

DECEMBER 2017

EDITOR

CHRIS DAY

RUN-UP NEWS

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“Season’s Greetings”

We want to say a big THANK YOU to all of you who have supported our project over the past year. It has certainly been a very busy year, with new partnerships being made; many promotional and information events; meetings with the statutory sector when we represent the views of service users living in Redbridge with mental health issues; and all the presentations and workshops we have delivered to schools, colleges and various charities.

We also thank the commissioners at London Borough of Redbridge, BHR (Barking, Havering and Redbridge) Clinical Commissioning Group and NELFT who have continued to fund our project and NELFT who support us with facilities at Goodmayes and our other funders at the Big Lottery

Most importantly, we would like to thank our superb team of service user representatives who help deliver our campaigns and the programme on stigma and discrimination. All have lived experience of their own mental health issues and are passionate about the project.

This is the reflection of one of our service user reps: “I started working as a service user representative in April 2016. I have been involved in various tasks and projects. I have buddied at quite a few presentations in schools in Redbridge. Here we are trying to promote mental health awareness within schools. The impact of this has been very positive.

“Coming from a minority ethnic background as an Asian, there is strong stigma and discrimination from the Asian community. Hence doing these presentations where there is a high population of BME (Black and Minority Ethnic population) will mean that the children will engage and realise that they are not alone when it comes to their mental health issues. In other words, a mental health condition is just the same as a physical condition.

“We have attended various forums and table tops. The Challenge Forum proved very worthwhile. Here students interviewed various members of staff with a lived mental health experience. This enabled the students to make a video presentation followed by a discussion highlighting key points.

“To summarise, I have developed my skills such as gaining confidence during presentations and engaging with children and students. I have also developed further skills such as communicating with professionals at all levels and promoting mental health awareness with the community”

“KEEPING YOU UPDATED”

SUN Meeting Feedback by Kate

Andrea StCrouix was the guest speaker this month. She is an Independent Complaints Advocate for POhWER who are the NHS Complaints Advocacy for Redbridge and many other London boroughs. This service is free, independent of the NHS and confidential. They can help you to use the NHS complaints process which covers all NHS funded treatment.

As well as NHS hospitals, GPs, ambulance services, district nurses and mental health services you can also use the NHS complaints process to complain about your dentist (if they treat you as an NHS patient), a pharmacist (if you had an NHS prescription) or your optician (if the NHS pays for your eye tests and glasses).

Also if the NHS paid for you to be treated at a private hospital or pays all or part of someone's care home fees this is covered by the complaints process.

They can:

- Give you information about how to complain including who to complain to
- Explain the complaints process and your options at each stage of the process
- Signpost you to other organisations who can help you if we can't
- Send you an information pack to help you make your complaint yourself
- Provide you with an advocate to support you if you need more help

They can't:

- Investigate your complaint
- Support you with a complaint about something that happened more than 12 months ago, unless you have only just found out that something went wrong or you have a good reason for not complaining sooner. This is because the NHS regulations say you should complain within 12 months.
- Support you with a complaint about private health care
- Support you to complain about a medical professional's fitness to practise (whether they are able to do their job)
- Give you legal advice
- Give you medical advice

There are 4 outcomes to the process:

- Apologies
- Explanations
- Change process and procedures
- Financial redress.

Call them on 0203 553 5960 or email pohwer@pohwer.net.

“KEEPING YOU UPDATED” Cont....

Citizens Advice AGM meeting Feedback by Jai

We attended the Annual General Meeting 2016 – 2017 of Citizens Advice Redbridge (CAR) previously known to most people as CAB. This is a very valuable and much needed service for Redbridge people as it provides a range of specialist services as well as signposting to other services. But along with many other local charities, it is suffering from increased demand and funding cuts.

An example of this was the need to reduce the drop-in sessions from 3 a week to 2 because there were too few staff and because they received too little income. The service is volunteer-led, but they need significant paid staff support. Volunteer recruitment and retention continued to be a focus for the service but volunteers are stretched with their case-loads and don't stay long. Often, they find jobs because of their CAR work.

In the last year, they supported nearly 3,000 individual clients. Continued economic austerity and welfare reform means that clients across Redbridge will continue to need independent and impartial advice, in order to help them navigate their way through these issues and ensures their legal and human rights are upheld. This is causing more problems for some of the most vulnerable in our society. In the last year there has been a marked increase in the number of citizens seeking advice in relation to disability entitlement, with nearly a third of the clients now being people with a disability. This is mainly about PIP and ESA and CAR say they support people when there is merit to challenge a decision. We asked whether this help includes form filling. They said they help and empower clients to fill out forms and will support and assist clients through to an Appeal Tribunal. They also see many clients who are placed in unsuitable housing by the council.

The core service for general advice continues to be extremely busy. Monday and Thursday are the drop-in days for basic issues, with Tuesday and Thursday for detailed advice appointments. Friday is for appointments for people with mobility problems.

They work in partnership with local businesses to provide specialist support. This includes housing issues with Edwards Duthie solicitors, Debt advice with Mary Ward Legal Centre, pension advice with Pension Wise and specialist family advice with Harris Walters solicitors.

Some interesting statistics (2015) were provided by CAR:

Estimated Redbridge population	296,800
Estimated retirement age	36,200 (12%)
Estimated working age	193,000 (65%)
Estimated children	67,500 (23%)
Deprivation	Redbridge has 11 neighbourhoods amongst the most 20% deprived in England, but 11 neighbourhoods amongst the least deprived neighbourhoods in England.

“KEEPING YOU UPDATED” Cont....

RCVS Meeting Feedback by Kate

There was a spokeswoman from NOISE (Neighbourhoods of Ilford South Engage) at the meeting. She outlined the proposed Plans for Redbridge 2025 which are on the web-site www.redbridge.gov.uk. She also explained the Sainsbury Appeal Enquiry. Sainsbury want to demolish the existing supermarket in Roden Street and rebuild it but with 700 flats on top. There will be towers of up to 30 storeys high but only 4% affordable housing. (27 units)

The affordable housing at Sainsbury will make 20% profit. There have been 3 reviews of the building units. It has been reported that 12,000 high rise flats will be in Ilford South.

There was a presentation from Edith Gallieres who spoke from the Council's point of view about the purpose for 2025. She spoke about the impact of services, for example the police, colleges, CCG. Also the impact of what Brexit will bring.

Street Triage Meeting Feedback by Chris

We continue to attend the bi-monthly Street Triage meeting and recently had one of the Community Mental Health nurses at our Service User Network (SUN) meeting to update us on their work. The service is now main stream, but as with most services whether it's in NELFT, the Local Authority or in the charity sector, funding is always being scrutinised and often reduced or withdrawn. Street Triage is now part of the Crisis Care service and has to justify its existence. In this case its performance relates to reducing the arrests under a section 136 in partnership with the police and ambulance service.

This is another good example of the partnership working that RUN-UP has been developing with other services such as DWP, where the views and contribution of RUN-UP are valued and respected.

Peer Support Group

One Place East holds a weekly Peer Support Group.

Share experiences, find hope, support, understanding and inspiration for the recovery from mental health distress.

To find out more about the group call: 020 8925 2435.

Please note that the Peer Support Group will not meet between Christmas and New Year.

News about our other work

We had meetings with MIND from Tower Hamlets and Newham who have been commissioned to look at setting up Peer Support Groups in their two boroughs as well as Redbridge. They met the facilitators of our own Peer Support Group and it was agreed that if there was an opportunity for joint working in the future, we would consider it. However, as the facilitators of our Peer Support Group have already achieved accredited training there was nothing that MIND could offer at this point.

We were invited to give a workshop to Albany School as they had chosen our charity for a project. Chris met the pupils concerned and they were very pleased with our involvement. We always give time for these types of projects with young people, unlike mainstream national charities who seem not to want to encourage young people who are eager to learn how charities are organised and what services they offer in the community.

Once again we worked in partnership with Christian Women of Faith and Power to organise a Mental Health Seminar at Fullwell Cross Library. Chris attended to give a presentation on the work we do and to sit on an 'expert panel' to take questions from the audience. More than 40 people attended this event.

We worked in partnership with Redbridge Adult Institute for the Mental Health Festival held at Gearies. Thanks to Maria and Nicole for representing us there.

Chris attended the first community workshop of Thrive LDN which is an organisation in London supported by the Mayor of London and the London Health Board to improve the mental health and wellbeing of all Londoners. They have six aspirations and you can find out more about them at <http://thriveldn.co.uk/>

We had a meeting with two members of staff from DWP who are working with us to try to reduce the concern of people with a disability when they attend meetings with work coaches at JCP, as well as making our links with them more structured.

Following our meeting with DWP, Chris and four of our service user reps were invited to meet front-line managers at Seven Kings JCP to give them direct feedback on our experiences when attending meetings at JCP. We learnt that most benefits claims are now only by on-line application and they explained the recruitment of new staff to assist in this. We will be following-up this meeting with a 'walk through' of the service they outlined. A particular thank you to Nicole who is very much engaged on this for us.

Service User Network Meeting

Please remember that there is no Service User Network Meeting in December, we will be back on the last Wednesday in January at the Gloucester Room, Central Library, Clements Road, Ilford from 5.30pm to 7pm.

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Wates Workshop

Chris and Ian gave a workshop to staff of Wates who are building a new college Atam Academy in Chadwell Heath.

The session had a good turn out from the Wates site team and staff members from Flahive Brickwork, BMS Scaffolding, Ltd, CRT and Aden Contracting Ltd. One of the activities included a discussion around celebrities who have suffered from mental health issues and the group was surprised by the large number affected.

In the middle of the session we handed out posters drawn by local children in response to being asked how they see themselves. It made everyone there realise how even at a young age mental health is relevant and can sometimes be the stem of mental illness later in life.

To conclude the session we shared our experiences, which was very informative and certainly made an impact on everyone.

The group were very grateful to us for taking the time to come and deliver the workshop.



It is not our intention to offend, upset or devalue any individual or any organisation by the articles published in this newsletter. We carry the responsibility to raise concerns brought to our attention by the Service User Community. Should you want to contact me please do so. You have a right to reply via writing an article that will be published under our heading "your news your views".

Our motto is "Working In Partnership With Others"

The views expressed in this newsletter are not necessarily those of the editor, or staff or trustees of RUN-UP or One Place East.