

Nicole



Your journey. Your way.



penumbra.org.uk

A pioneering charity supporting people on their journey to better mental health

Our impact in 2022-23

Making a difference in mental health recovery: The Penumbra Approach

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Before you begin reading our report, we want to introduce ourselves and say a quick thank you.

We are Penumbra Mental Health,

a pioneering charity providing dedicated services for people with mild to serious and enduring mental ill health.

From being there for people in crisis to suicide prevention, supported living to self-harm management and peer support. We are with those we support every step of their journey to a better place.

People's experiences are at the centre of everything that we do. We champion peer workers; they know that recovery is possible, because they've been there too.

Of course, everyone's journey is different, so we work with people to identify, believe in, and reach their goals, whatever they may be.

Often, it's about hope, but we know that's not always easy for people to hold on to. And so, when times are tough, we hold it for them, keeping it safe - just until the time is right.

You see, Penumbra has always been about people; listening and learning, challenging, encouraging and enabling. It's why we're trusted to provide services across Scotland, supporting thousands of adults and young people every month, because when people need us, we're there.

Thank you

We'd like to thank Nicole, Darren, Lisa and our colleague Lindsay. Their lived experience journeys were documented in our 2022/23 filming campaign [#YourJourneyYourWay](#) and each of them appear in our report.

We'd also like to thank Dani, Gemma, Jo and J for sharing their experiences of the support they've received from our teams.

We'd like to thank our colleagues, Gillian and Colin, who feature in our report. All of our colleagues work with passion, skill and care every day to make sure the people we support have access to exceptional support, and we thank all of them for being on our team.

We want to thank all of the people who have accessed our support and thank them for placing their trust in us.

Thank you, too, to our partners and all the people who have supported our work so far and who continue to support us into the future.

Thank you for being part of our journey and for helping us to make a difference. We really appreciate it.



**We support people
on their journey to
better mental
health, by working
with each person to
find their own way
forward.**



Colin Briggs
Chair of the Board of Trustees

Foreward

I'm glad you've taken the time to read our impact report for this year. It's usual to say "I hope you enjoy it" and "I hope it is useful" and that kind of thing. And I do hope you enjoy it and I do hope you find it useful.

But I also, and much more importantly, hope that it makes you smile, and that it makes you feel happy that there are people out there absolutely committed to making things better for people whose mental health is not all they might want it to be.

I became a Board member of Penumbra about 7 years ago. Much has changed in that time. What hasn't is that we have incredibly dedicated and skilled people in our teams across Scotland.

We support what feels like a dizzying number of people, in more and more incredible ways, that are all about helping people live their lives in a way that chimes with what they want. We don't support people the way we think we should. We ask the question, what does a good day look like? So every number in this report is a person, living their life in a way that fits with what they want to get out of life.

So I have to take this opportunity to thank everyone who works for - and with - Penumbra Mental Health. You're making it better.

I hope you find our impact report useful, I hope you enjoy it, and most of all, I hope it makes you smile.





Welcome

As the new CEO of Penumbra Mental Health, I joined the organisation in September 2021 after Nigel Henderson's impressive 30+ years of leadership.

22/23 has been a busy year for us, but also a rewarding one. We remain proud pioneers in the peer movement with 26% of colleagues employed in peer support roles.

Our incredible teams supported 12,649 people in this time. That's more than double the number of people we supported in 20/21. This is both a source of pride and more sombre reflection as Stephen will talk about later in the report.

But numbers only tell us part of the story. The human and compassionate approach of our highly skilled teams is the reason we're able to support people through their most difficult times. It's why people choose us for

new services. And it's why we're able to create meaningful change across Scotland.

Ultimately, our hope is to make a difference in people's lives. That's why people and their experiences will always be central to everything we do. Listening to and working side by side with people, and evidencing each unique experience in this way helps shape our work and keeps us learning. I hope you enjoy hearing from just a few of these voices as you go through our report, and I hope you feel inspired.

Thank you to everyone who has placed their trust in us to support them in their recovery, and to all our teams for their unwavering commitment, skill and compassion they show every day.

Mike Burns
Chief Executive



Wayne

Introduction

Welcome to our impact report for 2022/23: Making a Difference.

Our report looks at the outcomes we aimed to achieve from our strategic objectives and summarise our progress towards these.

Penumbra Mental Health was founded in 1985 as one of the first organisations in Scotland offering community-based support to people in their mental health recovery journeys. We work to promote mental health and wellbeing for all, to prevent mental ill health where possible, and to support and empower people to live fulfilling lives.

37 years later, Penumbra Mental Health has 77 services across 23 health and social care partnership areas. Our services offer person centered support across a very wide range of mental health contexts including supported accommodation and

supported living services, services for people who experience self-harm, distress brief interventions (DBI) and suicide prevention services for people in acute crisis, carers and families support as well as services for people with alcohol related brain damage.

We currently employ over 500 staff providing support right across Scotland. We place an emphasis on quality, innovation and improvement, and our services continually evolve and develop.

Our roots in providing creative new ways for people to be supported in the community, when few such options were available in 1985, continues in 2023 with our development of many new areas of work aimed at keeping the focus of people's lived experience at the heart of designing effective support.





Martin and Jodie

Courage

We will do the right thing. Standing up for people, their rights, wellbeing and recovery

Compassion

We listen and respond with hope, kindness and respect

Curiosity

We explore, reflect, learn and adapt to create solutions that are best for people's wellbeing

Collaboration

We will work with those who share our vision and values

We live and breathe our values

Our strategic aims

- 1 To make a positive difference to people's recovery and mental wellbeing
- 2 To be innovative and creative in all that we do
- 3 To value, support and involve our people
- 4 To continuously learn and improve our practice and processes
- 5 To be thought and practice leaders in recovery and mental wellbeing

A close-up portrait of a man with glasses and a red beanie, smiling. The image has a purple tint.

Darren

How we deliver impact

At the heart of Penumbra Mental Health is our philosophy and value base that mental health recovery can, and should, be available to everyone. We also have a clear theory of change - that is a clear vision of what it is that we do that supports people in their recovery journey, and why we think it is effective.

We believe passionately that working in the recovery focused ways described in this report, creates direct and tangible impact for people's individual recovery, for their families and loved ones and for our wider communities and society.

This report describes the impact of this approach. Before we get to that, we just want to describe in a bit more detail what this looks like.

This concept of recovery is at the heart of Penumbra Mental Health, and we have a really clear definition of what we mean by this. Recovery is about building a meaningful life, as defined by the person, whether or not there are ongoing

symptoms or problems. Underpinning this vision of recovery is a set of overarching ways of working that are at the heart of how we support people in their recovery journey.

We call these: The Penumbra Approach.

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The Penumbra Approach

The Penumbra Approach

I•ROC



The use of I.ROC and the HOPE framework

We use our outcomes conversation and measurement tool, I.ROC (the Individual Recovery Outcomes Counter) to help people identify what recovery looks like to them and to help them measure their journey towards this. Our planning framework HOPE, then supports our planning alongside them on this journey

The centrality of lived experience and peer workers

The centrality of lived experience and peer workers: We believe that people with their own lived, and living experience with mental health must be at the heart of everything we do. In particular, we have a very strong commitment to peer working being a central part of our approach. This support from people who bring their own lived experience allows them to create a different, and much valued type of support relationship.

Lindsay

Person centred working

We believe all citizens have the right to full lives with equality of opportunities. We also know that systemic bias and stigma often means this is not the case. We believe that working in truly person-centred ways means supporting each individual to ensure they can live a life in which their rights to participate as equal citizens is upheld.

Trauma informed working

We recognise that a substantial number of the people we support have experienced, and continue to experience, significant levels of trauma in their lives. We recognise that our approaches must respond to this compassionately and skillfully.

Methodological approach

This report uses a methodology and approach from Matter of Focus, using their Outnav methodology and software to build our theory of change to identify what this looks like in practice across six key areas:

- What is it that we do?
- Who do we do it with?
- How do they feel?
- What do they learn and gain?
- What do they do differently?
- What difference does this make?

The Matter of Focus approach is a theory-based approach to outcome monitoring and evaluation, learning and improvement that builds on contribution analysis. In using the approach, we have gone through a logical and structured process of:

- Developing a theory of change for our project informed by an understanding of the context in which we operate.
- Agreeing one or more outcome maps that show how we think our activities contribute to outcomes, and what needs to be in place to make this happen.
- Identifying clear change mechanisms by which our project or programme works, these are shown in our pathways.

This report has been produced in OutNav. OutNav is a software system developed by Matter of Focus that supports organizations to take a collaborative and outcome focused approach to evaluation planning, implementation analysis and reporting.

In mid-2022 we created an overarching “outcome map” based on these headings with

a wide group of people we support, staff and other partner colleagues. This outcome map describes the way we see our approaches working in practice with every person we support, but from the perspective of one unique individual. Central to our belief is that these core ways of working should apply to everyone we support, irrespective of the particular mental health challenges they are facing, or the type of support they are accessing.

This report reviews our impact in successfully delivering this approach, and what that means for the lives of those we support by looking at:

1. Our evidence for the widespread and consistent use of our core Recovery focused approaches across the organisation.
2. How we deliver this impact for those we support, across the three core areas of work we are involved in:
 - Home and Beyond
 - Community
 - Distress and Crisis

In each area of our outcome map, we have identified success criteria against which our progress and impact has been assessed. We also have a clear framework for assessing the quantity and quality of our evidence sources and this is outlined at the end of the report.

- Collect, as well as capturing data specifically for this purpose.
- Systematically reviewing this data against each of the steppingstones for each pathway in the outcome map.
- Summarizing key findings against each of the steppingstones to tell our contribution story.

Our work in context

2022/23 has been a year of significant growth and development within Penumbra Mental Health, in the midst of profound ongoing challenges in our wider society affecting mental wellbeing.

Across the year the impact of Covid-19 which had of course dominated much of how we worked for the previous two years began to ease, but remained a large area of focus as we continued to ensure our services were safe and following best practice.

The mental health impacts of Covid-19 continue to be an area where we see the impact in our work and we strive to ensure our support is helping to contribute to the national ongoing emergence from the pandemic.

The recruitment challenges nationally across the social care sector continue to be substantial and Penumbra are no exception to this. Our services and our people team have had to work hard to maximise the ongoing recruitment of both the right number of staff, and those who are aligned to our values.

Within national mental health policy, the Scottish Government's proposals for a new National Care Service create the potential for radical change to how mental health support is delivered in Scotland going forward.

The current pausing of this work by the Scottish Government means at this stage there is some uncertainty as to how this shall develop in practice.

Penumbra are committed to using our learning and experience to influence the laudable aims within the National Care Service proposals to ensure that genuine, recovery focused support is at the heart of these.

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The outcome map

This is the overarching outcome map we created with people we support and staff.

It describes the experience and outcomes that we hope to see for every person who Penumbra supports, irrespective of what has brought them to support, or the type of service they access.



The Outnav software allows us to identify both the progress we are making against each area, and our confidence in the quality of evidence we have to back this up.



Summary findings

Our services in
2022/23



Community

Aberdeen NOVA
Aberdeen PWP
Aberdeen WELL
Aberdeenshire Pathways (WELL)
Angus NOVA
Angus Peer Service
Dundee Carers
Dundee NOVA
East Lothian Services
East Renfrew Navigator
East Renfrewshire Peer Service
Edinburgh Community Link Workers
Firhill & St Stephens
Future Pathways
Lothian Eating Disorders Service
North Ayrshire Peers 4 HOPE
Redress Support Service
Scottish Recovery Network
South Ayrshire Schools
Suicide Bereavement Support Service
Thrive Locality Team
Thrive Welcome Team
Western Isles NOVA

Our services which aim to support and engage people to be active members of their local and wider communities.

Distress

Aberdeen Distress Brief Intervention (DBI)
Ayrshire and Arran DBI
DBI (NHS24 pathway) extension
DBI Aberdeenshire
DBI Edinburgh
DBI Tayside
Dundee Self-Harm Service
Edinburgh Crisis Centre
Fife Self-Harm
Moray DBI
North Ayrshire Self-Harm
Self-Harm Network Scotland
South Ayrshire Self-Harm

Our services which work with people at times of acute distress or crisis.

Home and beyond

Aberdeen Supported Living (SLS)
ARBD Edinburgh (Milestone)
Borders Services
Carntyne Supported Accommodation (SA)
Constitution Street
Edinburgh SLS
Ellon Road Service
Falkirk SLS
Fife SLS
Glasgow ARBD SA
Glasgow City SLS
Lanarkshire SLS
Midlothian Services
Papermill Gardens
Rosemount Terrace

Our services which support people from their own homes to support their mental health and their lives in engaging with their communities. These services often work with people for longer term periods who may require ongoing support with their mental health.

What we do

At the core of our values is the belief that people both can experience mental health recovery and have an absolute right to support to do so.

But what does this look like in practice? The first section of this report looks at what it is that we do at Penumbra Mental Health

Across the diversity of services which we provide, we break these down into three core service types, which each have a range of services underneath them.

These are community based support, distress support, and home and beyond.

2022/23 has been a period of substantial growth in our services. Some of the new services we have developed this year include:

- Scotland's first National Self Harm Network, providing both direct face to face support and a brand-new digital support service.
- A new peer delivered service in Edinburgh.
- A new service supporting people with Bipolar Disorder in Edinburgh.
- Expansion to our delivery of the Distress Brief Intervention programme in Edinburgh and East Lothian and Aberdeenshire.

In addition to services which have started, extensive development and innovation has been going on this year for services scheduled to begin in 2023/23:

- A new Dundee Community Wellbeing Centre, due to open in July 2023.
- Further expansion to our provision of the Distress Brief Intervention Services.
- Our newly appointed Strategic Leadership for Outcome 3 of the Scottish Government's national suicide prevention strategy, "Creating hope together".

A list of services however only tells a small part of the story. It is vital to us that every one of the people we supported in 2022/23 has a positive experience that significantly helps their recovery journey. This is why our outcomes map is based around the experience of the person, not the organisation.

At the core of what we do to support people

is a belief in the power of relationships, and good conversations that truly allow people to feel they are being supported by an organisation that cares and is empathic and compassionate to what may be going on in their lives. And that from that compassionate space is effective at supporting them to clearly identify the life they wish to move towards.

In the what we do section of our impact map we identify the core ways we engage with people to identify what their recovery journey looks like:

- I have meaningful conversations about where I'm at.
- I have meaningful conversations about what matters to me and where I want to get to.
- I engage with tailored information and explore my options.
- I am supported to review my progress,
- I have the opportunity to shape and contribute to the service.

In the following sections, we look at how these practices show up across our services.

▶ Our outcomes map is based around the experience of the person, not the organisation

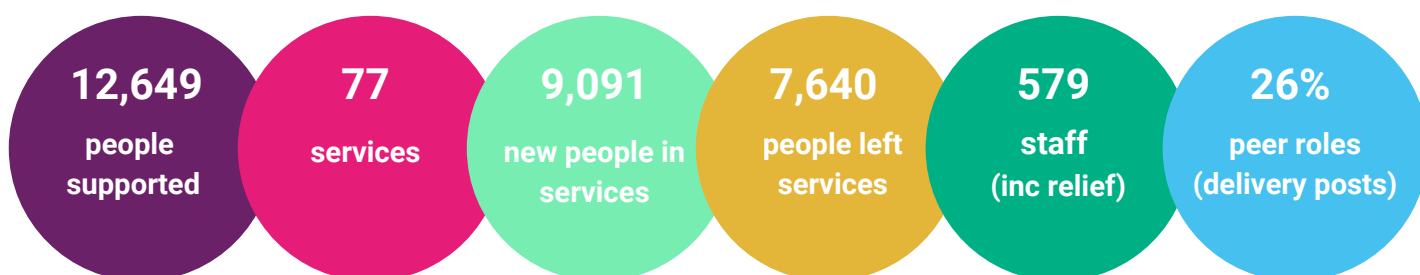
Who with?

People

Penumbra is a diverse organisation, with a wide range of services, and in 2022-23 we have continued to have a presence across most areas of Scotland.

2022-23 has again seen a substantial increase in both demand for our services, and our ability to grow and develop to support the mental health needs of modern Scotland. You can see at a glance below some of the key facts and figures from our year:

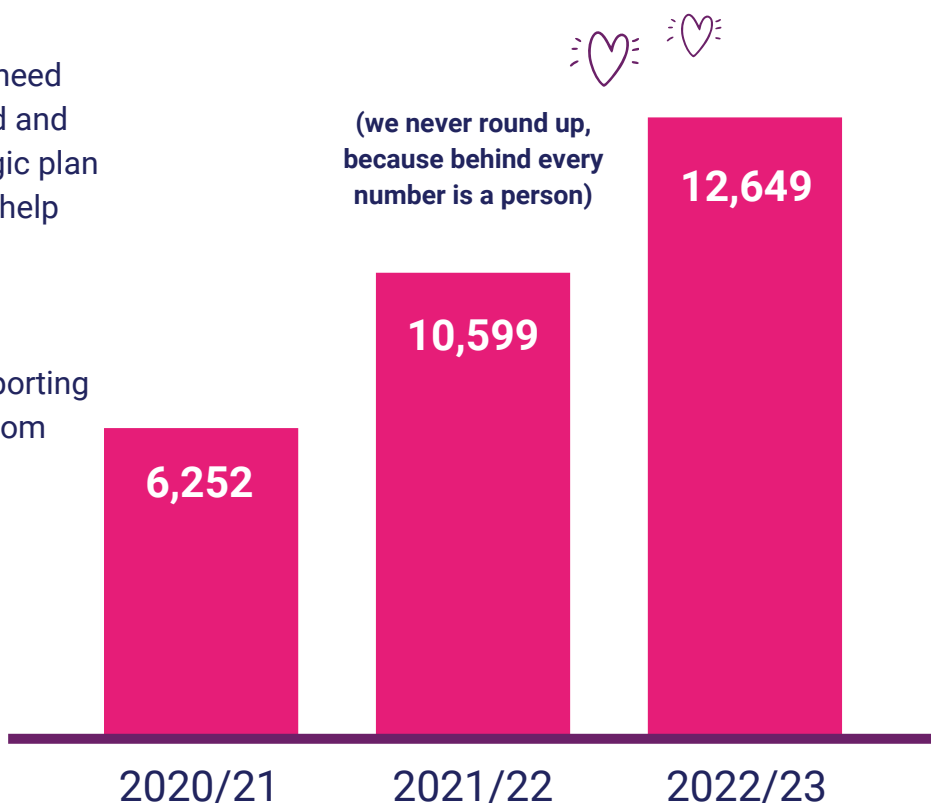
▶ Within Penumbra, it is vitally important to us that we use these figures very precisely and never round it up. We recognise that underneath this year's figure, is 12,649 people, with countless people around them, who have needed support with their mental health.



We know that there is a widespread need for mental health support in Scotland and we committed in our 2021-25 strategic plan to increasing our reach to be able to help more people.

Over the course of the year, we have delivered 77 individual services, supporting 12,649 people. This is an increase from 6,252 people in only two years.

The number of people we've supported each year 2020 - 2023



Partners and stakeholders

Penumbra do not work in isolation; indeed it is central to our values that collaboration and partnership are critical to serving the needs of those we work with effectively. This can be in both formal partnerships, and in the multitude of relationships we have with staff and practitioners from other services and organisations involved in people's lives.

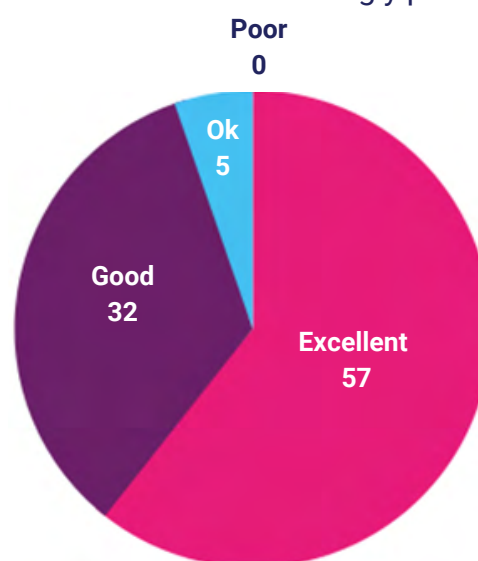
In 2022-23, we have been involved in a very wide range of Partnerships:

- Our hosting of, and close working with the Scottish Recovery Network
- Our ongoing work in the In Care Survivors Alliance, with the Scottish Government, Health in Mind and Greater Glasgow and Clyde NHS, The Anchor Centre. This alliance continues to provide the [Future Pathways](#) service, delivering outcomes focused support to survivors as well as a new development this year of the Redress Support Scheme, providing support to people as they apply to the Scottish Governments redress scheme for survivors of in-care harm and abuse.
- Our ongoing partnerships to deliver the [Distress Brief Intervention Programme](#).
- With [Change Mental Health](#) to deliver a pilot of a Suicide Bereavement Service.
- Our practice and research partnership with European partners, [EEEFCom](#)* Dublin City University, Dublin North, North East Recovery College, Evipro (Helsinki) and Association Chaque Jour Compte, Marseille. This project aims to create a model whereby people with lived experience can design bespoke

- mental health education courses in their own communities. (* Embedding an Emancipatory Educational Framework in Communities).
- Our partnership with Berwickshire Housing Association, delivering the Scottish Housing Awards finalist [BeWell](#) project.
- Our delivery for Greater Glasgow and Clyde NHS a toolkit to support mental health within criminal justice settings.

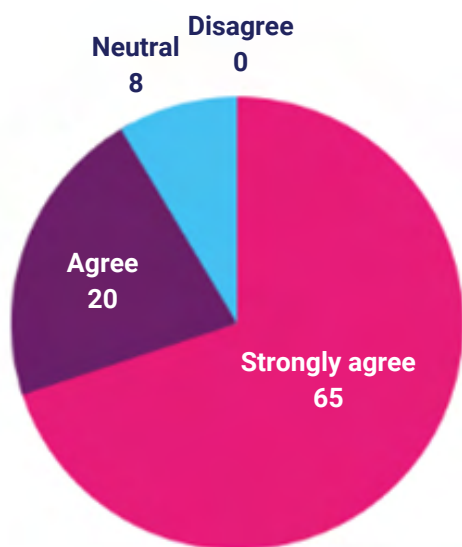
Understanding how these partners experience working with Penumbra is critical to evaluating our impact, and for our ongoing learning and innovation. In March 2023 we undertook a survey of our stakeholders. This included local authority commissioners, Scottish Government officials, social workers, psychiatrists and other statutory sector mental health professionals, housing officers, third sector partners and more.

We asked our stakeholders overall how they rated the support Penumbra provides; responses were overwhelmingly positive:

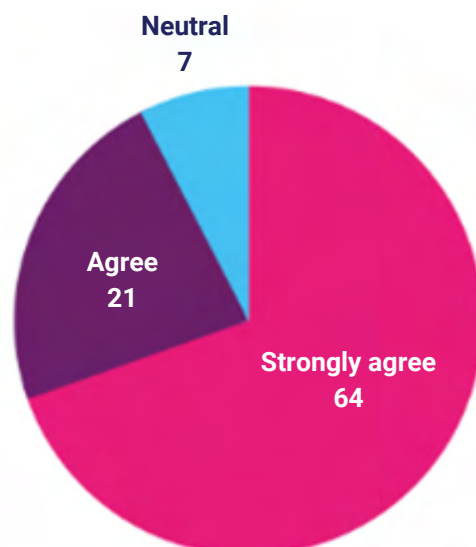


Overall, how would you rate the support that Penumbra provides?

We further asked partners if they felt we supported people with dignity, compassion and respect for equality and diversity. The response again was extremely positive:

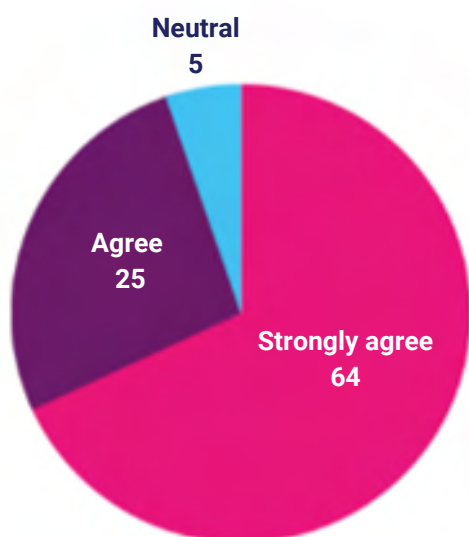


Penumbra staff treat supported people with respect and compassion

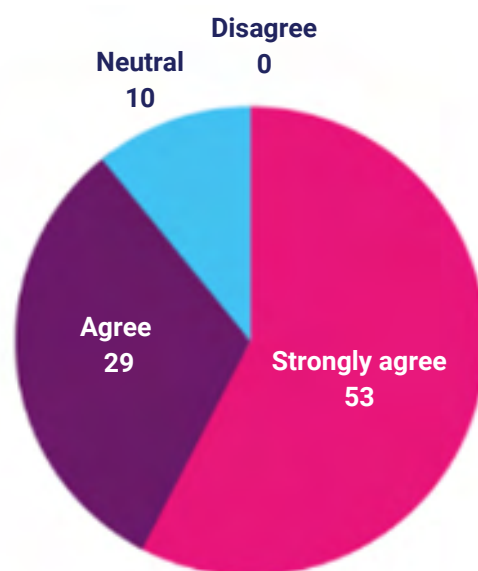


Penumbra staff treat everyone with respect, recognising equality and diversity

We next asked partners to rate their confidence that Penumbra Mental Health deliver support in ways that are person-centred, and focus on positive outcomes for people. The vast majority of respondents again agreed that this was something they agreed or strongly agreed with:

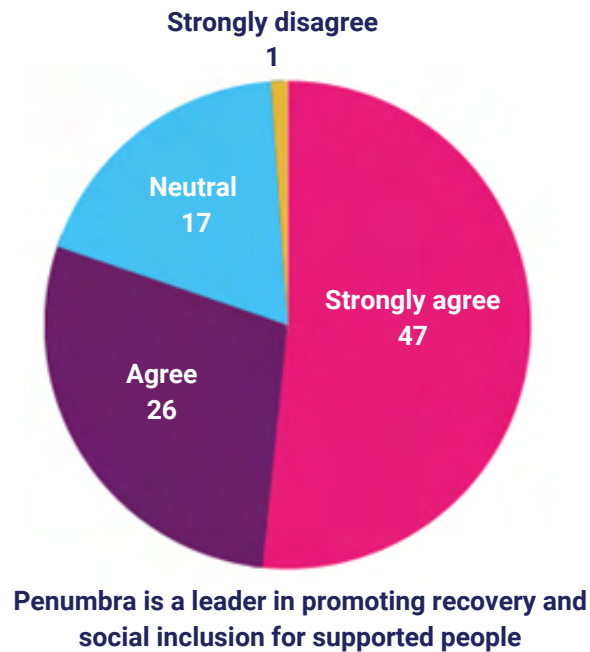


I have confidence in Penumbra to provide person centred support to people experiencing mental health difficulties



Penumbra makes effective use of personalised, outcomes focussed activities and resources

A key area that is central to our values is that we are promoting recovery and supporting people to be fully included as equal citizens. Our stakeholders also identified strongly that they agreed or strongly agreed that Penumbra Mental Health is a leader in this kind of support.



Just as important as these statistics, are the things people say. Below are some of the comments we received in our partner survey.

Penumbra services are very "person centred", caring for the supported person and their desired outcomes

The camaraderie between the team is a joy to watch - they have a supportive team vibe which I feel is part of as well now and very welcome to staff and all residents

Penumbra is data driven with clear results that can be evidenced

Penumbra are a valued contributor to cross-sector collaboration. they work with others to support wider, whole system approaches to providing mental health supports

[supported people] always respond well to [Penumbra staff's] respectful and compassionate approach, and this service is always my go-to resource

I have referred a number of patients to Penumbra and feedback from them is always positive. A real strength appears to bein the development of trusting empathetic relationships with service users/clients

Supporting and improving mental health in Scotland is a society wide task that no organisation can do in isolation and Penumbra Mental Health are committed to effective collaboration with partners to contribute to this.

We are delighted that such high numbers of partners value working alongside us and recognise the difference our approaches and staff make to the lives of those we support.

Our teams

While there are many interesting and exciting developments in how technology can support mental health, such as Penumbra's new digital resource to support people who experience self-harm, our work is fundamentally about relationships, and underneath that is our staff team who put our approach into practice 365 days a year.

Across our services, we have grown and

invested in our teams to support the increase in our services and the number of people we are supporting. Our staff team has grown this year to 572.

Below, Gillian describes why she wanted to work in our innovative new Suicide Bereavement Service, which is providing vital support to people who have lost someone to suicide:



My Penumbra journey began back in the summer of 2021, when I started as a Practitioner within our Suicide Bereavement Support Service.

A few years ago I was bereaved by suicide. I recall someone comparing it to a bomb going off in your life and this is exactly how it felt.

I was fortunate enough to have great support from my family and friends – something I will be eternally grateful for. Though, at times I did feel very alone, and I could never shake the feeling that no-one truly understood what I was going through.



A little bit of light and hope. Gillian's story of working in our Suicide Bereavement Service



hope



The stigma of losing someone to suicide and the expectations that followed were unbearable and as a result my mental health suffered tremendously.

When I saw the job advert for the Practitioner role I thought, great, finally somewhere that tailors its service to the specific needs of the person and crucially, those bereaved by suicide.

I have been truly honoured to support people through their darkest times and help instil a little bit of light and hope into their journey, to make sure they know they're not alone. I wish I'd known about Penumbra when I was battling my own mental ill health.

Peer working

The values of peer work are vital to Penumbra. Peer work is where someone brings the learning from their own lived and living experience of their own recovery journey to directly support others experiencing mental ill health. This mutuality of experience creates a distinct relationship between peer workers and those they support that is known to be a highly valued

form of support relationship.

It is a core strategic aim of Penumbra to increase the proportion of our staff who are in peer roles. In 2022/23 we employed 157 peer workers, 26% of our total workforce delivering services. Colin, who joined us as a peer worker in 2022, explains why this is so powerful:



I joined Penumbra Mental Health in April 2022, after working in retail for over thirty years. Changing jobs was going to be a massive step for me, but having a passion for raising awareness in mental health – with blogs and social media posts, it was something I felt strongly about, and with the feeling of feeling undervalued and overwhelmed in retail – it was something I really needed.

I've suffered from poor mental health in my life from a young age. Depression and anxiety were constant, and past trauma had given me suicidal thoughts and triggers.

Colin's story as a peer worker.

"My relationships with the people I support are built on trust"



I've worked as a Peer Navigator and Peer Support Worker for nearly a year now – and what I can say is it has changed my life for the best in so many ways. It's the happiest I've been in my life.



I'm work fulfilled but really don't class my role as a job; I finish on a Friday happy – and wake up on a Monday happy to be seeing the people I support again. That's an amazing feeling.

My relationships with the people I support are built on trust, being kind and empathetic, and being a good listener. What I find amazing is when you get a good outcome and it helps that person on their journey.

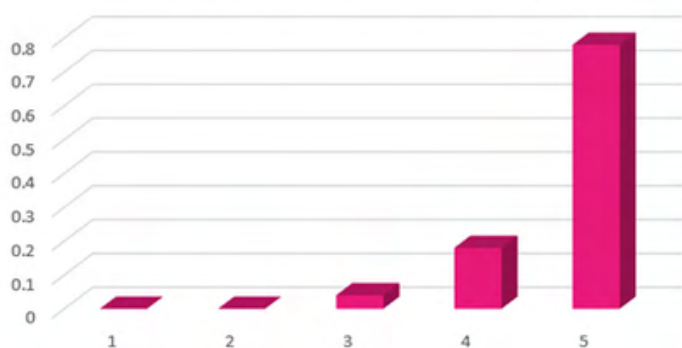
Supporting our staff teams

Training and practice development

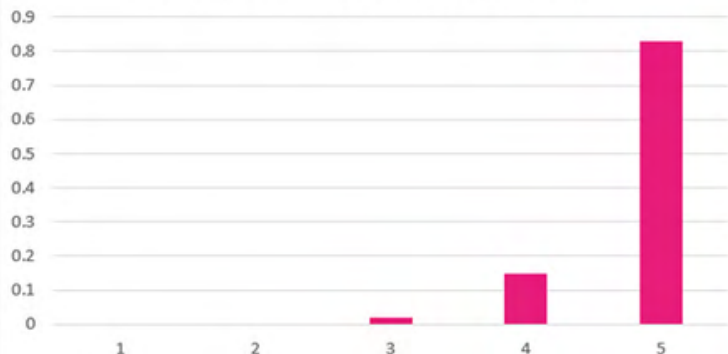
All our staff teams have access to a wide programme of learning and development including face to face and eLearning options.

Across our Learning and Practice Development, we gather data to ensure that what we are delivering is effectively supporting staff to have the skills they need to deliver our approaches. Our feedback on our training and practice development is extremely positive:

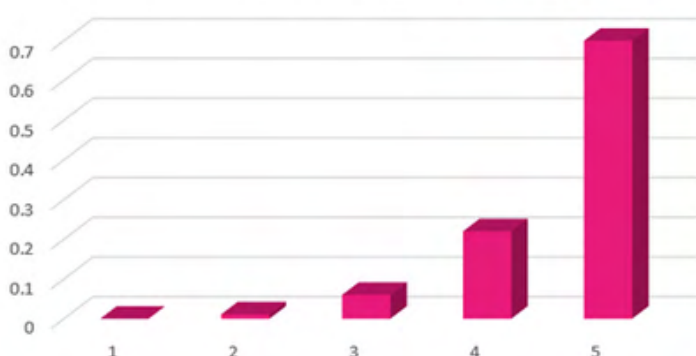
How Useful Was the Session (1-5)?



Was the Session Delivered Well (1-5)?



Did you learn all that you had hoped (1-5)?



This is just small snapshot of the offerings which support key elements of our approach:

- Adult Support & Protection
- Boundaries
- Communication Skills for Managers & Supervisors
- Disability Equality Training We are all born 'in'
- Emotional Intelligence
- I.ROC Practice Reflection for All
- I.ROC Practice Reflection for Mental Health and Wellbeing Practitioners, and Support Managers
- I.ROC conversations
- IOSH Managing Health and Safety
- LGBTQI
- Lived Experience Practice Reflection
- Medication Training
- Motivational Interviewing
- Peer Work WOW
- Personal Resilience for Staff and Managers
- Planning for HOPE
- Practice Reflection Tool-Kit Information Session
- Remarkable Women Leadership Programme
- Resolution Awareness (Grievance and Whistleblowing)
- Safety Interventions
- Supervision for All
- Supervision for Supervisors
- Talking about Race & Equality - Exploring Difference & Diversity.
- The Window of Tolerance
- Trauma Informed Environment Creating Physical & Psychological Safety for Staff and Supported



Staff Conference 2022

In November, we were delighted to be able to have our first staff conference since before the pandemic.

Staff from across our services gave presentations on areas such as our Distress Brief Intervention work, our BeWell service, and our Aberdeen Well service.

Our partners at Electrify facilitated discussions across the room about our work and on key areas such as how we maximise our learning from people's lived experience and on key challenges facing Penumbra Mental Health in coming years.

We asked attendees to tell us the impact of the conference for them, with the overwhelming theme being the opportunity to reconnect and explore deeply the values of our work and to be inspired by colleagues:

Image: our partners, Electrify, facilitating a discussion on key challenges facing Penumbra

I think the thing that had the biggest impact on me was hearing all of the speakers not just talk about, but display the Penumbra values. This was really inspiring to see that the organisation is committed to living its values from the top down

.....

I felt so overwhelmed by the genuine compassion colleagues showed to one another, despite knowing possibly 10% of the people in the room I really felt welcomed at every table and I felt valued and appreciated by everyone

.....

My favourite part was the discussion panel around peer work. This gave me a better idea, and confidence, in using my lived experience

Cost of living

The last year has been a difficult one for most of our society as the impact of increased living costs has hit home.

We recognise that this will have impacted Penumbra Mental Health staff a great deal. In 2022 we undertook a survey of staff to identify the impact of the cost of living increases and ways we could help. Staff fed back honestly about these challenges and suggested a number of ways Penumbra could help which we are taking forward.

We have been pleased to be able to deliver pay rises for staff, but we also recognise that for organisations like Penumbra, our ability to create structural change in pay can only occur in partnership and with commitment from our funders and partners in local and national government. Our Director of Services, Doug Gibson had this to say about the need for a structural change to recognise the vital role of the third sector mental health workers and the need for a fair deal to ensure they are paid at a level that recognises the skill and contribution they bring to our society:



Doug Gibson, Director of Services

Across Scotland, the need for accessible mental health support is growing. As we continue to reckon with the impact of covid, people now face an urgent cost of living crisis with all the stress and uncertainty that brings.

At Penumbra, we've taken every step we can to meet this growing need so that people have access to the right support, where and when it's needed. Since 2020, the number of people we support every year has increased from 6,252 to 12,649. Expanding our reach like this relies on the commitment and expertise of our teams who despite the

challenges of recent years, have worked tirelessly to ensure that those 12,649 people receive the care, kindness and expertise they need throughout their mental health journey. Our incredible colleagues are our greatest strength.

But this year's proposed pay uplift of 3.8% sends a clear and disappointing message about how our sector and work is valued. Set against higher offers to NHS staff and a 10% increase in the Scottish Living Wage rate, it creates a clear recruitment challenge. It takes us backwards in our national ambition for parity between sectors.

The impact is a higher number of vacancies than we want, which creates a demand for cover from elsewhere.

And yet despite all of these challenges, our teams do continue to provide exceptional quality of support. That's why we're backing the Coalition of Care and Support Providers in Scotland's campaign to ensure that social care pay rates for third sector organisations like Penumbra reflect the value of our teams and the lifesaving work they do every day.

Our Influence and leadership

As well as our direct partnerships, it is important also to Penumbra that we are engaging with and influencing wider policy and practice across Scotland. Across the year, staff have been involved in engaging with stakeholders to influence practice for best mental health support in Scotland:

National Suicide Prevention Leadership Group

- We continued to be represented on the National Suicide Prevention Leadership Group, contribution to the significant work now taking place to take forward the four national outcomes to reduce suicide rates in Scotland.

Mental Health Europe

- Penumbra Mental Health continue to work closely with partners across Europe to collaborate and share about best mental health practice.

European Conference on Mental Health

- We were represented at this year's European Conference on Mental Health where our Chief Executive and our Impact and Evaluation lead gave a presentation on our award-winning toolkit for recovery with Alcohol Related Brain Damage.

Distress Brief Intervention

- DBI Programme Board: We are represented on the DBI Programme Board, a multi-agency group providing oversight of the DBI Programme nationally.

Granite Care Consortium

- GCC: We are a member of Granite Care Consortium, 10 organisations that deliver home-based care and support to people in Aberdeen.

Practice Development

- Glasgow toolkit: We developed a mental health toolkit for use by Greater Glasgow Health and Social Care Partnership staff.

Time, Space and Compassion

- We have provided good practice examples to the Scottish Government Team leading the development of the Time, Space, Compassion approach to suicide prevention.

▶ Across the year, our teams have been involved in engaging with stakeholders to influence practice for best mental health support in Scotland

How people feel about Penumbra support

Relationships are at the heart of everything we do. We therefore pay a lot of attention to the way that we want people to feel when they interact with Penumbra, and to find out if we are delivering on that.

When people are looking for support with their mental health, they are unlikely to experience a positive outcome unless they feel safe, respected, and that the people who are supporting them genuinely care, and have the skills to make a difference. This is particularly important when we consider the impact that trauma shall have had on the lives of many of those we support. Our ongoing focus on ensuring we operate from a strong trauma informed perspective is critical to ensuring people feel they are being supported by staff, and an organisation that genuinely cares and understands the range of factors that may have impacted their mental health.

It is a core value of our work, not simply that people should experience these core aspects that create feelings of safety, respect and dignity, but that these relational aspects are in themselves central to people's recovery.

We gather feedback by a wide variety of means and we place a strong focus on this relational experience in our feedback mechanisms. Our core feedback questionnaire asks the following questions:

Impact

Has your support from Penumbra had a positive impact on your life?

Relationship

Were you treated with kindness and dignity?

Reliability

Did Penumbra and our staff do what we said we would do?

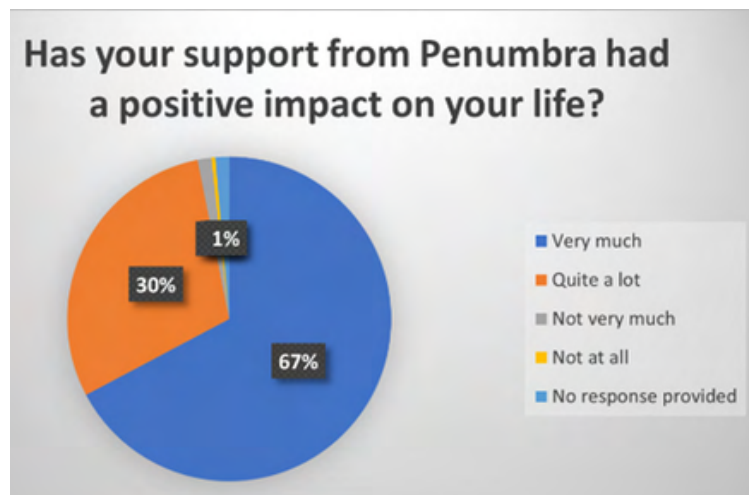
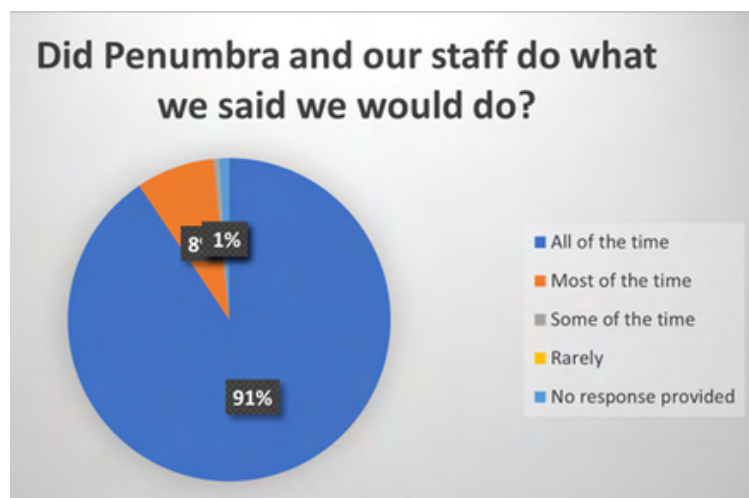
Overall satisfaction

On a scale of 1-10 how would you overall rate the support you received?

Improvement

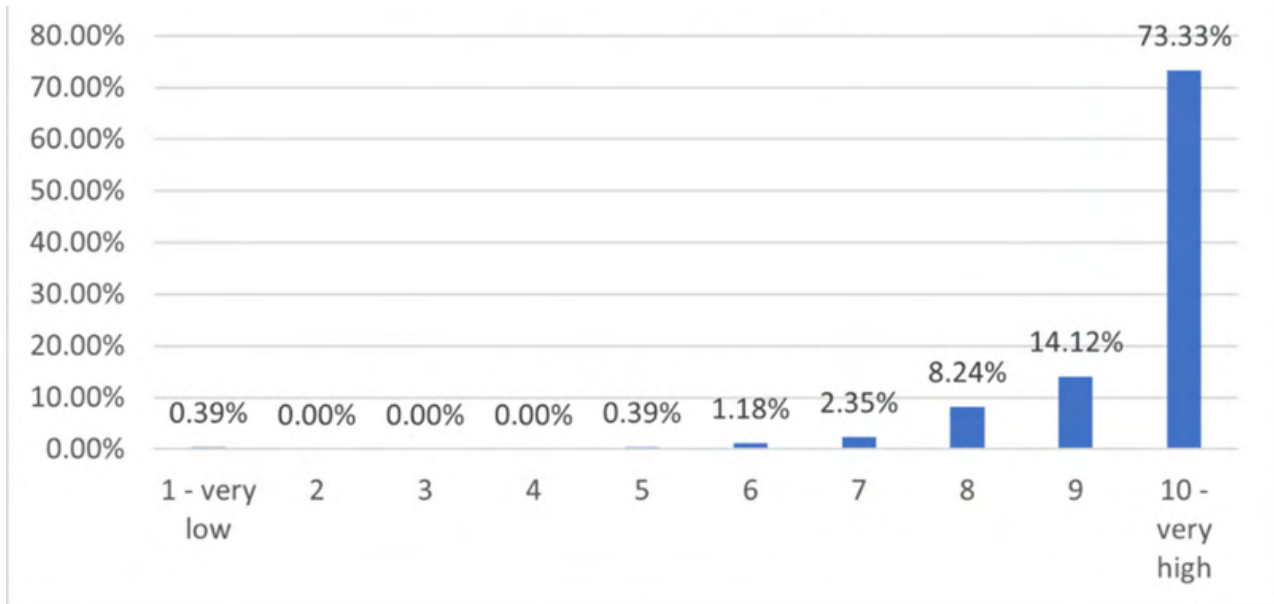
Is there anything we could do better/differently?

Our feedback for 2022/23 is extremely encouraging. Across our feedback, the overwhelming majority of people report that their experience is one of being treated with kindness, dignity and reliability - that Penumbra did what we said we would do. The overwhelming majority also identified that their support had had a positive impact on their life:



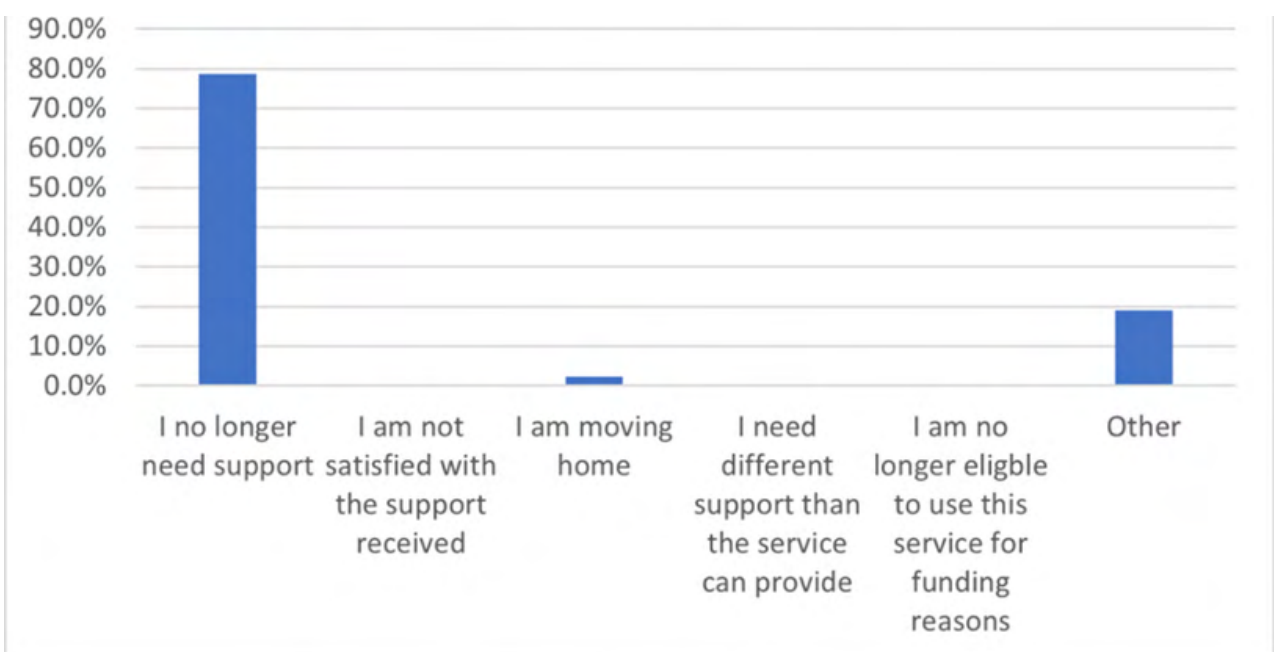
Similarly, when asked to provide a rating of 1-10 for their support, the overwhelming majority of people (95%) rate this at the very highest end of the scale (8-10):

On a scale of 1 - 10, how would you overall rate the support your received from Penumbra?



When people stop being supported by Penumbra Mental Health, we also ask them their reasons for the support coming to an end. A key component of our values is to support people to develop the skills to manage their own mental health and to develop the natural relationships around them which support this. It is extremely encouraging that the significant majority of people who move on from our support cite their reason for doing so as being that they no longer require support with their mental health:

I am leaving Penumbra because:



We recognise that our feedback does not give an entirely representative picture, and a key piece of work for 2023/24 is to further improve our systems to allow greater consistency, and ease of access to feedback mechanisms across our services.

A key risk is that we may only be receiving feedback from those who are satisfied and that those who have been dissatisfied may not engage with our feedback.

We are encouraged also however by our low level of complaints over 2022/23. Across Penumbra, 6 formal complaints were received over the year, of which two were upheld. Across 12,649 people supported in 77 services in 2022/23, such a small proportion of complaints received is very encouraging.

Here, Dani describes what this relational approach felt like for her:

I felt for the first time in a long time, excited and hopeful for the future.

Dani's story



Working closely with Natalie, a Recovery Practitioner, has changed my life. From our first one-to-one session together, I knew there was just something about her, she was a breath of fresh air!

Any scepticism or nerves I had were quickly gone, it was like meeting up with my friend every week for a catch-up and in that period of my life, it was just what I needed and I'm so grateful to Natalie and to Penumbra.

I felt for the first time in a long time, excited and hopeful for the future.



What people learn and gain and what they do differently

While the relationships we build with people are the foundation, we of course also want people to gain very tangible ways to take their mental health recovery forward.

It is important to us that we do this in a way that is structured. We are delighted that such a high proportion of people who use our services experience compassionate and kind support. It is also vital they can be confident staff have the skills and resources to understand what is going on for them now that may be difficult, what matters to them about their future, and helps them plan to move towards that.

I.ROC, the Individual Recovery Outcomes Counter, is our own resource which we created to allow people to have good conversations about what matters to them, across 12 key areas of wellbeing. I.ROC brings a huge degree of depth and robustness to our work.

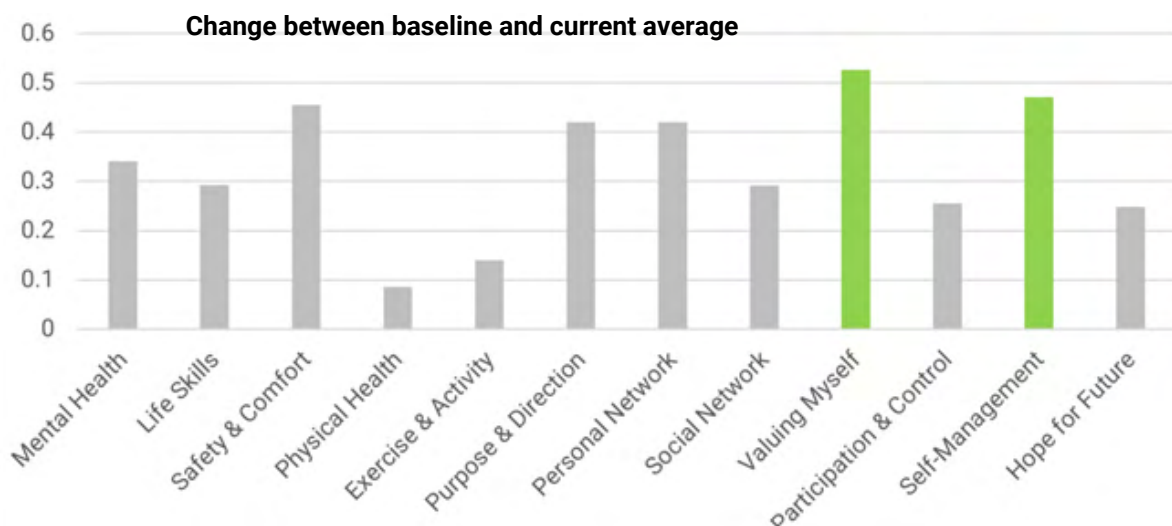
Co-created alongside people with lived experience, it is psychometrically tested as a valid and reliable measure of mental health. (Monger et al; The Psychiatrist (2013), 37, 221-227). I.ROC allows people to score for themselves how they feel at present about each area of wellbeing on a 1-6 scale, identify

the areas they would most like to focus on improving, and develop plans to support this using resources such as our HOPE planning framework.

This also allows us to see the areas that people identify as particular areas of challenge, where they learn and gain new ways of managing in this area, and what they do differently as a result of their support. The table below shows the average increases between people's overall baseline and current scores for I.ROC.

We can see that the strongest areas in which people identify positive change is in the areas of "Valuing myself" and "Self-management". The ability to recognise and maintain an identity of yourself as a person of worth and value and the ability to use skills and approaches to manage the areas of life which may impact negatively on mental wellbeing are strongly correlated with mental wellbeing.

Across the 12 indicators of I.ROC, we can see people developing improved skills, and making changes to their lives which underpin these fundamental building blocks of good mental wellbeing.



Gemma's story



Below, Gemma describes how her support from Penumbra has allowed her to increase skills in confidence and travel allowing her to start to move on with life:

The Penumbra practitioners have been fantastic. They have helped me to gain my confidence to travel on a bus and become more independent.

Now it's time for me to move on from Penumbra. It will be emotional, but it's been a great experience. Thank you so much.



Jo is a person who has used Penumbra Mental Health's new Self Harm Network support. Below she talks about the difference this made for her:

When I was 7 years old I was diagnosed with attachment disorder which I received counselling for. However, when I was 16 my relationship at the time broke down, which led me to attempt suicide. It was after this that I started to self-harm due to the immediate relief it gave me from the overwhelming emotions I was feeling. It became my coping strategy.

I continued to self-harm into my 20s, and eventually ended up developing agoraphobia. I began experiencing a drastic increase in stress levels, which was showing up as physical symptoms. This led me to contact NHS24 who put me in touch with Penumbra. I was initially linked up with Beth (peer practitioner) who helped me start to cope with some of the immediate symptoms I was experiencing. Once these sessions came to an end, I was asked if I wanted to continue my support with Self-Harm Network Scotland (SHNS). I agreed and that's when I was put in touch with Brogan, a peer practitioner for the

Jo's story



SHNS service. The level and type of support that Brogan gave me was incredible. After just two sessions I began to see a massive change in my moods and a reduction in my self-harm. The fact that Brogan was able to open up and share that she had been in a similar situation to me, and came out the other side, was huge! I actually looked forward to our sessions and felt like I wasn't alone in what I was experiencing.

The tools and techniques that Brogan gave me I still use to this day. I even find them useful to fall back on for other support I am receiving for my agoraphobia. I haven't self-harmed in 2 and a half months and have seen a massive improvement with my moods and confidence. I've even managed to take some trips outside of Elgin. All of this wouldn't have been possible without Brogan's support.

I can't recommend SHNS and Penumbra services enough! I already share the tools I have learnt with my friends and recommend the service as much as I can. I want people to know that this resource is out there, it works and it's free. I hope that my story can help to spread the word about SHNS and reach as many people as possible who may need support.

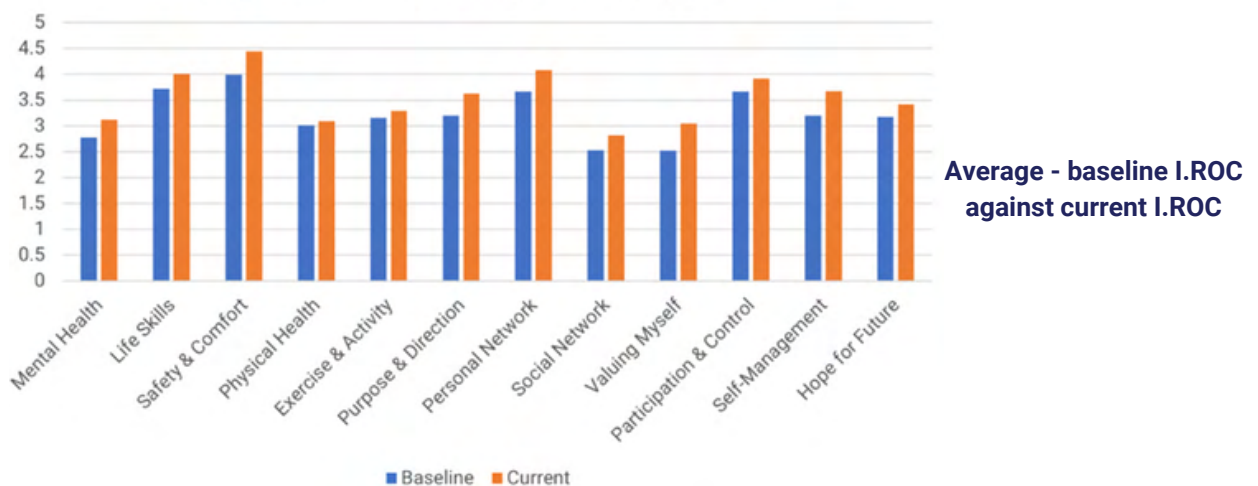
What difference does this make?

The core purpose of what we do is to help people see positive, tangible improvements in their mental health. In our outcome map, we identified four key areas in which we hope to see a difference for people after engaging with our services:

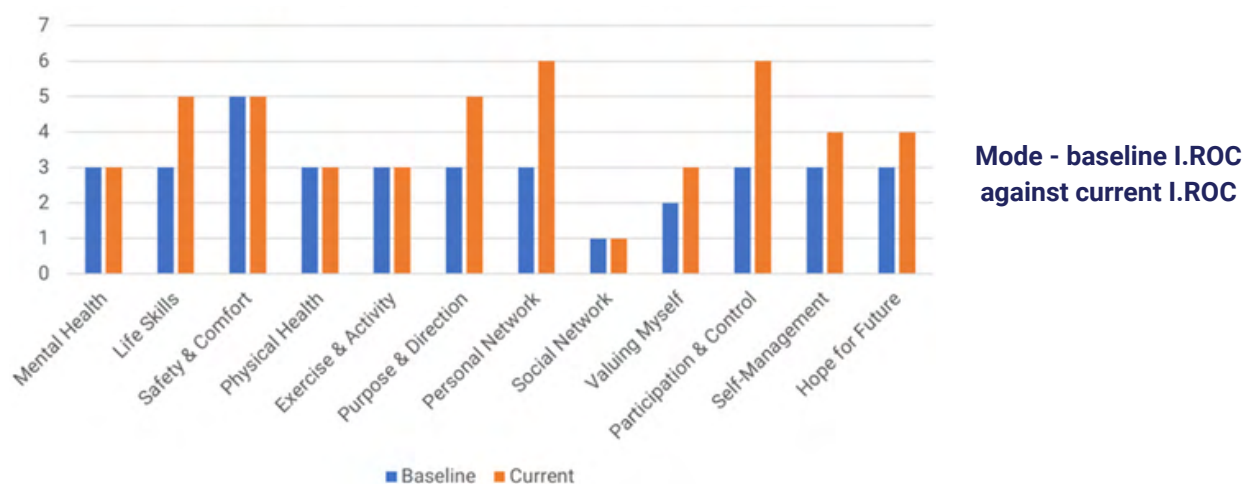
- That they have increased hope for their future.
- That they can manage and cope better with the inevitable difficulties of life.
- That their overall mental wellbeing is improved.
- That they feel more connected with others, as we know that connectedness is a key factor in mental wellbeing.

I.ROC is designed to be used at regular intervals, thus allowing the individual to measure and track their progress over time. This also allows us to see the impact at a wider service and organisational level.

In 2022/23 we see consistent increases in people's self-defined measure on the 1-6 scale across the 12 wellbeing domains:



Average figures can be skewed by variables in the data, so the mode (most frequently reported), gives further insights into the areas where people are seeing changes in their lives:



A key question for us this year shall be to understand why some areas are not showing increases as greatly as others. While 2022 data is not yet available, the Scottish Health Survey data for 2021 (Scottish Government, 2021) identified a population wide decline in mental wellbeing, and an increase in areas suggestive of a significant psychiatric disorder, after a decade of stable rates.

One hypothesis is that the significant social pressures ranging from the pandemic, financial stress and anxiety provoking global events such as the climate crisis and wars are having an ongoing impact on population mental health and that this is reflected in those who seek support from Penumbra.

While we obviously wish to see people reporting overall increases in their mental health and hope for the future, it may be that support in the current socio-economic climate is allowing people to remain stable and make small improvements in their overall mental health at a time when significant broader change may be much more challenging. Further exploration of what really helps to translate the increases in other areas of the I.ROC framework into tangible improvements in overall mental health and hope for the future in this challenging context shall be a focus for our practice development and evidence gathering, and service design over this year.

J is a person who has used the Redress Support Service, delivered by Penumbra to support survivors of in-care abuse and harm as they go through the process of applying to the Scottish Government's Redress scheme.

Here, they talk about the difference that a relational approach from a Penumbra worker, combined with the structure which I.ROC brings to conversations about outcomes, allowed them to articulate the impact of their past, think about life in the present, and identify actions to move forward to a preferred future.



J's story

She was a listening ear, she let me express my feelings. She was also guiding, she would pull me back when I was beating myself up and helped me stop to think about it.

J found it helpful to talk and to be able to find the language he needed to share his experience:

For years I had suppressed my emotions and my identity, but to be able to explain it to someone and offload, it helped me to start thinking in a different way, a less negative way.

I.ROC was used as a conversation tool, completing a second I.ROC at the end of their time together:

At first I didn't really take to it, but as we got into it, I found it good. It helped to identify changes, and now I certainly feel more positive.



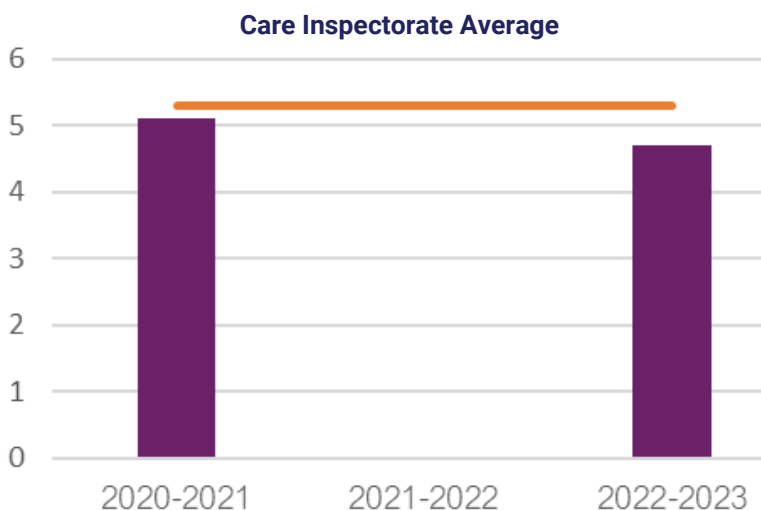
J felt his mindset shift and become more focused on taking action and making changes in his life. He had struggled with substance use in the past, he re-joined his local AA group and stopped smoking. He gained more understanding into the reasons for his actions in the past and can now bring some acceptances, to be able, "to deal with life on life's own terms":

I was able to look at it later and knew there had to be movement, there had to be change

The difference we make - the Care Inspectorate

A substantial number of Penumbra's services are registered, and inspected by the Care Inspectorate. We value hugely this external assessment of our services - it's a vital objective view both of the quality of our services, and of the difference they are making for people.

Nine of our services were inspected over the 2022/23 period, with an average score of 4.7 on the Care Inspectorate's grading framework (1 unsatisfactory to 6 excellent).



Inspectors noticed key themes across Penumbra's diverse services:

- The strong focus on personal outcomes and high-quality support planning.
- That the ethos of recovery was clear.
- That leadership in services was well regarded and respected.

Our services received a wide range of positive feedback from inspectors highlighting the difference they were making to the lives of those they supported:



Penumbra's ethos of delivering recover-focused support was very much at the heart of this services. People were supported with a compassionate and non-judgemental staff team, regardless of where they were on their recovery journey.

Inspection report, Central Aberdeen Supported Living Service



Personal plans were regularly reviewed and revisited with people and the service worked with people at their own pace. In this way the services recognised the complexity around mental health, as well as other factors going on for people and worked appropriately to help people achieve meaningful outcomes.

Inspection report, Forth Valley Supported Living Service



Leaders empowered all staff to be involved in comprehensive quality assurance systems and activities, including responsibility for auditing support plans and ensuring their training was up to date. This promoted a culture of shared responsibility and accountability.

Inspection report, Milestone Alcohol Related Brain Damage Service



Conclusions

The increase in Penumbra Mental Health's services, supporting twice as many people as we did since 2020, is a source of both pride and more sombre reflection.

We never forget that every one of the 12,649 people who used our services this year has experienced a significant level of difficulty with their mental health.

Many will have experienced times of substantial crisis, distress and profoundly painful emotional experiences. Many will have continued to live with long term, complex mental health difficulties.

We thank all of them for placing their trust in Penumbra Mental Health to support them at these most challenging points of life.

► **We thank all of them for placing their trust in Penumbra Mental Health to support them at these most challenging points of life**

The mental health challenges our society faces are one that all of us need to continue to work to improve, and continue to improve availability of support to people when they do experience difficulties.

In our 2021-25 strategy, Penumbra Mental Health committed to significantly increasing the number of people we are able to support, and we are proud that the life changing, and often life-saving, support our teams provide 365 days a year, has managed to reach so many more people only half way through that plan.

We are delighted that so many of the people we have worked with identify so strongly in their feedback that this support has shown the best of our values - that they have had the time, space and compassion to explore their current mental health difficulties, and to have structured resources such as I.ROC and our planning toolkits to help them identify a way to a better future.

We could not be prouder of our teams.

Throughout the years of the pandemic, and the emergence into the new post-covid world, they are the ones who have walked alongside

people in their recovery journey. They have risen to the challenge of expanding, and creating new services to reach so many more people. And they have done so in the midst of substantial challenges such as working through the many challenges of Covid-19 and the social care wide recruitment shortage.

The feedback from our partners shows just how much of a valued part of the wider mental health systems within Scotland they are. We thank them all so much.

2023/24 will see further developments. A very strong focus of our work will be our leadership of outcome 3 of the Scottish Government's national suicide prevention plan which aims to ensure that everyone affected by suicide is able to access high quality, compassionate, appropriate and timely support.

Further developments planned include:

- New services already at the final stages of development and implementation such as the new Dundee Wellness Centre which shall provide a new resource for people experiencing mental health challenges across that city.
- Plans to further develop our work with people who experience a combination of mental health difficulties, homelessness and addictions.
- Exciting plans to further develop I.ROC, including the development of an accessible version for use alongside people with learning disabilities, and developments to our digital I.ROC resources, which will both improve user friendliness and the reporting available

which we believe can make a huge contribution to recovery focused mental health data in Scotland.

We are grateful to everyone who has supported Penumbra Mental Health in 2022/23, and we are committed to helping in any way we can to further support Scotland's mental health in 2023/24.

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Stephen Finlayson
Head of Innovation and Improvement

Lisa's journey. Lisa's way.

When Lisa was told about a Penumbra service that could provide her with support she said, 'no way'!

In the end she came on board, and a bit over two years later she's incredibly proud of the progress she has made - and rightly so.

Lisa's journey.



penumbra.org.uk

A pioneering charity supporting people on their journey to better mental health