



Social Impact Report 2013/14



The logo for 'Provide' features the word in a white, italicized sans-serif font. Above the letter 'i' is a small, stylized yellow flag icon with a white outline.

An Introduction from our Chief Executive

This is our first **Social Impact Report** of which I am **very proud**. For the first time we have brought together in one document a measure of the social impact we have on our communities.

As you will read it is **astounding** just what we have achieved in such a **short period of time**.

This document not only sets out the **benefits our model of business brings to communities** but sets the standards by which we should measure ourselves in the future. What is not in doubt is the commitment the staff in Provide have to the communities we serve what is **overwhelming** is the continued level of that commitment. This document is testament to the **hard work** and **values** of our staff and **I cannot praise them highly enough**.

John Niland
Chief Executive

Executive Summary

Provide has developed a **Social Impact Report** to highlight the impact it has within the **local community**, including its **social, economic and environmental impacts**.

Key highlights

Community Initiatives:

- ✉ Provide operates a number of community initiatives that support the local community and enable additional services to be offered within the community.
- ✉ An important initiative for staff was the **implementation of the living wage** for 29 existing employees and for all future employees, which means all staff will be paid the living wage as opposed to the minimum wage in order to keep up with the basic cost of living.
- ✉ Provide also signed up to the **Armed Forces Covenant** – a commitment to provide interview and employment opportunities for veterans. This is a new initiative that has recently been implemented but Provide look forward to reporting on this in future impact reports.
- ✉ Provide is very active in working with local universities to provide **student placements**. Provide supported 158 pre-registration students (excluding Health Visitors) in clinical placements of varying duration which equates to 1,190 placement weeks, with an economic value of nearly £400,000.
- ✉ By far the biggest impact in the community has been achieved through the **Community Grants Programme**. During the period a total of £90,000 was given to eight community groups, including to Families in Focus, Age UK Essex and Autism Anglia.
- ✉ The grants have provided the additional services and outcomes to support individuals with Autism, Parkinson's, learning disabilities and families in crisis. Over 300 extra individuals and/or families have been supported as a result of the grants.

Wheelchair services:

Wheelchair Services support individuals to maintain their independence. For each person supported by Provide the financial savings are £2,112 per person (Stay Well at Home SROI Evaluation Report 2012.) This shows the enormous value of the Wheelchair Services. In addition, the service also means individuals are able to stay in their own homes for longer, rather than transferring to nursing homes or supported accommodation, which saves up to £800 per week per person.

Falls Prevention Services:

Individuals who have fallen or are at risk of falling are able to attend Falls Prevention Courses. 126 individuals completed a questionnaire after attending the course. Feedback was very positive with 78% confirming attending the course had led to a more independent and fulfilling life.

Smoking Cessation Services:

Provide's Smoking Cessation Services work with individuals of any age who wish to stop smoking. The service has a success rate of 70%, and confirms that with the support of advisors individuals are much more likely to be successful in giving up smoking permanently.

Sexual Health Services:

Sexual health services are a vital component of our community services as many individuals prefer to access this type of service rather than going to their local GP surgery. Provide's sexual health services have been delivered in over 20 venues and provided treatment to 8553 individuals.

Health Trainer Courses:

Health Trainer courses support individuals to make positive lifestyle changes. 99 individuals completed the survey following attendance at a course, and 88% felt they were supported to make improvements in their lives such as becoming more active, eating healthier or losing weight.

Provide's Staff:

Through **employing over 1,100 local people and providing student placements**, Provide contributes over **£36m** to the **local economy**. Over the past year, Provide has recruited 145 additional staff members. 93% of all staff live within the local community, showing the enormous contribution Provide makes as a local employer.

Environmental Impact:

Over the past four years **Provide's CO2 emissions** have **reduced from 1,672 tonnes of CO2** emissions from gas and electricity usage along with travel (2009/10) to 1,523 tonnes in 2011/12. CO2 emissions from gas/electricity were reduced by 205 tonnes, which is the equivalent of £49,200 of cost savings.





About Us

Provide is a Community Interest Company (social enterprise).

We deliver a broad range of health and social care services in the community including running GP practices, and are committed to making sure that they are safe, responsive and of high quality.

We work from a variety of community settings, such as three community hospitals, community clinics, schools, nursing homes and primary care settings, as well as within peoples' homes to provide over 50 services to children, families and adults.

We provide services across Essex and in Peterborough and Cambridgeshire, as well as

the two London boroughs of Waltham Forest and Redbridge. We have an income of approximately £55 million, employ over 1,100 people and serve communities with a total population of more than 1.9 million people.

More information can be found on our website: www.provide.org.uk

About this Social Impact Report

This report covers the period from April 2013 to June 2014. Provide identified key areas where it would like to obtain feedback from stakeholders in order to make the process of data collection and impact reporting manageable.



This report was produced with the assistance of Stepping Out Business Development Services Ltd, who assisted with the scoping, data analysis and the preparation of this social impact report.

Provide will identify other service areas and activities for future rounds of social impact reporting.

Scope and Methodology

Provide has not completed social impact reporting previously, and to ensure the reporting was manageable the scope of this year's measurement was agreed as:

Social Impact:

-  Community initiatives
-  Service delivery – Healthy Living, Wheelchair and Sexual Health services

Economic Impact

Environmental Impact

The organisation has incorporated case studies, stakeholder feedback and other information to identify the impact created in each of these areas.

Provide's Mission, Vision and Values

Provide's mission is:

To deliver quality integrated services that will enable and support people to live the best lives possible.

Provide's vision is:

To be a leading provider of integrated health and social care, delivering quality services that are effective and safe whilst providing a good patient experience and value for money.

Provide's values are:

Listen to each other and to our patients, commissioners, referrers and partners

Learn new and better ways to deliver our services

Act with confidence and change the way we work and behave whenever necessary

Together we will all achieve the best outcomes for our customers

Staff were surveyed regarding the mission, vision and values of Provide.

Provide's Stakeholders

Stakeholder Group	Consulted this year (Yes/No)	Reason for inclusion/exclusion
Staff	Yes	Consulted through annual Staff Survey
Staff – service delivery: Healthy Living Wheelchair Services Sexual Health	Yes	Included as these services were identified for inclusion in this year's Report
Community members	Yes	Service user feedback
Grant recipients	Yes	To identify the impact of the grants programme
Board	No	Board members were not consulted during this impact report period because the focus of this report was on face to face service delivery, but they likely to be consulted in year two.
Commissioners	No	Commissioners were not consulted as Provide wished to focus on consultation with staff and patients during the first impact reporting period. It is planned to include commissioners in future reporting cycles.

2 Community initiatives

Provide strongly believes in supporting the local community, and operates a number of initiatives which create added social value and impact locally. This includes implementation of the Living Wage, Armed Forces Covenant, Supporting Local Students, Addressing Food Poverty and running a Community Grants Programme.

2.1 Living Wage

In December 2013 Provide CIC implemented the UK Living Wage, to ensure that all existing and new staff received the living wage of £7.65 per hour as a minimum. **This change impacted on 29 existing staff members, and will also apply to any new posts.**

The Living Wage is an hourly rate set independently and updated annually. The rate is calculated according to the basic cost of living in the UK, and is higher than the minimum wage of £6.31. Provide decided that although the cost to the organisation would be around £80,000 annually for existing staff members it was an important aspect of supporting staff to meet the cost of living.

Employers choose to pay the Living Wage on a voluntary basis. It is enough to ensure that staff and their families can live free from poverty.

The Provide Executive Team, in discussion with the Governors, has agreed to add its company to the list of organisations signing up to paying the UK Living Wage.





"We are now paying all our staff, who are over the age of 18, at least the Living Wage, currently £7.65 per hour. Over the coming months we will be working with our contractors and subcontractors to encourage them to sign up to the Living Wage as well.

"As a social enterprise we are committed to supporting the well-being of all our staff and the Living Wage is one of several initiatives that we are taking forward to ensure that we honour that commitment." **John Niland, Chief Executive at Provide**

2.2 Armed Forces Covenant

Within Essex there are a lot of ex-armed forces Veterans, and as part of its work within the community Provide signed the Armed Forces Covenant in March 2014, confirming its commitment to support the armed forces community.

Key areas are:

-  No member of the Armed Forces community should face disadvantage when accessing services
-  Supporting the employment of veterans
-  Supporting the employment of Service spouses and partners
-  Allowing flexibility for holiday and for Reserve Forces

At the moment the Armed Forces Covenant has only been in place for a short period of time, and it is too soon to measure the impact this has had at Provide, but examples of where the Covenant has been used include in recruitment – where Veterans are automatically offered interviews for posts.



2.3 Supporting local students

Provide has established a **Trust fund** at each of the Essex Universities to **support those training to be healthcare professionals** through bursaries, work experience and recognition awards.

Provide currently supports numerous university students within its clinical environments. As part of the Learning and Development Agreement with the former East of England Strategic Health Authority, now Health Education East of England the organisation is 'contracted' to support this. Most students in the past 12 month period have been allocated from either Anglia Ruskin University or the University of Essex. This includes nursing branches - Adult, Child, Mental Health, Health Visiting and Allied Health Professionals within therapy services from Physiotherapy, Occupational Therapy and Speech and Language Therapy.

Graduates from Anglia Ruskin University and University of Essex have been offered work placements each year within Provide.

Provide also supports the East of England Health Visiting Project. The Project has achieved excellent results, and most of the qualifying Health Visitors who participated in the project have now been employed by Provide. Provide has also supported neighbouring ACE CIC who was unable to reach its target numbers and train the Health Visiting students. Further opportunities have been made available for Health Visiting students from London universities to spend a short 'alternative placement' within Provide.

Return to Practice staff are also supported through a period of development from local universities. These are staff who have lapsed their professional registration for greater than three years and are required to work as a student whilst regaining their registration with the relevant professional body.

Students are placed for a minimum of 2 weeks to a maximum of 1 year at any one time. The qualified staff responsible for supervising these students undertake training to prepare them for this role.

During the preceding 12 months (Aug '12/ July '13) Provide has supported **158 pre-registration students** (excluding Health Visitors) in clinical placements of varying duration which equates to **1,190 placement weeks**, with an economic value of nearly **£400,000**.

Provide is consistently evaluated very well by students following their placement, with many applying for employment on qualification.

The clinical learning environments within Provide are annually quality assured as part of the Health Education East of England's Performance and Quality Assurance Framework (PQAF).

More recently Provide has supported placements for the Essex Unite Work Experience programme run by Essex Coalition for Disabled People and Mitie. Two six-week Administrative/reception placements have been provided to people living with a disability who are currently out of work. The scheme helps to provide practical work experience and to build confidence and skills. A further three placements are due to start in October 2013.

2.4 Addressing food poverty

Food poverty has increased over the past two years, and in recognition of this, Provide fund food vouchers for front line staff (health visitors) to give to parents so their children can eat.

The total value of food vouchers issued during the period was £1000

2.5 Community Grants Programme

Provide runs a grants programme that enables local community organisations and groups to benefit from funding to run health based initiatives that complement the services Provide offers.

Charity	Amount Raised
Autism Anglia	£5,000
Families in Focus	£20,000
The J's Hospice	£5,000
Chelmsford Branch Parkinson's UK	£5,000
Home-Start Witham, Braintree & Halstead	£5,000
Cross Roads Care	£10,000
Essex Respite Care	£20,000
Age UK Essex	£20,000
Total	£90,000

In its first year as a social enterprise Provide donated a total of £90,000 to eight community groups. The grants have been used over the last two years to deliver additional services and outcomes to support individuals with Autism, Parkinson's, learning disabilities and families in crisis. Over 300 extra individuals and/or families have been supported as a result of the grants.



Case studies of projects funded

Supporting Individuals with autism to access the care they require and maintain independent lives

Autism Anglia received a grant of **£5,000** for the Family Support team to provide additional assistance to **25 families**, totalling **85 extra hours** of support.

The areas of assistance cover a wide variety of topics and many families required help in more than one area, but in broad terms they have helped with the following:

- 📁 Autism Alert Card
- 📁 Strategies
- 📁 Sign posting
- 📁 Education
- 📁 Advice
- 📁 Health
- 📁 Employment
- 📁 Benefits
- 📁 Housing
- 📁 Updates

In total they have spent approximately 85 hours helping these families and individuals with the issues, challenges or questions they needed help with. To help understand the impact their service has and the difference our staff support has made here are brief details of two complex cases that have benefitted from Provide's donation. Family Support has spent 20 hours with the Smith family since January. Their daughter Andrea is in a long-stay psychiatric unit and as she is approaching 18, a new placement is needed for her.

Due to her severe risk coupled with her learning difficulties and Autism, she is not able to be transferred to an adult mental health ward, so Family Support have looked into alternative placements. They have attended numerous meetings with all the professionals involved in Andrea's care to support her parents, who need a high level of support due to the nature of Andrea's condition. They have also visited the parents at their home to help them to draft letters to the hospital regarding their daughter's care, and their wishes for her care post-18.

Family Support worked with Lorna for approximately 10 hours to complete her ESA form, WCA form and communicating with another organisation around debt management. The result of this help has led to Lorna being able to lead a more independent life through sound financial planning and no further assistance has been needed in the 2 months since their initial contact with them.



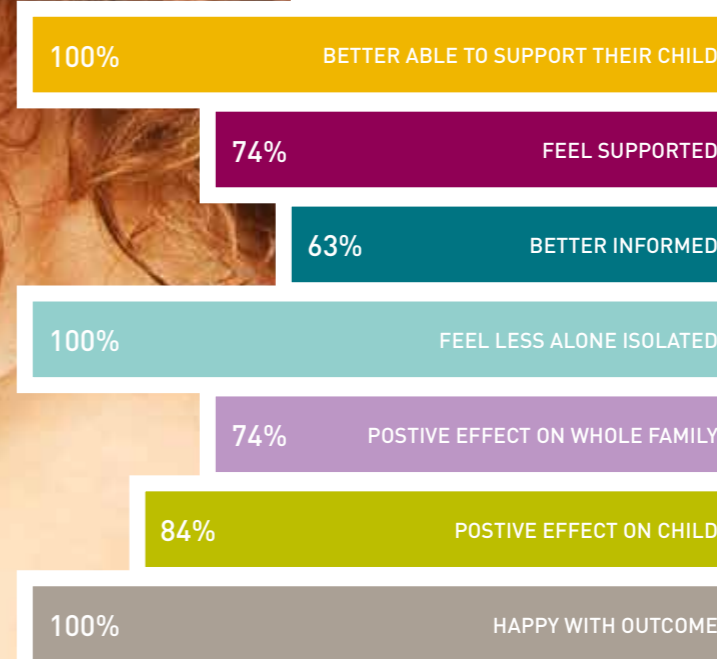
Families in Focus

Supporting individuals to achieve social inclusion, improved health, wellbeing and tackling deprivation

Families in Focus benefitted from a £20,000 grant from Provide, which achieved a number of key impacts and improvements in the lives of local people, including:

Increasing awareness of the services, and take up across Mid Essex. With 19 new service users, in addition to running a Dyslexia Talk that was attended by 22 parents/carers/professionals.

The grant has enabled Families in Focus to improve the health, social wellbeing and coping skills of their service users as follows:



In addition to these outcomes, **17 service users** have improved economic well-being and living standards (evidenced by the number of successful claims). In particular, making sure parents are able to access disability living allowance for their child, carers allowance and other help.

For the children, there have been further successful interventions in relation to a number of educational issues, including:

- 📁 3 children receiving more support in school
- 📁 2 children at reduced risk of exclusion
- 📁 2 children receiving more speech and language support
- 📁 2 children with improved mental & emotional well-being
- 📁 2 children less anxious
- 📁 2 children with improved reading/writing
- 📁 1 child whose behaviour has improved

The J's Hospice

Providing opportunities for **social experiences, community access** and development of **social skills**, and improving **self-esteem, confidence, independence, education and employment opportunities** for young adults and their families.

J's Hospice received a grant of £5,000 to continue providing a programme of Young Adult Groups through 2013, known as "Inspire!" These groups enable over 20 young adult patients to mix and socialise with their peers independently from their carers. The groups involve The J's clinical team and a large number of volunteer supporters to meet the one to one care needs of the young adults.

Group meetings have different themes based on the needs and preferences of the young adults themselves, and enables them to engage in different activities and new experiences.

'Inspire!' is a means towards social inclusion where the emphasis is on fun. Providing an opportunity for young adults to have new experiences, meet and make friends and spend some time away from their home environment and family carers. Equally as important family carers have the opportunity for a break, to spend some quality time for themselves knowing that their precious charges are safe and enjoying themselves with well trained and dedicated staff and volunteers that they have come to trust.

Parkinson's UK (Chelmsford Branch)

Increasing mobility and speech amongst Parkinson's sufferers

The grant from Provide has enabled the Chelmsford and Billericay branches of Parkinson's UK to provide weekly dance classes, pay for transport for members who could not previously attend, and singing classes as well.

The dance classes are important as they help with mobility whilst also providing something fun for the individuals to do. The dance classes provide temporary improvements in mobility. The grant has also helped to provide fortnightly singing classes, as part of a programme to improve speech.

"The impact of 'Inspire!' cannot be overstated; the complex nature of these young adult's illnesses have effectively deprived them of social experiences, community access and development of social skills. Lacking self-esteem, confidence, independence, education and employment opportunities young adults and their families often become reclusive, depressed and isolated."



Home-Start Witham, Braintree and Halstead

Supporting families when they are most vulnerable - to overcome **isolation, depression, illness, relationship difficulties** and **multiple births**.

"By Home-Start supporting families through their period of difficulty, stress or crisis, your funding has helped us to make a positive difference in their lives and to keep children safe and set them on a pathway to a happier, healthier future."

Home Start has used the grant to support families in the Braintree District by recruiting and training volunteers to support families in their own homes. The volunteers complete a 10 week course covering the role of the Health Visitor, Safeguarding Children, Post-natal Depression, special needs for parents and children, as well as listening skills, Equality and Diversity, Domestic Violence, Health and Safety.

Home Start are also running three family groups in the District and have now set up a fourth family group at Chipping Hill School in the Maltings Lane area of Witham, so we can offer more families referred to us, the opportunity to attend a family group.

Last year we received 88 new referrals and were able to support 121 families in total including some from the previous year's referrals that were still being supported. Within these families there were 201 children under 5 years and 67 of their siblings. The first six months of this year (Jan - June) has seen a rise of over 15% in new referrals received by us compared to the same period in 2012.

Cross Roads Care

Providing respite opportunities for carers

Cross Roads Care Braintree District & Chelmsford received a grant of **£10,000** to provide **regular short breaks** for carers taking care of the cared for person in their own home, giving the carers a break from caring responsibilities. The grant was used to continue and **promote the respite care service in more rural areas** of the district.

Many carers feel isolated and stressed as they often cannot leave the person with care needs, making it difficult to carry on with their everyday chores. With the support of the grant from Provide we are able to offer a few hours respite care each week which makes a huge difference to a carer's well-being and also helps them to continue with their role as a carer.

The grant has also given us the opportunity to promote our services further and help increase awareness through distributing leaflets, visiting GP surgeries and providing information on the support available.

As a result of the grant we were able to provide a short break to a carer living in the village of Foxearth, which is near Sudbury and on the very edges of our district. The carer, who cares for her mum full time has moved to this location from Hampshire to be nearer her mother and her daughter

who is living in Suffolk. They have bought a house in Suffolk near to their daughter, and are busy redecorating and restoring it.

Mum has dementia and cannot be left on her own for long periods; sometimes she will get up and come downstairs and other days just stays in bed. She has cataracts and wears glasses, and also uses a hearing aid so communication can be difficult. By providing a service to them for 4 hours each week, the daughter is able to spend some time working on the house which they eventually hope to move into without worrying about mum, knowing that she is being well looked after. Our support worker sits with her Mum, chats to her, makes tea and will help her to have a little walk if she feels like it. Her Mum enjoys the company and looks forward to seeing our support worker each week, and her daughter feels more relaxed knowing that she can have some free time for herself.

With the **support of the grant** from Provide we are able to offer a **few hours respite care** each week which makes a **huge difference** to a carer's **well-being** and also helps them to continue with their role as a carer

Cross Roads provides a service to a family in Great Yeldham which is one of our rural villages in our district.

The service is for Betty who is the carer for her husband, to enable her to have a few hours for herself. Betty likes to attend a sewing circle on Wednesdays, where she can socialise with other people in her age group, some of whom are carers too, and also compare the sewing items. This gives her a degree of independence. She does have support from her daughter with shopping etc. The respite care has had a huge impact on the whole family here, putting all minds at rest, as her daughter works in Braintree.

Betty's husband is fairly disabled now and finds it hard to get about. He also has dementia. Betty does all his personal care and toilet transfers, as well as all household tasks which are usually shared. Our carer takes over all those roles for her so she can go out with peace of mind, something that she hasn't been able to do for a while.

The funding for rural places enables us to send a support worker the additional miles and to cover travel costs, which takes a large chunk out of the day.

Families In Focus (Essex) - April 2013 to March 2014

Providing **advice, information and support** to families with a child/children with any **disability/special need**, particularly at transition points where they have **poor emotional health, feel isolated or depressed**, are living in poor environments or are lone parents.

The grant of **£20,000** from Provide has enabled **Families In Focus** to support an additional **150 families**.

The support includes one to one 'holistic' direct support from our Family Support Advisers (via telephone helpline, face to face, outreach basis through home visits - especially welcome in some of the more rural parts across mid Essex, accompanying to meetings and availability at various venues across the district).

The **Family Support Advisers** worked with **588 families**, including **263 new families**. Provide's grant supported **Families in Focus** to work with **150** of these families.

The outcomes achieved for the families were as follows:

216 families supported to improve their economic well-being and reduce stress and anxiety during this period.

An additional **£804,000** was obtained in disability related benefits.

322 families have improved relations with education authorities to support their child's learning and development.

The information helpline dealt with over **2,500 callers**.

Families In Focus News distributed termly to over **2,200 families** and professionals.

68 service users have improved health, social well-being and coping skills

97% overall happy with outcome

87% consider positive effect on child and

85% consider positive effect on whole family.

100% of those who felt alone now feel less alone/less isolated.

100% of all respondents who felt overwhelmed/frustrated before contacting us felt more able to support their child as a result of our support.

60% of all correspondents feel better talking to someone who understands.

59% of all correspondents are better equipped thanks to the practical support.

56% of all correspondents are better-informed.

26 service users reporting that additional funding has enabled their child to access clubs/services resulting in child's raised self-esteem, less isolated, more confident and independent.

11 children receiving more support in school and 5 receiving more speech and language support.



Feedback from families included:

"It can be very confusing having a child with disabilities and Families In Focus joined the dots up for us as a family".

"It's fantastic; don't know what I would have done without the support and advice."

"Without the support FIF has provided, my son wouldn't be receiving the right support at school and in his Statement. An invaluable service"

"I was overwhelmed and, when I needed support, FIF were there".

"Thank you for being so understanding of my situation and helping me get the DLA award. This has helped my son access clubs to build his confidence and low self esteem".

Case Study

The Jones family consist of mum and dad and four children, with all four children having additional needs, two of whom have been diagnosed with a specific syndrome which causes **health, behavioural and learning difficulties**. Mum has mental health problems herself and dad is out of work.

John (aged 10) has severe behaviour problems and is often aggressive towards his younger siblings, especially his brother Jimmy (aged 6). There were concerns about sexualised behaviour so the family were referred to Child Protection by CAMHS after a multi-agency meeting.

Adaptations were also planned for the family home to help mum provide a secure environment for all of the children and Families in Focus attended meetings with the family regarding this. The adaptations are now being considered through a Disabled Facilities Grant.

Families in Focus supported the parents at school meetings. John's parents were considering whether he should attend a SEN school. The other two children both have health needs (heart defect, breathing and feeding difficulties). A referral was made to Early Support, Moulsham Grange, for support.

Families in Focus also helped the family to obtain DLA for three of the children, which has eased the family's financial hardship and Mum is less stressed. Mum's mental health has also improved and her involvement with adult mental health services has reduced.

In October 2013 Provide donated £200,000 to the following community groups and organisations:

- City of Chelmsford Mencap,
- Helping Hands Essex,
- Support 4 Sight,
- Action for Family Carers,
- Age UK Essex,
- Headway Essex,
- Home-Start Chelmsford,
- Lighthouse Family Trust,
- The Maldon Pioneers Association,
- Relate North Essex & East Herts,
- St John Ambulance – Essex,
- University of Essex, and
- Anglia Ruskin University.

The social value of these donations will be reported next year's report.

3 Wheelchair Services

Provide's Wheelchair Services are a vital component in supporting individuals to remain independent and carry on with their day to day activities.

"Just a note to thank you very much for arranging & sending me the above voucher enabling me to order a new wheelchair. The chair is very light and can easily be broken down for transport in our car. I received my new wheelchair on Friday last and am very happy with it. this wheelchair will greatly improve my mobility and enable me to accompany my family to social event, shopping and even out for a breath of fresh air, these were all strictly curtailed up till now."

Redbridge wheelchair service
August 2013

Wheelchair Services are provided to individuals that are unable to walk or have a long term disability which affects their walking. Our staff – a dedicated team of **occupational therapists, physiotherapists and technicians** - will assess the individual's **posture and mobility** and provide them with a **wheelchair** if they are eligible for one, as well as **postural-support seating**.

We run four wheelchair services covering mid Essex, Cambridge and Peterborough, Waltham Forest and Redbridge from a variety of venues reflecting the use of our mobile service model, bringing the service to the client.

The service also provides on-going support with wheelchair maintenance and periodic reviews.

In total Wheelchair Services has supported 17,000 individuals to retain their independence.

The financial value of supporting individuals to retain their independence is £2,112 per person (Stay Well at Home SROI Evaluation Report 2012.) This illustrates the enormous social value of these four Wheelchair Services. In addition, the service also means individuals are able to stay in their own homes for longer, rather than transferring to nursing homes or supported accommodation, which saves up to £800 per week per person.

4 Healthy Living Services

Healthy Living Services supports local people to live healthier lives, through smoking cessation programmes and other support to cope with illnesses.

Falls Prevention Service

The Falls Prevention service provides assessment, advice and support (including exercise classes) for people who have fallen or are at risk of falling, to help prevent future falls. This includes people who:

- 🚩 have had a fragility fracture - hip, wrist, spine.
- 🚩 have had a fall, slip or trip in the past 12 months.
- 🚩 have gait or balance problems.
- 🚩 have been assessed by a clinician as at high risk of falling.
- 🚩 are on medication known to cause falls, such as antipsychotics, antiarrhythmics, antihypertensives, opiates or sedatives.
- 🚩 have a long-term condition, such as Parkinson's Disease, stroke, or arthritis.

Feedback from Falls Prevention Course attendees

Attendees complete a questionnaire following the Falls Prevention courses. In total 126 attendees completed the questionnaire. **The feedback included:**

"The hospital sent me a letter asking about my Falls Prevention class, which reminds me that I never have thanked you enough for advice, guidance and patience in the follow-up classes.

Holidays with grandchildren were the excuse for stopping your classes. I swam with them most days and rode my bike. You may be amused that my grandson and I rode all round Gafham Water (9 miles) which we have been contemplating for several years; it almost killed both of us but we did it. It had to be this year or never. Without your Falls Prevention training I would have struggled to walk to the swimming pool."

"The instructor allowed me to concentrate on gaining confidence in walking unaided - knowing I would undertake recommended exercises at home. Very grateful."

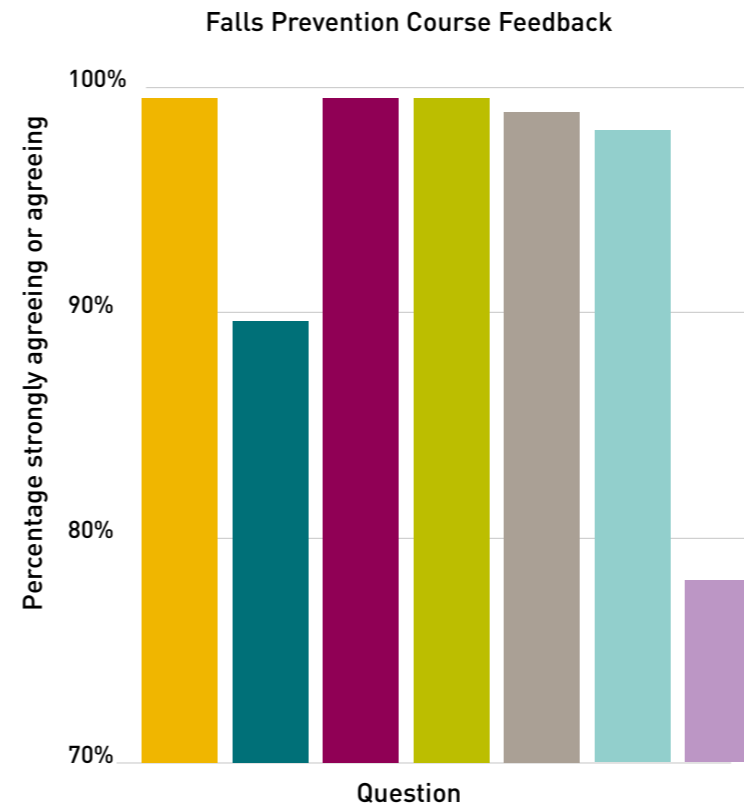
"I found the classes provided a good mix of exercises, socialising and information about falling etc, so I do not think there could be much improvement needed."

"For the time I have attended these classes I have found them to be very beneficial to me and helped me cope with my aches and pains as well as helping with falling."

"These lessons have been an absolute lifeline to me. To get out, socialise and be a bit more confident in my movement. Thank you."

The main areas of concern for attendees were the lack of transport, which made it difficult for individuals to attend for all the sessions, and this included the follow up sessions. Also, some attendees wanted more advice on how to get up after a fall as well. Transport is always provided if needed for the falls prevention programme. However the follow up sessions are not part of the NHS service and transport is not available.

Out of the 126 individuals that completed the questionnaire, for most questions around 90% or more strongly agreed or agreed with the statements (as shown in the chart below), showing the positive impact of the course. 78% felt attending the course had led to a more independent and fulfilling life, as shown below:



- The Falls Prevention Team dealt with me in a professional manner
- I was involved in the decisions about my care
- I was treated with respect
- I had confidence in the instructor who delivered the class
- I understood what the instructor was demonstrating to me during the classes
- I felt comfortable in the venue where the exercise class was held
- Attending the exercise class has led to a more independent fulfilling life

Case Studies

Gaining independence

Nicola was 3 and a half years old when she was referred to the wheelchair service, weighing 6.2kgs. She was diagnosed with primordial Dwarfism, bilaterally dislocated hips and was only 66cm tall. She was unable to communicate verbally but was able to understand what was happening around her and communicated via facial expressions and hand gestures. Nicola was completely dependent on her family/carers. Mum was desperate for Nicola to have some level of independence that was age appropriate.

Shortly thereafter, her family took her to Florida where they went to Disneyland and attended a conference for children with dwarfism. On their return, her mum contacted the wheelchair service to report that they were stopped frequently by strangers wanting to know where they got the wheelchair because it was set up so well for Nicola. Nicola has since started Mainstream Nursery and is interacting well with her peers, largely due to the independence her wheelchair has given her.

Due to her small stature, there were not any NHS prescribed wheelchairs which could be set up to allow her to self-propel efficiently. After several months of research and negotiations with Suppliers, a wheelchair, with postural support, was identified from Sunrise medical and specific modifications were made. This allowed Nicola to sit in the wheelchair, supported but most importantly, she could reach the wheels and push herself independently. Within a few minutes of handing over the wheelchair, Nicola had learnt how to push herself forwards, backwards and turn around.

Re-engaging in studies

Billy had a road traffic accident in 2012 at the age of 21 years old and sustained an incomplete T3/T4 and cervical fracture C5/C6 with resulted in lower limb paralysis, weakness of his trunk and impaired sensation.

Following several appointments at the wheelchair service which started with his initial admission to stabilize his injuries, following through to his intensive in-patient rehabilitation programme and discharge home, he was provided with a light weight self-propelling wheelchair which was fitted with modular backrest and supportive cushion. These accessories stabilised his pelvis and trunk to improve his upper limb function for efficient self-propelling, feeding, writing and personal care.

Billy has since gone back to university to resume his studies. He is now an active wheelchair user, who drives his own adapted vehicle and is successfully engaging in all aspects of his life.

Christina - In her own words – the Wheelchair Service treated me as a person, gave me a voice and helped me to live independently

I have Osteogenesis Imperfecta, and have broken roughly 36 bones throughout my lifetime. After I broke my leg in December 2011, I borrowed a wheelchair which had been designed for a 40-year-old man. Needless to say, it did not suit my needs, but it meant that I was not confined to bed. After it became clear that I would be in a wheelchair for the foreseeable future, I approached Hackney & City

Wheelchair Services and asked for a more appropriate chair. They provided a partnership scheme chair via Gerald Simmonds in July 2012.

Unfortunately, I had absolutely no idea what I was doing, and no previous experience of being a wheelchair user. I did not know what I needed, and I did not know what suited me. All my wheelchair skills were entirely self-taught. The chair I received was less than ideal. Over the next two years, several wheelchair services tried to modify it so that it was less dangerous and uncomfortable, but they could do nothing about the fact that the chair's footplate was two inches below my heels. For the better part of two years, I lived with a chair which did not suit me, and so it was with some cynicism that I met with Linda Walker from the Cambridgeshire Wheelchair Services for the first time. She blew my doubts away. For the first time someone considered me as a person in my entirety; focusing not only on the fact that I needed a wheelchair, but also on how my back, legs and arms were affected by wheelchair use. She took into account the terrain over which I wheel on an everyday basis.

Despite the fact that I thought I was "stuck" with my chair for three years, Linda declared it unfit for purpose, and we went about specking out a whole new chair. Under her guidance, and drawing on her advice and years of experience, I was able to understand my own needs, and how we could best address them.

My new chair will have a bespoke Spex cushion which will help protect my scoliosis and brittle spine from shocks, as well as improving my posture by compensating for the loss of muscle mass on my broken leg. It will be a fully adjustable chair,

and I have even been shown how to adjust some of the settings myself, so that I can take control of my own comfort. At each stage, I was fully involved in the process, and felt not like a spectator but a participant. The chair will be complex, because I have complex needs.

Cambridgeshire Wheelchair Services are the first which seem to fully understand that my chair is the most important piece of equipment in my life, and that it is my link with the outside world. When I wanted a particular kind of hand rim which would allow me to still wheel even if I had a broken wrist, and it was not on the prescription form, Lynn Rowney took the time out of her day to come and sit with me, listen to my reasoning, and then signed off on it. Overall, it has been a real eye-opener for me; I never knew a wheelchair service COULD function this well, with this much respect for the user as an holistic entity with varying and complex needs which could be addressed as fully as possible. (In hindsight, if I had known how good a wheelchair service could be, I probably would have been even MORE upset with the way other services have responded!)

Overall, I have found Cambridgeshire Wheelchair Services to be filled with lovely people; from the receptionist who always remembers me, through Linda who always asks about my course, to Lynn who took the time to meet with me and hear my concerns. It is a highly efficient organisation which treats the user with respect and as a whole person, gives them a voice, and allows them to work towards independently living life on their own terms.

Smoking Cessation Service

The Stop Smoking Service provides stop smoking advice for **six to 12 weeks**. This includes an explanation of products for clients to make an informed choice, together with **prescribing products and behaviour-change support**. The support to quit smoking is provided via **GP practice, Pharmacy and a specialised Provide central team**. Clients can be seen **via group and/or one to one sessions with telephone and text contact too**.

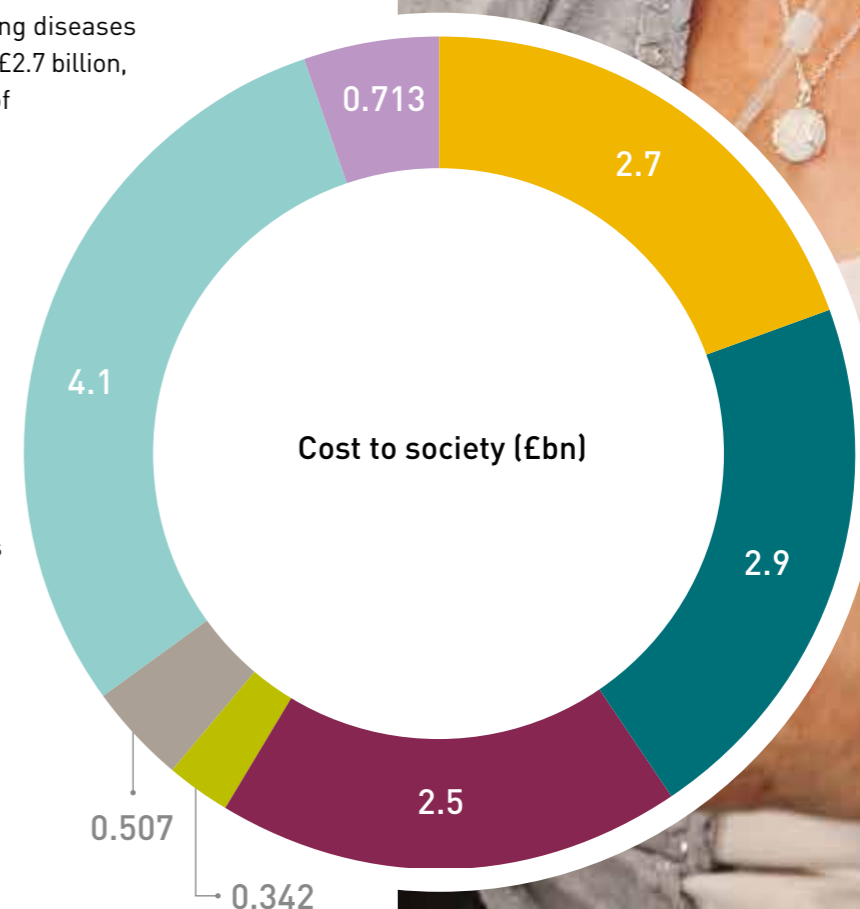
The financial cost of smoking

In 2013, a 20 a day smoker of a premium cigarette brand will spend about £2,900 a year on cigarettes. Results from a 50 year study shows that half to two thirds of all lifelong cigarette smokers will be eventually killed by their habit, as result of diseases such as lung cancer, chronic obstructive lung disease and coronary heart disease.

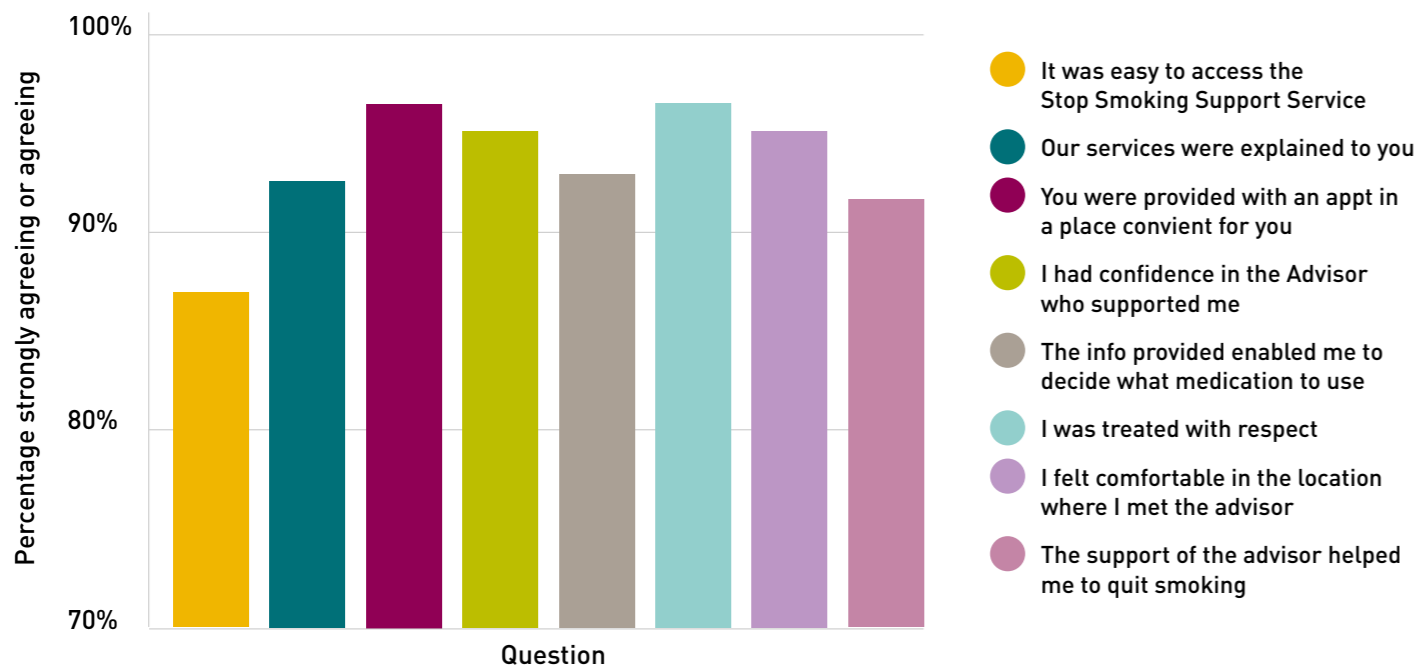
The cost to the NHS of treating diseases caused by smoking is around £2.7 billion, but the total cost to society of smoking is thought to be around £13.74 billion (Action on Smoking and Health, 2012).

This includes:

- NHS Cost
- Loss of Productivity
- Increased absenteeism
- Clearing up cigarette butts
- Cost of fires
- Loss of economic output from death of smokers
- Loss of economic output from passive smokers



Feedback from Stop Smoking Support Services



Case Studies

Achieving a smoke free life through setting small goals

Angela, aged 13, came to me via a school referral. When she first came in she was very quiet and withdrawn. I introduced myself and we discussed her smoking.

She told me "she smokes because if she doesn't then she would self-harm, which she has done in the past". I did inform her that I would have to pass this information to the school nurse. She was happy with but she didn't want her mum to know as she would worry.

When asked how she got her cigarettes she told me she gets them from mum's bag. We discussed how she felt bad about this and how she feels worried about being caught and disappointing mum.

She has identified that she feels stressed in school because some of her class mates are refusing to sit next to her and calling her "a dirty smoker". Also she is worried about being caught with cigarettes in her bag. We decided to set some small goals.

The first goal was to leave the cigarettes at home. She felt at this point that she would still need to have one before school but agreed to only taking that one with her.

At subsequent appointments, Angela said she had managed to do this for two weeks and she said she felt much better although she did get cigarettes from a friend and smoked on the way home from school.

The second goal Angela wanted to set was to not smoke on the way to school and to hopefully stop the nasty remarks about being a dirty smoker. By the fourth appointment, Angela was finding the second goal hard to achieve. She had taken a different route to school and so had managed not to smoke on the way to school for the last four days. She was very pleased her CO reading had reduced.

We discussed other ways of dealing with stress and anger and she told me that she loves music.

The third goal was not to smoke at the weekend. We discussed making mood music down loads on her I pod. She felt she could use these when feeling stressed also she has taken up dancing.

Angela was noticeably much more positive by her 5th and 6th appointments. She is now dancing regularly and using music and dance to ease stress. She has not smoked for two weeks and is very pleased with herself. She has changed some of her friendships. The next two weeks are school holidays and she is going away with her parents so there will be little or no opportunity to smoke.

At her 7th appointment Angela said she was very determined to never smoke again and that she didn't require any more appointments.

I bumped into Angela whilst I was at the school this term and it is now 6 months since we last met. Angela is still smoke free and is a very confident young lady now.

Press coverage

As well as these case studies, the Smoking Cessation service has also featured in the local press, following successful support to long term smokers:



John and Lesley Bersey started smoking as teenagers

Quitting... after 90 years as smokers!

A retired couple from Mayland have given up cigarettes after starting smoking as teenagers.

John and Lesley Bersey, who smoked around **40 cigarettes a day** between them, signed up with Provide (formerly CECS) **Stop Smoking Support Service** in June and have been smoke-free ever since - the longest the pair have gone together without a cigarette.

And, according to a national campaign which starts this week, their chances of quitting for good are boosted because they've passed the crucial 28-day point.

"You are five times more likely to stay smoke-free if you can stop for 28 days," says Hilary Earl, the couple's Stop Smoking Adviser from Provide - a free NHS service which helps smokers find the best way to quit and supports their attempts.

This month the Department of Health launches the Stoptober campaign to encourage smokers to quit for the month of October, with the hope that it will continue for good.

John, 62, and Lesley, 59, are also boosting their chance of success by quitting with the support of the Provide Stop Smoking Support Service. "Statistics show that quitting with professional support instead of going it alone increases your chances fourfold," explains Hilary. "Not only do we offer advice and encouragement, but we also help you draw up a quitter's plan that's tailor-made for you."

John and Lesley were referred to their local Provide stop smoking service after visiting their doctor's surgery in Mayland.

"Hilary has been brilliant," says Lesley. "She assessed us and said we should try the smoking cessation tablet, Champix, which we take morning and evening. It's really helped stop the cravings.

"But you need willpower too. There have been times when we've both wanted to light up but Hilary has kept us going. I had a wobble three weeks

ago when I had my cat put down. I was upset and desperate for a cigarette. But as Hilary pointed out, having one wouldn't bring him back, it would just undo all my hard work."

The couple's health has improved already. "I always seemed to have a cough but that's disappeared completely," explains Lesley.

And John - who has Chronic Obstructive Pulmonary Disease (COPD), a disease of the lungs - notices the difference to his breathing. He says: "I'm not wheezing as much as I was and I haven't had a chest infection since I gave up. I used to get them all the time."

Hilary explains that no matter how long you've been smoking it's never too late to quit. She says: "You'll stop things getting worse and can actually reverse some of the damage. After just 24 hours your lungs start removing mucus and other smoking debris, and your lung function can improve by up to ten percent in just three months." And the couple's finances are looking healthier too. Lesley estimates they were spending about £100 a week on cigarettes and calculates they've saved £1,166 so far.

They're planning to treat themselves to a holiday to celebrate. Lesley says: "We've tried everything in the past - patches, gum, fake cigarettes... nothing's really worked. But this time we've been given hope."



Other Healthy Living Services

In addition to the Smoking Cessation Service, Provide has received the following **feedback** from patients accessing other **Healthy Living Services:**

Expert Patient Programme

The Expert Patient and Self-Management Programme is a six-week structured self-management programme for clients with long-term conditions. The programme also provides yoga and a "challenging pain" course.

"Just to say I thoroughly enjoyed the 6 weeks course, have learnt new yoga techniques i.e. breathing better, relaxing better with meditation and generally my well being, also meeting new people. We had a lovely lady teaching yoga techniques who made the course very enjoyable. I also enjoyed the Expert Patient Programme for 6 weeks met new people and learnt a lot." **Healthy Living / Expert Patient Programme** July 2013

I would like to thank you and your staff for the opportunity to attend the Arthritis and Fibromyalgia course provided by the Provide Expert Patient Programme. The entire experience could not have been better, the small waiting time was well worth it. I know a few people dropped out as the course progressed and I think they lost a key tool in moving forward with managing their arthritis, however their plans to deal with pain is up to them now. I also contacted my doctor about the course saying how beneficial it was and recommended the surgery should send other patients with arthritic pain on the course.

Expert Patient Programme
December 2013

I would like to give a huge compliment and thank you to the excellent physiotherapy service I have received over 6 sessions and Kat at Braintree Community Hospital. Her treatment, exercise recommendations and advice has been exemplary and her mannerism has been cheerful polite and most appropriate.

Braintree Physiotherapy service
November 2013 Feedback from Health Trainer courses

Health Trainer service

The Health Trainer Service: provides clients with behaviour-change support for a maximum of **nine sessions** to improve **diet, physical activity levels, weight management, self-esteem and support to access local services.** The support can be offered in groups or in one to one sessions, with additional telephone and email contact.

Feedback was obtained from 99 individuals who attended Health Trainer Courses. The courses support individuals to make positive lifestyle changes, including weight loss and increasing physical activity.

"A very useful service. The trainer had a very good understanding of the struggle to lose weight & keeping a food diary helped."

Comments included the following:

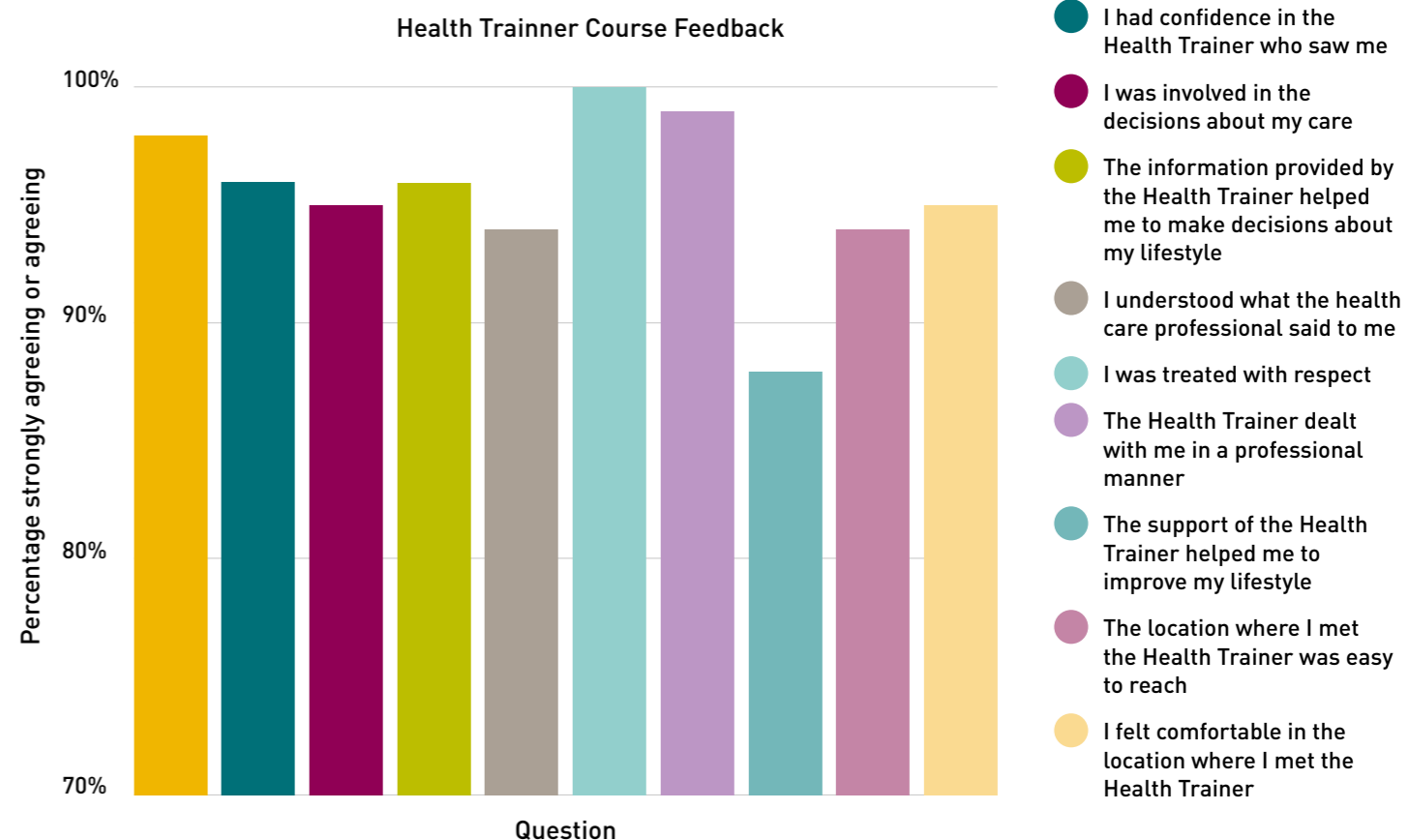
"I found whole experience beneficial - social interaction was particularly helpful."

"A big thank you for making me look at my life in a different way."

"Very well informed & it has made me try to change my lifestyle as best as possible."

"Now on the right track to a healthier/ fitter lifestyle."

For the questionnaire, over 80% of responses were positive (with respondents strongly agreeing or agreeing), as shown on the chart below:



5 Sexual Health Services

Supporting the local community to stay healthy

Provide has a range of specialist nurses and support staff that provide the following services at walk-in and appointment clinics:

- 🚩 Sexual Health support and advice
- 🚩 Contraception - pills, injections, implants and condoms
- 🚩 Sexually transmitted infection (STI) testing for Chlamydia, Gonorrhoea, HIV and Syphilis
- 🚩 Treatment of STIs and reproductive tract infections
- 🚩 Pregnancy testing and advice
- 🚩 Cervical screening
- 🚩 Referrals to other sexual health services, including termination of pregnancy

Provide also:

- 🚩 Run a drop-in service at mid Essex colleges (Chelmsford, Braintree and Writtle).
- 🚩 Provide specialist services, such as drop-in services and sexual health promotion events in schools and colleges.
- 🚩 Have a dedicated specialist nurse for young people and the community outreach team who work with organisations to provide specific interventions with groups defined as at risk of STIs or unintended pregnancy.

This community based service has served over 8553 clients across more than 20 venues over the last year.



Social value of Sexual health services

Evidence from calculating the social value of **sexual health services** in Leicestershire demonstrated that for every **£1** invested in the service a return of **£7-£9 in social value** was achieved.

Plus the following benefits:

- 🚩 Reduction in teenage pregnancy for young people
- 🚩 Young people make more informed proactive choices
- 🚩 Reduced cost to public services of a teenage pregnancy
- 🚩 Better support for young people taking risks reduces the number of disengaged young people
- 🚩 Improved access to emotional support for young people.

This clearly demonstrates the overall value of such services to help the local community make informed choices and stay healthy.

Case studies

Support to manage life threatening illnesses

Anita, a 42 year old lady, attended one of our **community sexual health drop in sessions**.

Her main reason for attending was the undergo a HIV antibody test due to a 12 to 18 month period of ill health which included weight loss of approximately 3 stone, malaise, muscle weakness, slight cough and night sweats. She had been reluctant to attend any service for some time but had been persuaded to do so by her sister. She has chosen to attend our service because it was situated in her local area and due to financial restrictions she found it difficult to travel any distance outside her surrounding area.

Anita had been reluctant to undertake a HIV test but following a discussion with the community sexual health nurse performing the consultation

who identified the health benefits of knowing one's HIV status and that antiretroviral therapy improves the quality of a person's life and increases their life expectancy to near normal she agreed to proceed.

This lady tested positive for HIV. She was referred to the HIV Clinical Nurse Specialist and she was requested to attend the clinic to discuss her results. The lady received her positive result face to face and the next steps of determining the details of her HIV positive status was commenced, alongside establishing the network of health and social care support that Anita could access. Her follow up showed that she had significant illness relating to HIV. This meant that she would need to commence antiretroviral therapy immediately. Her other blood results showed that she had severe anaemia as well. In the 18 months following her diagnosis this lady has continued to make progress and her health has now returned to normal. She continues with her antiretroviral therapy and she will maintain this for the rest of her life.

Accessing appropriate contraception

Brenda, aged 29 years, has three children (aged 6 weeks, 6 years and 7 years). Brenda is generally fit, but suffers from anxiety and panic attacks, and currently takes diazepam and fluoxetine.

Her body mass index is 40, showing her as obese. Brenda was keen to have some form of contraception to prevent a further pregnancy, as the last one had been unplanned. Due to her body mass index, Brenda is restricted as to the types of contraception she can be offered. Long Acting Reversible Contraception (LARC) was discussed with specific reference to Intrauterine systems, and Brenda agreed to have this fitted. Brenda would not have been able to access LARC methods via her GP. Attending our service gave her the information to make an informed choice and to have a method she was happy to continue to use.

Gaining appropriate treatment

Steve, aged 19, had had casual unprotected sex six weeks previously, and wanted to have a sexual health screening.

He attended the drop in at Burnham-on-Crouch clinic. He was screened for chlamydia, gonorrhoea, syphilis and HIV, and advised regarding safer sex and provided with condoms. His results showed he had Chlamydia, and he was provided with treatment for this and supported to contact his past sexual partners.

6 Provide's Staff

Contributing to the local economy by employing local people

Employing Local People

Through employing over **1,000 local people** and providing student placements, Provide contributes over **£36m** to the local economy.

Over the past year, Provide has recruited **145 additional staff members**. **93%** of all staff live within the **local community**, showing the enormous contribution Provide makes as a local employer.

Supporting training and development

Provide is committed to delivering high quality and safe care, which is delivered by a well-trained and motivated workforce. Ensuring that our staff are trained and up to date with all their mandatory and essential training helps to support our commitment to providing safe care. During 2013/14 all our staff have completed at least 90% of all their core essential training.

In addition to core essential training we have also supported our staff to access a range of CPD programmes which are linked to our service and business objectives. These have included dementia training, management of diabetes, team based root cause analysis workshops, non-medical prescribing and assessment / consultation skills.

Our community nursing teams have also been able to access modules as part of a newly developed district nursing programme at Anglia Ruskin University.

In addition to this, staff in Bands 1-4, from both clinical and non-clinical groups, have completed NVQ / apprenticeship programmes and foundation degrees.



7 Environmental impact

Working to reduce our carbon emissions

Waste management

Provide follow the **3Rs** for **responsible waste management** - **Reduce, Reuse, or Recycle** and through our Estates and Facilities team regularly review practices to see where the 3Rs can be implemented.

Provide staff have met with colleagues in Essex County Council to learn from their actions and campaigns in the area of environmental management and the 3Rs.

Examples of interventions are described below

Reduce

Provide have implemented "follow me printing" within our Headquarters/Offices to reduce the amount of printing undertaken. This is monitored on a person by person basis so high users are identified. All printers are set as default to print double sided. Provide have introduced Right Fax in the majority of their bases, so receive faxes electronically, therefore reducing the need for fax machines, paper and toner.

Provide have implemented a paperless policy in the areas of clinical, HR and Child Health records.

Our clinical teams introduced a process of centralising wound dressing provision to reduce waste and improve cost efficiencies.

We introduced the Productive Community Series training to our community clinical staff, which introduced LEAN Stock management.

Reuse

Within our Wheelchair service we encourage the return of equipment, which is then reconditioned and redistributed as appropriate.

All furniture which is surplus to requirements but still in working order is logged and stored, so it can be reused at a later date as and when required. We have also donated furniture to other organisations for use to avoid disposable.

We have also donated obsolete equipment from within our therapy departments to local charities for reuse and recycling.

Recycle

Where we have direct responsibility for our waste disposal we contract with a local company that recycles 100% of waste collected. This includes cardboard, paper, metal, glass and plastic. For those buildings where waste collection is included as part of our Service Contract we are looking to engage in discussion with our Landlords to implement 100% recycling provisions.

When we changed our corporate uniform, we held a uniform amnesty and delivered circa 500 uniforms to a local school, who recycled them via a textile recycling scheme receiving income to support the schools fund for educational supplies.

Carbon footprint

Provide monitors its carbon footprint in order to minimise the impact it has on the environment. Over the past four years Provide's CO2 emissions have reduced from **1,672 tonnes** of CO2 emissions from gas and electricity usage along with travel (2009/10) to **1,584 tonnes** in 2010/11 and **1,523 tonnes** in 2011/12, as shown below.

CECS Carbon Footprint from 3 Scopes Model	2009/10 Total Footprint (tCO2e)	2010/11 Total Footprint (tCO2e)	2011/12 Total Footprint (tCO2e)
Gas	602	396	484
Electricity	608	644	521
Travel	462	544	519
Procurement	To be considered in the future	To be considered in the future	To be considered in the future
Pharmaceuticals	To be considered in the future	To be considered in the future	To be considered in the future
Total	1,672	1,584	1,523

Annual Change in emission, based on the amount of emission from the baseline 2009/2010

Carbon Change	-5.24%	-8.86%
Electricity Change	5.89%	-14.28%
Gas Change	-34.14%	-19.64%
Travel Change	17.78%	12.34%
Carbon Change target of 10% reduction by 2014/2015		1504.41

The impact of this reduction is potential savings of **£240 per tonne** of CO2 emissions reduced for gas/electricity production (Carbonfootprint.com). Between 2009/10 to 2011/12, CO2 emissions from gas/electricity were reduced by **205 tonnes**, which is the equivalent of **£49,200 of cost savings**.

Sustainability Development Plan

In line with the UK government's Sustainable Development Strategy, Provide has a Board-approved Sustainable Development Management Plan (SDMP) that outlines our sustainability management strategy.

Currently Provide is using the 3 scopes model which focuses on Travel, Energy and Procurement, as suggested by the SDU. But with the new emerging GCCA model Provide hopes to widen its sustainability actions across the six elements in the GCCA model

By following this model Provide has already reduced its carbon footprint by 8.8% from the baseline of 2009, and is on target to achieve the NHS carbon reduction target of a 10% reduction by 2015.

Guided by the 3 scopes model, Provide has initiated the following developments:

- 1 To personalise sustainability actions for Provide's various sites and various job roles.
- 2 To review ways of reducing staff travel, for example by examining a software system that can calculate the most economical (and in turn eco-friendly) route DNs can take to travel
- 3 To encourage car share
- 4 To build its sustainability action group to include a representative from the different Provide sites.
- 5 A designated sustainability lead to work on its sustainability strategy and organise the reporting of its efforts yearly.
- 6 To actively participate and attend SDU local and national sustainability meetings to share and gain new ideas.
- 7 Ensuring Sustainability is covered as part of our staff induction.
- 8 A platform on the intranet for staff to communicate ideas
- 9 Being a part of national and local sustainability campaigns and taking active steps.



If you need this leaflet in braille, audio, large print or another language, please contact our **Customer Service Team** on:

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