on Surplus		29,133	(10,109)
Surplus for the financial year		66,652	12,290

**Accounts for year ending 31 March 2021 are draft and for illustrative purposes but not yet approved.*

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VISION

Our vision is to enable the communities we serve to **achieve their best possible** mental health and wellbeing.

MISSION

Our purpose is to build resilient communities in which people are connected, supported and equipped to deal with the challenges they may face.

STRATEGIC OBJECTIVES

- **Our People** - We maintain high quality, compassionate and safe services for those we support
- **Our Workforce** - We support an enabling environment that allows our people to grow and develop
- **Our Partnerships** - We develop strong, collaborative and trusted relationships with our commissioners, communities and partners.

SUPPORTING THEMES

1. **Resilience and sustainability** – develop effective business frameworks and to attract, retain, grow and develop people to support service delivery now and in the future
2. **Agility and flexibility** – embed our services within communities to ensure responsive and accessible provision
3. **A learning organisation** – effective leadership, an enabling environment and commitment to continuous improvement
4. **Enhancing social value** – demonstrate our impact in reducing health and social inequalities
5. **Research and Innovation** – be at the forefront of understanding multimodal approaches to mental health and wellbeing, investing in development, and influencing future services and how they are delivered.

OUR VALUES - Six Degrees is a values driven organisation, which works in partnership with the people we serve and places them at the centre of everything we do.

At all times we endeavour to be:

Professional: We are committed to providing evidence based talking therapies up to the highest standards of excellence. In order to do this, we continually strive to improve the quality of our patients' experience, the care environment and both clinical and cost effectiveness.

Accessible: We deliver services in easily accessible venues and adapt our approach to deal with the particular needs of the wide range of communities we serve.

Inclusive: We work with people from all backgrounds and make a particular effort to reach out to marginalised groups.

Responsive: We take pride in our ability to respond promptly and ensure that waiting times are kept to a minimum.

Supportive:

We help people to identify their most salient concerns and offer them the support they may need to work through their mental health problems and achieve their personal goals.