

# ANNUAL REPORT 2021 - 2022

Six Degrees Social Enterprise



six degrees social enterprise  
supporting your mental health



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## FOREWORD

I begin this annual report conscious that I ended last year's with the focus very much on a post-COVID pandemic future. The future had other ideas! The impact of the pandemic continued and wider technological and political events, not least Russia's invasion of Ukraine, combined to create a constant environment of instability and uncertainty.

Whilst not wishing to gloss over the difficult times, I would like to reflect on the past year with optimism. There have been highs and lows, times of great connection and opportunity, and times of great loss. Throughout, Six Degrees has continued to deliver compassionate and high-quality services to those in most need. We have developed new relationships as well as strengthening existing partnerships. We have achieved the Investors in People Silver accreditation despite remote working, found a new work home, upskilled our local communities, and delivered several conferences, sharing our learning, knowledge, and expertise.

I'd like to take this opportunity to thank our remarkable staff for their dedication and commitment. I'd like to thank the Board, commissioners, and all stakeholders for supporting us during these difficult times. We are incredibly proud to share a summary of our achievements in this report.

As we transition into the next phase, we are looking towards the future with hope. As the true costs of the pandemic emerge and the cost-of-living crisis looms we will continue to work closely with our communities to tackle health inequalities.

Kelly Hylton  
Managing Director

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## VISION

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

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## STRATEGIC PRIORITIES

**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

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## MISSION

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

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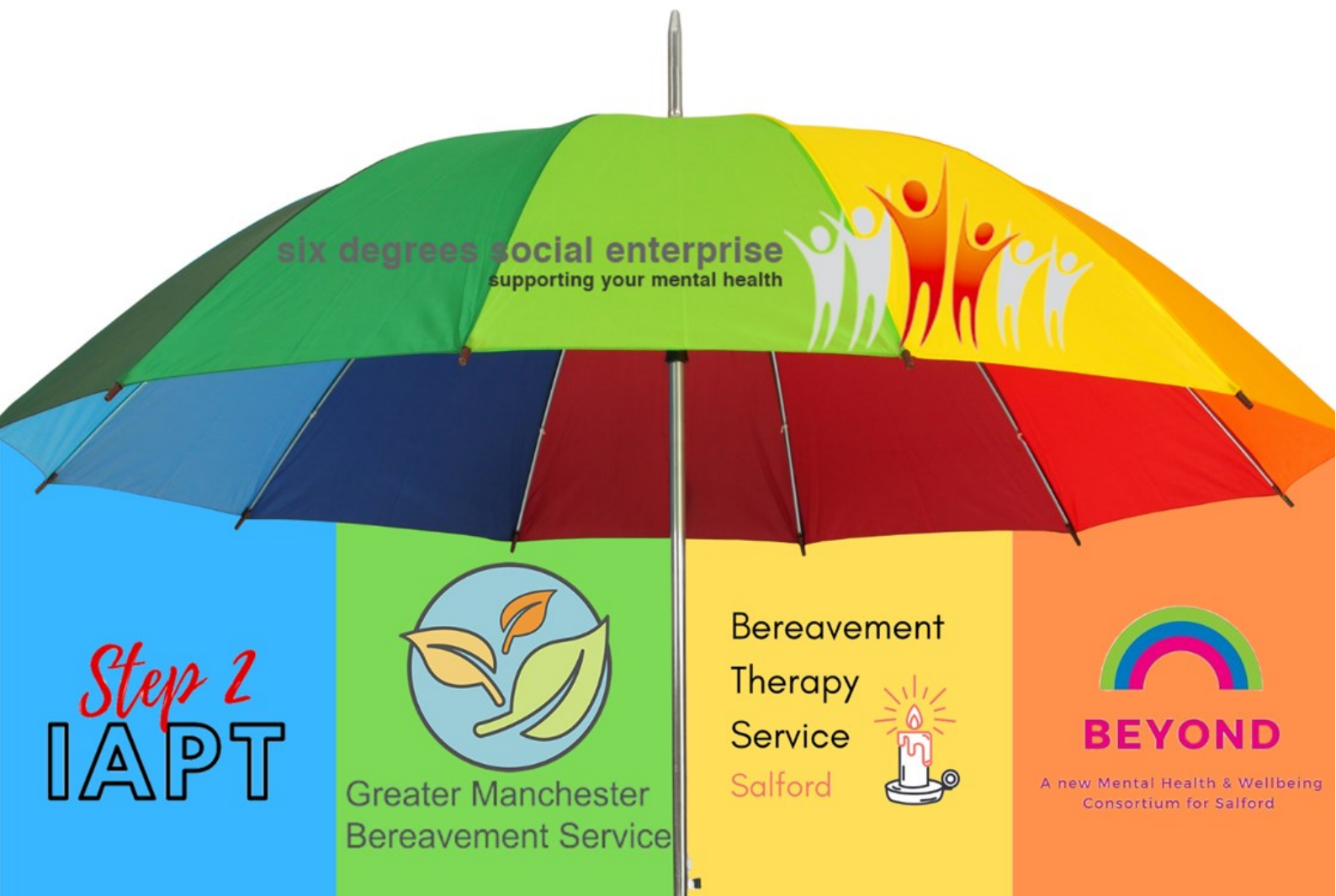
## OUR VALUES

Six Degrees is a values driven organisation, working in partnership with the people we serve and placing them at the center of everything we do. Over the last year we have reviewed our values as the organisation has grown. We are currently redefining the values and look forward to sharing these with you in the coming year.

# OUR PEOPLE

## SERVICE PERFORMANCE

2021 – 2022 saw growth and achievements across all our services and I would like to share some of these with you.



## Step 2 IAPT

- 9,000 referrals
- 5,000 individuals entered treatment
- 75% of patients seen within 6 weeks
- 99% of patients seen within 18 weeks
- 51% of those receiving treatment able to move towards recovery (national target for recovery is 50%).

### IMPROVING ACCESS TO PSYCHOLOGICAL THERAPIES (IAPT)

2021-2022 was a challenging year for everyone. However, we are incredibly proud to have been able to continue to deliver our IAPT service under a remote delivery model. We received more than 9,000 referrals, with over 5,000 individuals entering treatment. We were able to meet national wait-time targets of 75% of patients being seen within 6 weeks and over 99% of patients being seen within 18 weeks. Additionally, 51% of those receiving treatment were able to move towards recovery (national target for recovery is 50%). We would like to celebrate the following achievements:

- We have increased access to mental health support for those living with long-term conditions by forming referral pathways and relationships with services such as the Long-COVID Team, Health Psychology and Cardiac Rehab . Such relationships led to Six Degrees clinicians creating and presenting regular mental health awareness sessions for patients receiving support from the Long-COVID Team.
- We received over 130 patient experience questionnaires, with over 80% of patients stating satisfied with the care they received.
- We successfully merged the work of the Beyond project (first set up at the start of the pandemic) into the IAPT service by forming referral pathways with Spirit of Salford, Wellbeing Matters and additional organisations, ensuring those less able to access their GP continue to be able to access mental health support.



**BEYOND**

A new Mental Health & Wellbeing Consortium for Salford

- Beyond is now embedded in existing pathways.



## Greater Manchester Bereavement Service

- Greater Manchester Bereavement Service commissioned in April 2021
- Offers support to people bereaved or impacted by a loss
- May 2021 GMBS partnered with coroners across Greater Manchester to establish Bereavement Support Notification.

### **GREATER MANCHESTER BEREAVEMENT SERVICE (GMBS)**

In April 2021 the service was very proudly commissioned as the Greater Manchester Bereavement service. Over the past year, as GMBS has transitioned from a project (launched in 2019) to a fully commissioned service, the team have invested in an on-going piece of work to help develop and strengthen the structure of the service. This felt like an important aspect to focus on, as it contributes towards an improved understanding of the service for its staff, service users and allied organisations. As part of this work, we introduced the role of senior bereavement practitioner, which created an opportunity for staff progression and development, and we successfully recruited for this position internally.

GMBS offers support to people bereaved or impacted by a loss, no matter the cause; this includes bereavement by suicide. In May 2021 GMBS partnered up with coroners across Greater Manchester to create a new system - the Coroners Bereavement Support Notification. Part of the National Suicide Prevention Initiative is for people who are bereaved by suicide to be outreached within 72 hours and proactively offered support. What we know is that people bereaved by suicide don't tend to access the usual routes for support or know where to go for support; but they do come into contact with a coroner. The notification system allows coroners to alert GMBS to individuals that need, and consent to, support from our service, giving us the opportunity to provide the help they so critically need.

## Bereavement Therapy Service Salford



- Salford Bereavement and Loss Therapy Service launched in 2021
- Provides talking therapies to people bereaved (including those bereaved by suicide)
- Service has already helped over 200 people.

### **SALFORD BEREAVEMENT THERAPY SERVICE (SBTS)**

We are delighted that the summer of 2021 saw the launch of the Salford Bereavement and Loss Therapy Service. This service provides talking therapies to people bereaved (including those bereaved by suicide) or experiencing some type of life loss. The service also supports mental health professionals in their work with bereaved people, providing training and placements. We are proud that this service has already helped over 200 people with bereavement or loss-related difficulties.

Some key achievements include:

- Our service is receiving positive feedback from the patients. Over half of patients who completed treatment left us feedback via the Patient Experience Questionnaire, and over 90% of them shared that they got the help that mattered to them and they are able to understand better and address their difficulties. The service is also receiving positive and thoughtful feedback via Care Opinion.
- SBTS is a trauma-informed service, and more than half of patients experienced Adverse Childhood Events. Through therapeutic work, the service aims to have a small contribution toward reducing transgenerational trauma.
- The service is involved in upscaling new therapeutic intervention Arts for the Blues developed as a collaborative research project between Edge Hill University, University of Salford, University of Cambridge and Greater Manchester Mental Health NHS Foundation Trust.

## PATIENT FEEDBACK

The voice of the people we serve is integral to planning the way we continue to support our communities and learn. An extensive amount of work has been completed to embed the feedback we receive into the work that we do. This feedback often reminds us how privileged we are to accompany our patients across our services on their most intimate and often painful journeys.

We received "Losing my gran" from a patient. This poem reminded us how much of an impact we have on our patients' lives and the value of the work we do.

"Losing my gran"

12 months, 52 weeks, 365 days,  
Grief, it gets easier, that's what everyone says.

IT'S A LIE!

WELL, it seems that way to me,  
I'm one year on and still not accepting what I should be.

I think of you, it takes my breath.

I think of you, and I'm a mess.

I think of you, I'm overwhelmed,

I think of you, my feelings are shelved.

I think of you and I lock it away.

Grief, it gets easier, this is what I hear them say.

It's been a year stuck in anger, a year stuck in denial, a year stuck in wishing,  
If only I could see your smile.

It's been a year of love

a year of pain

a year of wondering when I'll

see you again.

It's been a year of anxiety, a year of depression, it's been a year of your loss leaving it's impression.

I wish you could cuddle me, and fix me in places that I am still broken, All the things I can't say,  
too painful to be spoken.

Now I speak to strangers to make sense of it all,

Wondering who will catch me whenever I fall.

They opened my eyes to the waves of grief no matter how long it takes, no matter how brief.

A little bit like Blackpool sea, where we would see the tide, in here is where all my sadness seems  
to hide.

However now when the tide comes in

I will greet my sadness with no fear, I will hold it close, because that's when you're near.

I now have the tools to smile at your name, although it will never be the same.

I will hurt and ache for you the same as I did on that final day. Grief, it gets easier, it's what I hear  
them say.

Grief it gets easier, if you have a little help along the way.





## MAKING A DIFFERENCE TO PEOPLE'S LIVES - JEWISH COMMUNITY PROJECT

Building on existing work and relationships with Salford's Orthodox Jewish community, Six Degrees was awarded funding from Public Health England's Prevent and Promotion Fund for Better Mental Health in 2021. This was set in the context of post-COVID recovery and targeted communities impacted disproportionately by the pandemic and pre-existing and ongoing health inequalities. The project focused on areas including improved awareness of perinatal wellbeing, access to computerised cognitive behavioural therapy, upskilled frontline staff in the areas of suicide prevention and resilience. We have also strengthened relationships within the community and partner organisations.

## OUR WORKFORCE



### OUR NEW OFFICE

2022 saw the closure of our office at Southwood house, Regents Road, our home since 2015. We are delighted that our new office in Eccles has a slightly larger footprint enabling us to have our own therapy rooms where we can offer a safe and private setting for face-to-face patient appointments. This will be a huge asset to us and the larger office enables us to accommodate our growing workforce.

Our new address is: Floor 8, 2 City Approach, Albert Street, Eccles, M30 0BL.

## WE DID IT!!



### INVESTORS IN PEOPLE (IIP)

2021-2022 we participated in an Investors in People assessment and are very proud to say that we gained the Silver Accreditation. The achievement reflects the large amount of work completed across the organisation, with everyone involved completing work of an exceptional standard.

The assessment was conducted by speaking to staff, through an online survey and interviews, measuring whether the work we are doing on areas such as engagement in the organisation's vision, mission and values, is feeding through to everyone and having an impact.

The feedback from the assessor was very positive, highlighting in particular the importance of staff away days and specific initiatives, including champion roles. All of this with the pandemic of the last two years in the background. The feedback has also given us some areas to work on and these will be explored in the coming year.

**INVESTORS IN PEOPLE®**  
We invest in people Silver

six degrees social enterprise  
supporting your mental health

## MAKING A DIFFERENCE - SOCIAL VALUE WORK

We pride ourselves on measuring our social value above and beyond what we offer. These measures review the positive value we create for the economy, communities and society. Our social value work in 2021 included but was not limited to:



### Jobs:

- Employing local people, 84% of our workforce live in Greater Manchester.
- Offering career progression and improving skills
- Creating opportunities for volunteers.



### Growth:

- Using suppliers from the community to support the local economy
- Improving staff wellbeing through activities and initiatives in our away days
- Our purchasing has changed to reflect our commitment to the environment to reduce our carbon footprint.



### Environmental:

- Our new office uses low pressure water to reduce waste
- Our lighting works via motion sensors to ensure electricity and lighting is used when required
- Our electricity comes from renewable sources.

## MAKING A DIFFERENCE



### Social:

- Working within the community (see Jewish community project for more detail).
- Upskilling front line staff and local communities
- Supporting other enterprises.



### Innovation:

- Working with the Living Well collaborative (see Living Well for more detail)
- Arts for the blues
- Upskilling our workforce.



# OUR PARTNERSHIPS

As part of the NHS Long Term Plan, localities across the country are realigning community mental health services with PCNs, creating new and integrated models of primary and community mental health care by 2023/24.

## LIVING WELL

We are pleased to be working with the Living Well initiative in Salford. Six Degrees is one of many partners including NHS and our third sector colleagues. Six Degrees has developed a number of psychological therapist roles, which will support the development and implementation of Living Well. These exciting and innovative new roles will support the Living Well team to develop psychological understanding, deliver training to upskill the workforce and deliver groups.



## ALTERNATIVE PROVIDER FEDERATION

We were pleased to be part of initial discussions in 2021 that lead to development of the Alternative Provider Federation. We are now a successful partner and we look forward to being part of influencing the new Integrated Care System arrangements.



# FINANCES

Profit and Loss for the financial years ending 31 March 2021 and 31 March 2022

	2022 Approved	2021 Approved	2020 Approved
Income	2,143,254	2,070,649	1,837,353
Administrative expenses	1,854,976	1,895,326	1,799,834
Operating Surplus	288,278	175,323	37,519
Tax on Surplus	53,509	(772)	(29,133)
Surplus for the financial year	234,769	176,095	66,652

# MOVING FORWARD - THE YEAR AHEAD



We aim:

- To closely monitor the needs of the communities we serve and continue to address health inequalities.
- To relocate our workforce to the new base and implement new ways of working
- To realign relationships with primary care colleagues
- To closely align our objectives with the Integrated Care Partnership for GM.

We will achieve these aims by being committed to partnership working and advocating for the communities we serve. We are dedicated to finding innovative ways to support the Integrated Care Partnership in the year ahead.

