






# Six Degrees Social Enterprise

## ANNUAL REPORT 2023/24

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# FOREWORD



Dear colleagues,

As Managing Director, it is with great honour that I report our impact and key milestones for the year commencing 1st April 2023 and ending 31st March 2024. The report provides details of our accomplishments, social value and financial position for the year.

In setting the scene for the year, it could be simpler to list the current landscape, the worldly troubles, the remnants of the global pandemic, the upsurge in hate crime, widening health inequalities, global tensions, climate change, financial pressures, and contractual uncertainties. That said, on reflection, the year has brought us much to be proud of and much has been learnt as we face these difficulties and the impact on our people we serve. In particular, we've learned the importance of hope and the successes of hoping together.

It may seem that there is little to be hopeful about or plenty of reasons not to be hopeful. However, at Six Degrees we have discovered the contrary in the last few years. In facing the uncertainties and troubles, much has been understood and knowledge gained. We've come to understand that a hopeful understanding, doesn't look away and most certainly isn't imposed. It is concerned with not only what could be but also with what is.

Last year we supported over 12,000 people with common mental health problems, bereavement and loss, suicidality, and emotional despair. We've supported teams to develop working with those seemingly without hope and with communities who may find it harder to reach out. We've worked closely with partners on projects, or to support one another navigating the uncertainty.

I'm privileged to share our achievements with you, for some hope it's being in a better place, for others it's a return to a former self and others it's to realise a new and painful reality. One that could be more bearable due to painful loss or life changing circumstances where an imposed optimism would be cruel and artificial.

Ghassan Hage coined the term 'Co Hope'. He suggested hope is constituted by societies collectively, and perceptions about how life can be is social distributed. Hope can be filled with optimism and sometimes pessimism as the most certain thing in life is what the future holds. Yet we hold that in mind with hope.

We look forward to working with you and working in new partnerships to envision and create a better and fairer future for all.

*Kelly Hylton*

Managing Director

# ABOUT SIX DEGREES

Six Degrees was established in 2011 as a spin out social enterprise under the NHS's *right to request* initiative. Six Degrees is a provider of mental health and bereavement services to the Salford and Greater Manchester area. We are firmly rooted in the NHS and communities we serve and, as a not for profit organisation, we exist to benefit the community and wider society by helping improve emotional, physical and mental health. Core to this is integration and working with partners such as NHS Trusts and our VCSE partners.

As a non-profit, Six Degrees invests its surplus in improvement and quality activities, staff development and innovation with partners to support the wider system, in order to tackle health inequalities and respond to need.

Six Degrees has an exceptional track record in research and innovation:

- We are proud to bring wait times for talking therapies in Salford down from 18 months to 6 weeks.
- An initial pilot site for Improving Access to Psychological Therapies in 2009;
- Conducted a large scale randomised controlled trial in collaboration with University of Manchester and produced the 'Take Control Course' (a group course intervention for those experiencing common mental health problems);
- The development of the Empowered Conversation (now sits with our partner and collaborator, Age UK) funded by Big Lottery Fund and Innovate UK; Suicide Bereavement and Bereavement pilots;
- Beyond – a VCSE partner response to the Covid-19 pandemic
- and more recently a partner to Salford's Living Well programme.

Six Degrees' vision is to build emotionally resilient communities across Salford and Greater Manchester, where people feel supported on their unique journey towards better emotional health. Our mission is to enable and empower individuals and communities to achieve their optimum wellbeing whilst working in an integrated and inclusive way. And our purpose is to improve lives and create an inclusive mental health and bereavement support system, that takes a person-centred approach and aims to prioritise underrepresented groups. Our values are Supportive, Professional, Innovative, Collaborative, Inclusive.





# Talking Therapies

## 10,958

referrals in  
2023/24

## 25%↑

more than  
last year

We are proud to have supported almost 11,000 Salford residents in 2023/24.

During the Covid pandemic, the service experienced challenges related to vacancies, fragmented working and loss of office facilities, which impacted our wait times. We also experienced a loss of contact with each other, our partners and the communities we serve.

In 2023/24 we have focused on rebuilding connections with our partners, communities and teams, and in increasing visibility and learning as we emerge out of the covid pandemic. This has enabled us to exceed the wait time target for the final two quarters of 2023/24.

This year the service has developed several initiatives:

**selfrefer**

The self-referral pathway was introduced allowing patients to access the service directly enabling those in the community, not familiar with the health care system, direct access to Six Degrees.

**SilverCloud**  
by Amwell®

We have implemented the self-management toolkit to allow patients to access online support through SilverCloud (online cognitive behavioural therapy) while they are waiting for their first appointment.

**Anna Freud**

Three members of staff attended the National Autism Train the Trainer Programme produced by the Anna Freud Foundation and AT-Autism. This innovative programme was co-designed, co-produced and co-delivered with people diagnosed with autism and took an experience sensitive and trauma-informed approach. This course equipped our staff with the skills to deliver the National Autism Training Programme (NATP) to the wider team and we plan to roll this out internally within the next year in collaboration with an Autism Expert by Experience.

### PATIENT FEEDBACK

*At first I was very apprehensive of doing this as it`s the first time I`ve opened up to anyone about my mental health and my past but to know that my therapist was there to help me not only with my mental health but techniques on how to keep my focus and doing small things to help my day be better. I am now the pathway to recovery and it isn`t possible with you angels especially my therapist. She`s given me the tools on how to calm my mind. It felt like I had been speaking to her for years, let alone just under 3 months, and I will be forever grateful for Six Degrees and my therapist.*

### PATIENT FEEDBACK

*My therapist was lovely and always there to listen and help and never once judged me, making me less nervous about attending my sessions.*

# Talking Therapies



Our group course Take Control has continued to run and we are pleased that 30 people were referred this year. The course is designed to provide a learning space in which facilitators share knowledge and teach skills to improve psychological distress using a trans-diagnostic approach. When evaluated, the evidence demonstrated that this course is as effective as step 2 one-to-one interventions.

As part of the on-going service delivery strategy, we will be reviewing Take Control over 2024/25 to look at ways to increase usage. We will also review how we may be able to link with external services to provide this resource in the community to increase our social impact.



We supported 7 trainee psychological wellbeing practitioners (PWPs) into qualified positions in 2023/24. Also, a number of PWPs have moved into management positions within the service. We are committed to developing our people both within the service and in their ongoing careers.



Last year we developed relationships with a local high school and college, the African Christian community and the local Community Leaders Development Programme to raise awareness, destigmatise mental ill health and develop adaptive pathways into our services in culturally sensitive ways.



All patients who complete treatment are invited to leave feedback at the end of their treatment journey. We are proud to say that we consistently achieved excellent patient feedback for 2023/24 with satisfaction across all domains. Patients tell us that they feel listened to and felt confident in the skills of their therapist as well as being treated with respect and their difficulties treated seriously.

## PATIENT FEEDBACK

*My Therapist has greatly helped with how I conduct my thought process. I felt comfortable to be open and honest about the difficulties I was experiencing from the very first appointment. She listened attentively and showed great empathy without judgement throughout the entire time of my therapy. With her support, I regained the confidence to believe in myself. The material I received via email was of great help too. Thank you!*

## PATIENT FEEDBACK

**97%** Felt staff listened to them and treated their condition seriously

**91%** Felt involved in making choices about their treatment and care

**93%** Had confidence in their therapist and their skills and techniques.



**1,283**

individuals supported

**4,339**

engagements with individuals

**157**

people bereaved by suicide supported.

Since its inception in 2018, the Greater Manchester Bereavement Service (GMBS) has supported more people each year who are experiencing bereavement.

GMBS is provided by Six Degrees on behalf of the Greater Manchester Integrated Care Board (GM ICB). The aim of the service is to provide a *one front door* approach to accessing bereavement support. The team of bereavement practitioners are available to answer calls and emails, helping individuals by providing emotional support to anyone bereaved or impacted by a loss. The team offers advice on practical queries related to death, and provides information on signposting and referrals on to therapy, peer support, and other options in the community. GMBS supports individuals bereaved by suicide and works closely with Greater Manchester Coroners to outreach support to individuals or families the service is notified of.

In 2023/24 the service aims were to improve visibility in the communities to raise awareness of the service and provide educational material. Here are a few ways we achieved this:

- The team have been involved in several events such as the Baton of Hope and Grief Awareness Week. During Grief Awareness Week December 2023, GMBS facilitated their first drop-in session at a House of Books and Friends in Manchester City Centre. This provided an opportunity to connect with the community and other professionals, promoting the service and raising awareness of bereavement support available.
- 'Introduction to Bereavement'; an online, single session providing education and information on bereavement and loss was launched. This is now available monthly for service users across Six Degrees. So far, positive feedback has been received, and we have plans to roll this out further in the community in the year ahead.

“It was very informative. As an introduction it was good.

- The team has also grown and welcomed new practitioners including a Trainee Associate Practitioner (TAPP) and a Trainee GP on their mental health placement. Throughout these changes, the team have maintained a high level of care, demonstrated through meaningful stories left by our service users on Care Opinion.

**76%**

of the people who completed a feedback form reported they received the help that they were looking for by contacting GMBS.

## SERVICE USER FEEDBACK

*My wife was diagnosed with breast cancer in October 2022. My wife was administered a wrong drug in her cancer treatment in November 2022. My wife was given the all clear from breast cancer following a lumpectomy operation in April 2023 and approximately one week later we both had to deal with the news that the cancer had, in fact, spread to her liver and spine. The death of my wife was June 2023. I feel I lost a part of myself, I felt emptiness, lonely, angry, broken and with no clear future.*

*I reached out to my GP who provided a link to Greater Manchester Bereavement Service. In August 2023, I contacted the service and arranged bi-weekly telephone support from a lady there. She was very understanding, compassionate, supportive, predominately a listening ear throughout all our sessions. She provided the necessary input when she felt necessary and provided me with several support groups' URLs like, Strongmen, Andy's Man Club, Direction for Men, Sue Ryder, and Grief Journaling.*

*Today was my last session and the member of staff who supported me has been outstanding in the support she has provided over the months. Thank you so much! I will continue with my rehabilitation of being on my own following the support provided by GMBS. I am sure my future will improve over the coming months.*

*It's good to talk!*



**316**

referrals received  
for bereavement  
therapy

**91**

referrals received  
to our loss  
counsellor

**85%**

of patients chose  
to be seen face-  
to-face.

Salford Bereavement Therapy Service (SBTS) provides talking therapies to people struggling with bereavement and loss (including suicide and perinatal bereavement).

We have worked to understand how our service can improve the way we support people with neurodiversity and made several adjustments to the way we do things.

Collaboration with partner services has continued to enhance clinical effectiveness and relationships have grown:

- Greater Manchester Bereavement Service and SBTS works closely to support people in Salford on their journey from bereavement support to therapy for those needing and ready for psychological input.
- Six Degrees NHS Talking Therapies continues to dovetail with SBTS as our largest referring service.
- We work in partnership with Living Well providing specialist loss counselling.
- We have an embedded referral pathway with Greater Manchester Mental Health (GMMH).
- We continue to build relationships with GP Practices and Gateways across our five Salford clinical venues.
- We've begun to explore referral pathways with START.

The service supports a team of trainee counsellors in conjunction with Salford University. Last year two of the service's student volunteer counsellors joined the team as qualified members of staff.

Patients give feedback on SBTS via Care Opinion and via the SBTS Patient Experience Questionnaire following treatment. This year, the top two themes identified from patient feedback in relation to why they felt satisfied with the service provided by SBTS were that they:

“ felt grateful for the support' they received  
and  
had a positive relationship with their therapist. ”

## PATIENT EXPERIENCE

*Growing up was hard. I suffered mental abuse and physical abuse from a young age till I was an adult, not wanting to tell no one what happened to me, always locking everything bad up in the back of my head. I used to tell myself not to think about it, but then I would get a memory about something, I would get a panic attack and it took a while to get control back again. I tried talking about it to people but nothing came out. I did not feel I could trust anyone, I didn't want anyone knowing what I went through, I didn't want them looking at me talking to me about it.*

*I went to therapy after my step dad died, my emotions were something I couldn't understand, the back of my head was hurting, I couldn't cope anymore. My therapist was fantastic. He listened to me and spoke so softly. He helped me understand my life from then and now, explaining what the feelings I was having, the thoughts I had about what happened to me. The back of my head was emptying and I felt more at ease the more I understood what I went through and the feelings I had felt. I was much lighter and happier, I don't let my past torment me anymore. I feel free to enjoy my life with the people I love.*

## PATIENT FEEDBACK

*This has been a place I know I can always go and it will be safe.*





Living Well aims to address the biopsychosocial needs of individuals falling through the gaps of primary and secondary care services. It does this by leveraging community resources, including statutory, voluntary, community, and social enterprise (VCSE) sectors.

Six Degrees are a proud collaborator. Over the last few years, the Living Well service has undergone significant change, adapting to the evolving needs of our community and responding to the impending changes in the mental health landscape. Initially designed as a bridge between primary and secondary mental health services, Six Degrees works closely with partners to provide Living Well. The team provide psychological therapies and psychological understanding to support the management of complexities in multifaceted health services this is provided through:

- supporting staff working with diverse patients
- supervision
- work-based discussion
- drop ins
- group work with patients
- joint assessments and one-to-one work

Over 2023/24, a noticeable shift in focus occurred within Living Well, emphasising support for patients with serious mental illnesses and aligning with the evolving CMHT framework. This shift led to re-evaluation of the Psychology Team's function in Living Well, and Six Degrees, actively supporting Living Well through this transition. With an increasing number of service users presenting complex emotional and relational needs (CERN), coupled with the recognition of the impact of these changes on staff, particularly in the context of broader structural shifts in mental health services, the role of the Psychology Team evolved.

Living Well's Psychology Team operates within the broader framework of the service's mission to provide support to individuals with mental health problems who encounter difficulties accessing other primary or secondary care services. Recognising the diverse needs of its service users, Living Well offers short-term support aligned with the Trauma Informed Care model, particularly targeting the initial stage of stabilisation.

FEEDBACK FROM STAFF  
REGARDING JOINT  
WORKING:

*'I think the psychotherapist's approach with the Service User was really helpful.'*

*'I think it will be challenging but hopefully more able to sit with how uncomfortable it makes him feel which will help with his understanding of himself and feeling so stuck.'*

*'I feel the perspective and ability to challenge people in a constructive way is such a value.'*

**100%**

of staff found drop-ins helpful and would recommend it to colleagues

**76**

drop-ins held, supporting clinical work of recovery workers, MHP, Senior MHP.



## WORK WITH OUR COMMUNITIES

As a community interest company, we are alert to the diversifying landscape.

Our purpose is to improve lives and create an inclusive mental health and bereavement support system that takes a person-centred approach and aims to prioritise underrepresented groups.

We monitor our local communities closely and in the last year we recognised how some of our communities are unequally positioned. Six Degrees remains alert to these groups, we have made adaptations for those in digital poverty, new parents at risk of isolation, veterans, individuals with long term conditions, men and those less familiar with westernised structures of mental health, to name but a few.

There are 2.8 million people in Greater Manchester and between 2011 and 2021 the population of Salford increased by 15.4%, from around 233,900 to around 269,900 in 2021 (census data\*). This data showed how Salford is becoming more diverse with the number of residents from ethnic minority communities doubling in a decade to 47,674.

Please find some of the key highlights of our work within communities over last year.

(\*source data – ONS)



## CULTURAL CONSULTANCY PROJECT WITH JUST PSYCHOLOGY

In November 2023 Greater Manchester Bereavement Service (GMBS) and Just Psychology started working in partnership on a project called Cultural Consultancy. The project is initially being delivered across a 12-month period with scope for further work to continue.

Just Psychology, is a not-for-profit Social Enterprise; a multi-disciplinary group of professionals providing services to address the psychological and mental health needs of children, adults and families with a particular emphasis on cultural diversity, cultural competence and social justice. The Cultural Consultancy project aims to help bridge the gap, and improve understanding, between black and minority ethnic service users and professionals/providers.

GMBS data has consistently shown that the majority of individuals accessing the service are from a White British background. We recognised that this is not reflective of the Greater Manchester population, and we wanted to do something about it. Our aim is to improve accessibility of bereavement and suicide bereavement support for black and/or ethnic minority people and communities. Additionally, this partnership project is expected to provide GMBS, and Six Degrees more broadly, with the opportunity to build sustainable relationships with communities they aren't currently reaching, learn from under-represented communities and as a result make suitable adaptations to meet the needs of the individuals in those communities, and become a trusted bereavement service across Greater Manchester.

The Cultural Consultancy project provides paid employment opportunities for local people, from black and/or ethnic minority communities, to become trained and supervised Cultural Consultants. The Cultural Consultants are primarily delivering the project, raising awareness of bereavement and suicide bereavement across communities and with organisations. They are also introducing and promoting GMBS, with the support of the team, and assisting with relationship building and learning.

We hope to see improved cultural competence across the partnership and communities, and learn about new ways of supporting those bereaved and suicide bereaved.

## WORK WITH OUR FARSI SPEAKING COMMUNITY

Salford is becoming more and more diverse and one of the growing communities in Salford is the Farsi speaking community. This community includes people from Iran, Iraq, Afghanistan, Kurdistan, Azerbaijan and Armenia to name a few. Last year we were pleased to support around 80 Farsi speaking people.

What makes Six Degrees different?

We currently have a Farsi speaking practitioner and a Farsi speaking assistant practitioner. This has allowed us to provide talking therapies in Farsi and connect with the wider community across Greater Manchester.

Speaking in a mother tongue brings a sense of home and perhaps safety. We are able to build a good rapport with the patient and maintain dignity and mitigate poor experiences with a third person (an interpreter) in the room. This also increases confidence to return to sessions aware we truly understand the patients' needs without the need to justify themselves.

We provide self-help materials in Farsi and have been able to expand our resources this year by translating materials in-house which is extremely beneficial.

We are pleased to have strong links with other Farsi organizations such as Yaran Northwest and Doosti. We will be commencing a mental health wellbeing workshop in Farsi with these organisations soon. We also work closely with Greater Manchester Mental Health to support our patients who require higher intensity therapy.

As well as providing mental health support for the community we have also been able to offer support with practical problems. For example, we have been able to refer people for carer support, volunteer and employment support, social prescribing support and provide links to refugee and asylum seeker organisations.

We are proud to have been able to build trust with the Farsi speaking community during extremely difficult times in the world. Our hope for the future is to become more visible in the community in Salford to tackle any health inequalities that may occur.

## SUPPORTING OUR PATIENTS WITH LONG TERM CONDITIONS (LTC) - INTEGRATING EMOTIONAL AND PHYSICAL HEALTH

**854** people supported **50%** more than last year. ↑

Over the past year the primary focus for the long-term conditions (LTC) team has been on expanding and consolidating our partnership links.

We are pleased to continue our work with the Salford diabetes, Salford Macmillan and Clinical Health Psychology Teams. We have focused on our pathways, improving response times and outcomes for those with health conditions impacting on psychological health. We are proud to have developed a new relationship with the Salford Community Stroke and Neurorehabilitation team and enhance our understanding of the wider neuropsychology support teams in Salford.

We have delivered training about Six Degrees to the Salford Community Dieticians. We are pleased to have consolidated systems in place to conduct placements with the Clinical Health Psychology Team and the Salford diabetes team to support development and upskill our staff completing the NHS Talking Therapies LTC training.

## WORK WITH OUR PERINATAL PARENTS

**752** people supported **38%** more than last year. ↑

Over the past year we have worked extremely hard on making our service accessible for our perinatal parents. We have done this in several ways:

- We have spent time liaising with services such as health visitors, specialist midwives and dad matters/young fathers project which has helped to raise awareness of our service.
- We have trained two practitioners as perinatal champions to help develop and maintain our perinatal project.
- We have attended several training workshops to help us develop creative ways to improve our service and the care we give to our perinatal parents.
- Our referral pathways are being considered for our Caribbean and African community and infant mental health to increase access for these groups.

We are pleased to be currently seeing most perinatal patients within 2 weeks as per NICE guidelines, and have worked closely with our partner GMMH to refer patients on for compassion focused therapy for support with adjusting to being a new parent.

## WORK WITH OUR JEWISH COMMUNITY

This year we have been working to raise awareness about access to Six Degrees within the Jewish community, and we're pleased to have been able to do this in several different ways:

- 1 Ensuring a diverse workforce that reflects the richness of the communities we serve, we recruit staff to provide talking therapies, outreach into the community and cultural competence.
- 2 The Jewish Representative Council of Greater Manchester & Region, which was established in 1919, has shared information about the work we do with their extensive network and they have encouraged members of the community to access our services if they feel it is appropriate.
- 3 We've updated our Jewish community project leaflet and advertising materials. The Manchester Beth Din (Jewish Ecclesiastical Court) has reviewed these materials and circulated them to all the synagogues under its jurisdiction (the vast majority of synagogues across Greater Manchester).
- 4 The Fed, the leading social care charity for the Greater Manchester Jewish Community, have listed Six Degrees as one of the key organisations that community members can turn to for support.

## SUICIDE PREVENTION TRAINING

We have worked with the Jewish Community to upskill frontline staff on suicide prevention through a number of workshops. These workshops were delivered in collaboration with STORM CIC. We were pleased with the positive outcomes achieved from the workshops.

“ *very useful and informative course, particular learning how to approach the conversation of suicide over the phone, as I am the first point of call.* ”

## ART THERAPY FOR NEW MUMS IN THE JEWISH COMMUNITY

Funded from Public Health England covid recovery monies, the group was run in two locations in Salford to support new mums back into the community and develop peers and learn about motherhood.

### IMPACT

All the women who attended *strongly agreed or agreed* that the course:

- ✓ *increased my self worth*
- ✓ *enabled me to take up other activities that matter to me*
- ✓ *helped reduce any isolation I was feeling*
- ✓ *allowed me to think about my experience as a mother*

### FEEDBACK

“ *It gave me a space to think and process my experiences as a mother and to find common ground with other mothers (and to express those feelings!), which was in and of itself very healing!* ”



## MEN'S ART THERAPY GROUP

### IMPACT

**100%** of the men attending the groups *strongly agreed* or *agreed* that they would:

*recommend the group to others.*

**83%** of the men attending the groups *strongly agreed* or *agreed* that the groups:

*reduced their sense of isolation.*

### FEEDBACK

*A clear message to me is that I'm not the only person who struggles. It has taught me that in the right environment, men can openly discuss their struggles and help each other by listening and offering support. It's not cringey or weird like I was slightly afraid of. It feels natural and helpful and gives me hope that mental health and my struggles can be discussed productively and without judgement. I feel less burdened after these sessions.*

**2** courses took place, and both were oversubscribed.

**87%** of men who started the course completed it.

(current rates in Talking Therapies is less than 52% nationally.)

## WOMEN'S ART THERAPY GROUPS

### IMPACT

**100%** of the women attending the groups *Strongly Agreed* or *Agreed* that the groups:

*'enabled me to take up other activities that matter to me'*

*felt 'more positive about the future'*

*felt 'more in control of the challenges I face'*

### FEEDBACK

*'I have learnt a lot, that lots of other people are going through the same as I am, art therapy puts your thoughts onto paper things that you didn't realise were there.'*

## ART THERAPY WITH LIVING WELL

### IMPACT

**100%** of service users *agreed* or *strongly agreed* that the group:

*'helped them to understand more about mental health and the mind/body relationship.'*

**87.5%** of service users *agreed* or *strongly agreed* that the sessions helped to:

*'reduce isolation they were feeling'*

### FEEDBACK

*'I am very bad in talking because I can not express things in words but I can do it by using different shapes and colours'*

## WHAT IS ART THERAPY?

Art therapy is an established form of psychotherapy that uses art media as its primary mode of expression and communication. Within this context, art is not used as a diagnostic tool but as a medium to address emotional issues that may be confusing and distressing (*British Assoc Art Therapists*). Creating artworks and allowing for deeper expression of difficult emotions can lead to greater understanding and insight. Group art therapy can have profound effects in allowing people to connect with other's experiences, reducing isolation, gaining invaluable peer support, and creative expression. Feedback from some of our underrepresented groups, mainly men and neurodiverse described talking in a one-to-one situation as intense and difficult. Therefore, art allows a different medium of expression. All art therapy groups offer directive sessions exploring specific themes around mental health, nondirective sessions allowing people to create artworks freely to their own themes, psychoeducation, mindfulness and self-care techniques using art.

We are proud to have offered art therapy groups for women and women's health, men and perinatal sessions in the Jewish community this year.

# SOCIAL VALUE

We pride ourselves on the value we offer to communities and wider society.

## SOCIAL

- Six Degrees Talking Therapies interventions have a wider impact on the economy. Savings for the economy can be calculated using the Cost Benefit Analysis methodology developed by The Greater Manchester Combined Authority (GMCA) Research Team. Six Degrees Talking Therapies savings to the wider economy for 2023/24 were calculated as **£3.7million**.
- Our staff contributed to a Christmas donations boxes to support the people of Salford. The donations were split between Loaves and Fishes and Salford Food Bank.
- We supported a local football team Winton Wanderers by providing their football kit.

## GROWTH

- We supported a local organisation with training on suicide.
- When choosing suppliers our preference is to work with local and small, medium enterprises.
- Improving staff wellbeing through systemic support that focuses on the emotional impact of the work on our staff, time together at away days and continued exploration of hybrid working and its effectiveness.

## ENVIRONMENTAL

- All face-to-face appointments are provided predominantly at local GP surgeries and gateways to reduce travel for our patients and unnecessary emissions.
- We have engaged our workforce in reducing our energy footprint.
- We use an energy provider which uses 100% green electricity. This means, 4,687kg less CO2 emissions - as much as 2,344 trees absorb in a year.

## JOBS

- We aim to recruit from the local community – 86% of our staff are residents of Greater Manchester and within this 32% are very local being Salford residents. We are also a real living wage employer.
- We have supported ten people on placements, providing them an opportunity to increase their skills whilst supporting Six Degrees.
- Three apprenticeships were successfully completed.



## INNOVATION

- We started working in partnership with Just Psychology on a Cultural Consultancy project. The aim of the project is to improve accessibility of bereavement and suicide bereavement support for black and/or ethnic minority people and communities.
- We implemented a self-referral portal. We learnt that this portal made more demands on our staff, extended wait times and proved unsafe in some areas, therefore we paused and reset and relaunched in a different improved capacity.
- We started a trial of IT access to EMIS. This gives Six Degrees direct access to GP patient records. The aim is to enable better safeguarding outcomes for patients and strengthen information governance regard to patient records. This also further strengthens our partnership work with GPs in Salford.



# FINANCES

Profit and loss for the financial years ending 31<sup>st</sup> March 2022 to 31<sup>st</sup> March 2024

	2024 Draft	2023 Approved	2022 Approved
Income	2,744,194	2,253,203	2,143,254
Administrative expenses	(2,228,999)	(2,013,475)	(1,772,667)
Operating Surplus	223,625	(64,560)	288,276
Tax on Surplus	(49,757)	5,247	(53,508)
Surplus for the financial year	173,868	(59,313)	234,768

## CELEBRATING OUR PARTNERSHIPS

I would like to take this opportunity to share my gratitude with Six Degrees staff who are incredibly hardworking and dedicated to high standards of care, safety and improving lives.

A special thanks to our partners, Salford CVS, Vocal leaders, Salford GPs, Living Well, GMMH, The Alternative Provider Collaborative, commissioners and ICB colleagues, and our communities whose continued support helps us to strengthen our position and growth.

We wish to pay tribute to our former Chair of the board Martin Patrick, who stepped down as chair last year to concentrate on his health. We thank Martin for supporting us through the last four years and guiding Six Degrees to where we are today.

A huge thanks to the Board who voluntarily dedicate their time and expertise to ensure Six Degrees survives and thrives in the turbulent landscape gone by and ahead.

## LOOKING FORWARD

Moving forward into 2024/25 we see Six Degrees' work as more vital than ever. We hope to continue to enable and empower the individuals and communities we serve to achieve their optimum wellbeing, whilst working with our stakeholders and partners to address health inequalities.

We are looking to review our strategic direction and explore new opportunities for growth and expansion, reaching into new areas and developing our expertise.

We are as ever hopeful and optimistic and look forward to what the next year brings.

*Thank you for being part of our journey with Six Degrees!*

