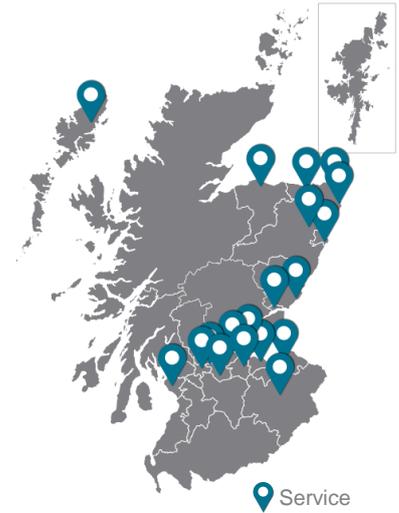


penumbra
your way to a brighter future

North Ayrshire
Self Harm Project

About Penumbra

Penumbra is one of Scotland's largest mental health charities, supporting around 1000 adults and young people each week. Founded over 30 years ago, we provide a variety of innovative services across Scotland:



- [ARBD](#) | Recovery focused support for people with Alcohol Related Brain Damage (ARBD)
- [Crisis Support](#) | Short term support for people experiencing a mental health crisis
- [Employment Support](#) | Helping people who are working towards employment or need support in employment
- [Homelessness Services](#) | Practical and emotional support for people who are homeless or at risk of homelessness
- [Nova Projects](#) | Wellbeing projects that promote recovery, social inclusion and self-management
- [Plan2Change](#) | Peer support services
- [POWWOWS](#) | Penumbra workshops on wellbeing
- [Self Harm Projects](#) | Community based projects for both adults and young people who self harm
- [Short Breaks](#) | Supportive breaks for people to focus on their recovery
- [Supported Housing](#) | A variety of supported accommodation and tenancy projects
- [Supported Living](#) | Offering practical and emotional support to meet people's needs in their own home
- [Wellness Centre](#) | Access a range of services in the community which are designed to promote positive mental health and support people to recover from mental ill health
- [Young People's Projects](#) | Services for young people

Our values

The Penumbra Strategic Plan 2016-2020 sets out four core values which inform our work:

- [Recovery](#) | People can and do recover from mental ill health
- [Human rights](#) | People have equal human value regardless of their situation or ability and have the right to dignity, respect, privacy and choice
- [Control](#) | People should be enabled to exercise control over their lives by means of real choice and participation and should be free from stigma and discrimination
- [Person centred](#) | Penumbra's services should provide person centred support on an ordinary and inclusive basis wherever possible

Our vision for Scotland

We envisage a society where people with mental health problems expect recovery and are accepted, supported and have the resources to fulfil their potential. To achieve this vision our Strategic Plan sets out our mission, and five aims which describe how we will realise it.

Our vision

Penumbra envisages a society where people with mental health problems expect recovery and are accepted, supported and have the resources to fulfil their potential.

Strategic Plan 2016-2020

Our mission

Penumbra will provide, support and influence services and activities that improve the mental health and wellbeing of people.

Strategic Plan 2016-2020

Penumbra's five aims are summarised as the acronym RPIII:

- **Recovery** | To ensure that all mental health services and activities are hopeful, personalised and recovery focused
- **People** | To ensure a highly valued, skilled and involved workforce
- **Innovation** | To develop, support and provide innovative responses that promote recovery, social inclusion and citizenship for people with mental health problems
- **Influence** | To promote mental health and wellbeing in communities by influencing; policy makers, funders and others
- **Improvement** | To ensure quality and continuous improvement in all business processes to achieve our mission

Why we produce Annual Reviews

Our Strategic Aims (RPIII) are supported by objectives and an annual results and monitoring framework. As part of this monitoring framework, every year Penumbra services compile an Annual Review. The review summarises the work the service has undertaken that year to meet our five key aims, to achieve our mission, and to realise our vision for society.

This Annual Review is based around the RPIII structure, with sections for Recovery, People, Innovation, Influence, and Improvement.

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Service overview

The North Ayrshire Self Harm Project is based in Ardrossan Youth Centre and provides support to residents of North Ayrshire who wish to reduce or stop self-harming. We also work to raise awareness of self-harm issues and to help reduce the stigma around self harm.

The Project has been running since January 2005 and is funded by Choose Life. We work with people aged 12 years and over (including adults) in North Ayrshire who self harm, and provide informal support to their parents/carers. In addition, we also provide information and expertise to assist other services to develop good practice.

Service aims

The service provides non-judgemental and confidential support to people who wish to reduce or stop self harm. We aim to:

- Provide and promote individual self harm coping strategies and an understanding of the triggers for self harming behaviour
- Reduce self harming behaviour and minimise harm
- Increase awareness and promote understanding of self harm and the issues associated with it for individuals, families and workers
- Increase the community of understanding around those who self harm

Types of support provided

- **One to one** | Support for those who are self harming, including support to minimise risk, manage their self harm and develop alternative coping mechanisms.
- **For parents/carers** | Informal support to parents/carers of service users.
- **Information and advice** | Information and advice for professionals who come into contact with people who self harm.

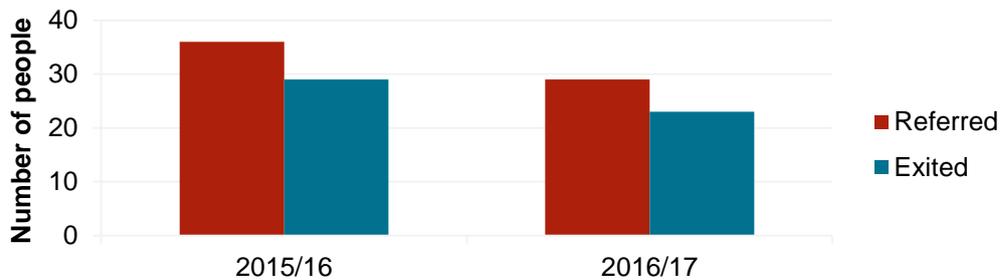
Future plans

- **Partnership working** | Following a successful pilot with Criminal Justice Workers, the Project intends to offer practical training around self harm to other organisations in North Ayrshire. The project also intends to continue the collaborative work it has carried out this year with Confab and CAMHS.
- **Young people** | The Project has also been approached by Ayrshire College to produce materials around self harm. Abbie Henderson, Facilitator (YP Development), is also developing an evidence based negative body image programme which will be implemented in schools across North Ayrshire. The programme will look at how body image is created and how it impacts on other areas of life.

People who use our services

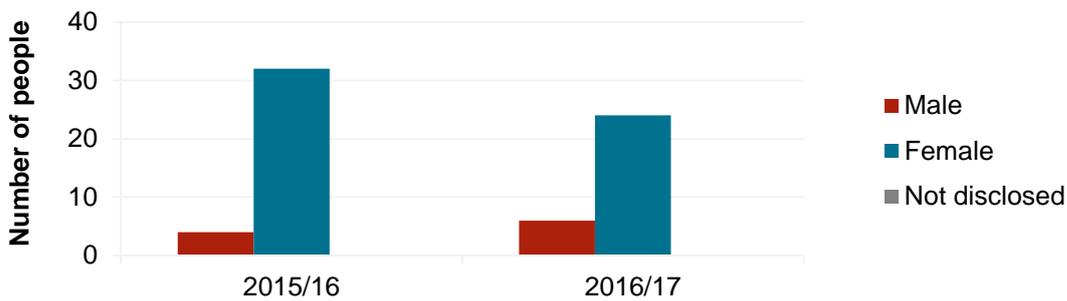
135 people benefited from our service this year (a 10% increase on last year), including service users, parents, and professionals who have received training and advice.

Referrals



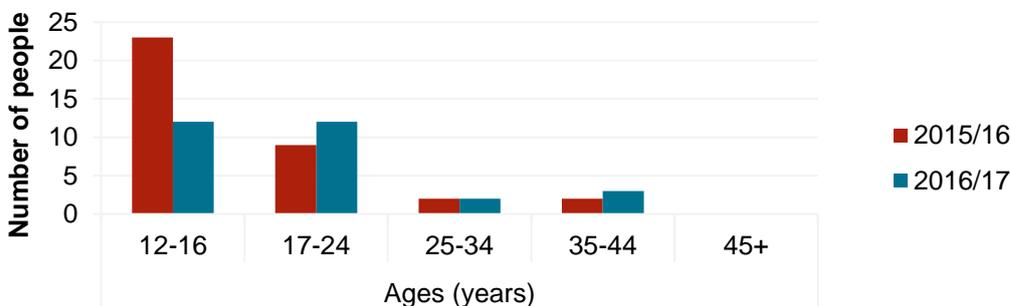
The number of referrals has decreased 20% this year. The highest source of referrals (27%) came from parents/family, however many of these were signposted by NHS and education. The remainder came from Social Work (24%), NHS (20%), and self referrals (20%).

Referrals by gender



Although the number of male referrals has increased, females still make up 80% of referrals.

Referrals by age



This year there has been a significant increase in inappropriate referrals to the project. Whilst some are for people aged over 21 years, there has been a marked increase in inappropriate referrals for young people. It appears these are as a result of concerns from others around the young person, as opposed to the young person wanting support.

Recovery

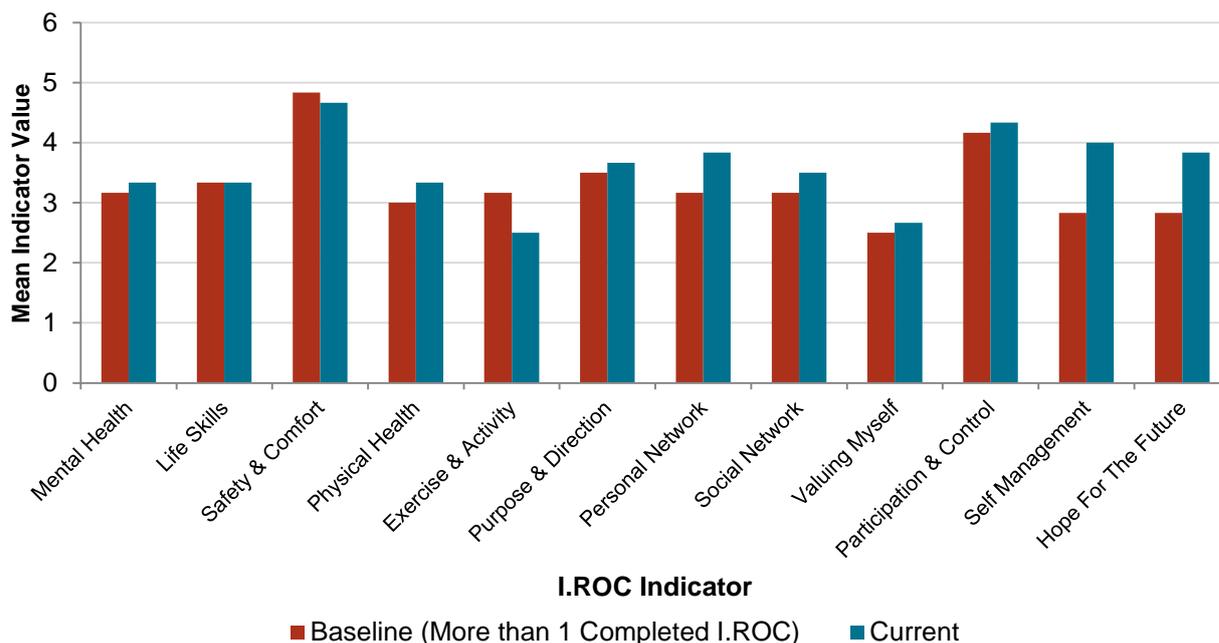
People who have used the service

This year we have provided over 436 hours of one to one support. Our evaluation forms show that a significant majority (80%) of those who engaged with the project reduced or stopped their self-harm.

I•ROC

The Individual Recovery Outcomes Counter (I•ROC) is an outcome measurement tool we created to measure recovery journeys. People who use our services complete an I•ROC by scoring 12 wellbeing indicators every three months. These scores allow us to build up a picture of their wellbeing over time, and assess and measure their personal recovery journey. Scores for everyone using a service can be averaged to show general trends.

Baseline and Current I•ROC scores for North Ayrshire Self Harm Project, 2016-2017



The graph shows the difference between baseline and current I•ROC scores. The biggest increases are seen in *Self Management*, *Hope for the Future* and *Personal Network*. This change reflects the work of the service, which helps people to cope with their emotions in healthier ways and to learn to share their concerns with their family and friends.

People

Staff

The project is run by Helen Gibson, Support Manager, who is employed on a part-time basis. Fiona Tall, West Area Manager, oversees the project.

Helen Gibson provides one to one support, self harm awareness raising sessions and good practice advice to teams. She regularly meets with Sarah Watts, Choose Life Manager, North Ayrshire, to discuss and monitor the project's progress. The project and Choose Life regularly undertake partnership work and co-deliver training.

This year the project has also employed Abbie Henderson, Facilitator (YP Development), to develop pilot work on negative body image. Abbie has been working closely with teaching staff at Stanley Primary, as well as Maureen Kennefick and Myra Hesselset who are working within the Attainment Challenge. Abbie has developed a comprehensive programme which will be piloted in Stanley Primary in September 2017.

Training

Helen Gibson and Abbie Henderson have completed all of Penumbra's core training for the post, which includes training on I•ROC – Penumbra's outcomes measurement tool. This core training gives staff a detailed understanding of Penumbra's recovery-focused approach.

In addition, this year, the Support Manager has completed Training for Trainers workshop, TALK (Suicide Alertness Training) and ASIST (Applied Suicide Interventions Skills Training). Whilst suicide and self harm are different behaviours, people who self harm may be at increased risk of suicide. These suicide alertness courses are delivered by Choose Life and provide staff with the skills they need to keep people safe. This year the Support Manager also attended HEAR (Hear My Experience and Respond), a multi-agency learning event run by North Ayrshire Child Protection Committee.

In addition, the Support Manager has completed following RBS e-learning modules:

- Safeguarding
- Alcohol and drug awareness
- Lone working questionnaire
- Stress essentials
- Specific activity assessment
- Risk assessment

Innovation

Tools for Schools

Following a request from Choose Life in South Ayrshire, The Support Manager has amended our secondary schools flowchart to enable it to be shared Ayrshire wide.

Young Peoples Resource

The project has produced a List of Support Organisation for Young People in Distress. This list includes details of organisations which specialise in self harm support and provide online and text support. Copies can be downloaded from our website: www.penumbra.org.uk.

Confab - Out of Harm Toolkit

The project has collaborated with Confab, a Glasgow based Arts organisation. This collaboration provided young people with the unique opportunity to creatively use storytelling, poetry and photography to express their personal stories of self harm.



The collaboration has resulted in the development of a Conversation Guide aimed at families, teachers and other professionals. The purpose of this guide is to increase confidence in opening up a conversation with someone who self harms. Young people from Penumbra and The Support Manager contributed to this Conversation Guide. Copies of the toolkit can be downloaded from www.confab.org.uk/out-of-harm.

Negative Body Image

A new evidence based programme on body image, targeted at primary school children has recently been developed. This is soon to be implemented in schools across North Ayrshire. The programme will look into the ways in which body image is created and the extent to which it impacts upon other areas of our lives. The programme will also strive to include ways to challenge negative thinking around body image and increase self esteem.

Practical Based Training

This year the project has introduced new training for front line workers. This practical based training involves sharing self harm tools/resources. The training was piloted with staff from the Criminal Justice Service in Irvine. It was very well received and feedback was excellent. The project hopes to continue developing this work with other groups in North Ayrshire.

Influence

Working with other organisations

The Support Manager and/or the West Area Manager attend the North Ayrshire Health and Social Care Provider Forum, and the Support Manager also attends the Children's Services Providers Forum. These forums are a good opportunity to provide feedback on, and influence, developments in health and social care in North Ayrshire. The project also continues to foster close links with Teachers, Guidance Teachers, School Nurses and Community Development staff. This year we have also developed links with CAMHS, Community Connectors, GP practices and workers from The Attainment Challenge Fund.

Promoting the service

The Support Manager has visited local GP practices to raise awareness of the service to GPs and practice staff, and patients (via a presentation on screens in surgeries). The Support Manager has also contacted Community Connectors, who are attached to GP surgeries. They will raise awareness of our service with patients in their localities.

Service user recovery stories

Following on from workshops organised by Confab, a group of Penumbra's young people showcased their recovery stories at two Scottish Mental Health Arts and Film Festival events in Glasgow in October 2016. The young people later retold their stories to a local audience in the Ardrossan Youth Centre at the launch of Confab's Out of Harm Toolkit, in March 2017. These events were well attended and the audience were very impressed with the young people and the Confab Conversation Guide. Louisa McEvoy, Community Work Assistant, said: "I was very impressed by the bravery, honesty and openness of the young men – it was fabulous to see young men engaging and talking about feelings. Very inspiring."

Their stories were also exhibited at *Storytelling for Health International Conference* in June 2017 in Swansea, Wales, an event organised by Abertawe Bro Morgannwg University Health Board and the George Ewart Centre for Storytelling at the University of South Wales.

The Conversation Guide has been disseminated within North Ayrshire and Confab plans to disseminate it widely across the UK. Future plans to promote this guide include a live talk between Confab staff and the project's Support Manager to education staff within Scotland.

Northern Ireland Youth Workers

Staff from the project and staff from Penumbra's Borders Youth Project were invited by Youth Workers from Northern Ireland to a Study Visit in Glasgow. The project shared examples of good practice and self harm resources developed by the project, including our self harm tools for schools. Abbie Henderson, provided information concerning the recent developments in the project's negative body image programme.

Improvement

Care Inspectorate

North Ayrshire Self Harm Project is not required to be registered with The Care Inspectorate.

Feedback

End of Service Questionnaires and Training Evaluation Forms

Feedback is used to continuously improve our service. The project collects feedback via End of Service Questionnaires from service users and Evaluation Forms from training participants. Feedback is consistently very good from service users and our feedback from training participants is also excellent.

"I managed to deal with my emotions better and deal with my self-harm."

- Service user

"Thank you - very, very helpful and informative. Excellent focus."

- Training participant

Service review

A review of the service was carried out this year by Sarah Watts, Choose Life Manager (North Ayrshire) and Janet Taggart, Service Design and Procurement Officer, North Ayrshire Health and Social Care Partnership. The review gathered information using a variety of methods, including focus groups. It provided service users and stakeholders with the opportunity to express their views of the service and make suggestions for improvements. Feedback received was excellent and it will help guide the future direction of the project.

"The service review was carried out with a variety of methods to gain feedback and understanding of service users and stakeholders views. The focus groups especially revealed a service which for its relative size and capacity exceeded expectations. It is clear the service is widely respected and used and which is embedded within the community it is serving."

- Sarah Watts, Choose Life Manager (North Ayrshire)
Health and Social Care Partnership

Contact

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RECOVERY | PEOPLE | INOVATION |
INFLUENCE | IMPROVEMENT



Service

Penumbra is one of
Scotland's largest
mental health
charities,
supporting around
1000 adults and
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Founded over 30 years ago, we
provide a variety of innovative services
across Scotland.

This includes:

- Alcohol Related Brain
Damage (ARBD) Services
- Crisis Support
- Employment Support
- Homelessness Services
- Nova Projects
- Plan2Change (Peer work)
- POWWOWs
- Self Harm Projects
- Short Breaks
- Supported Housing
- Supported Living
- Young People's Projects

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Scotland.