

# Impact Report!

2021–22







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## Initial Evaluation Overview

Oxfordshire Mind's strategy for 2022-2025 sets out a vision and purpose to ensure people experiencing a mental health problem receive both support and respect, using high quality services and campaigning for positive change as the means of achieving this. The strategy includes a strong focus on continuing to provide accessible, individualised support to anyone who wants help with their mental health; working collaboratively with people with lived experience of mental health problems, including those who use Oxfordshire Mind's services; and speaking out on behalf of those who use Oxfordshire Mind services or have a mental health problem.

Priorities set out in the strategy include reviewing of service models and delivery and ensuring that services are accessible and appropriate for anyone in Oxfordshire or Berkshire West who needs support with their mental health. This overview report is the first in a series of evaluation reports that will review the impact of Oxfordshire Mind services, and aims to:

- describe the different services provided by Oxfordshire Mind;
- describe the people who use Oxfordshire Mind's services and provide an indication of the accessibility of services to different population groups; and
- review high level outcomes data and compare outcomes of different services and different population groups.

Data about people who use Oxfordshire Mind services has been collected through routine monitoring of services, collated through Oxfordshire Mind's client management system, and presented internally as a 'Service User Summary' and 'Outcomes Analysis', which have formed the basis for much of this report.

Although Oxfordshire Mind provides some services for children and young people, most data about people who use our services relates to adults. In order to work with data sets of sufficient size to draw meaningful comparisons, this report focuses on the 7,869 people who were aged 15 or over and who used an Oxfordshire Mind service during 2021-22 which service was still live at the time of writing.

## Introduction to Oxfordshire Mind

Established in 1967, Oxfordshire Mind is an established feature of the landscape of local mental health support. The organisation operates a range of complementary services with a broad reach and a culture of ease of access, humanity, and respect.

7,869 people used an Oxfordshire Mind service in 2021/22<sup>1</sup>, equivalent to more than 1% of all people resident in Oxfordshire aged over 15 years or around 7% of the estimated 100,000 adults with a common mental health condition in Oxfordshire (Adult Psychiatric Morbidity Survey 2014/ONS population estimates), or equivalent to approximately 1 in 13 people estimated to have a common mental health disorder in Oxfordshire.

While this gives us a useful sense of the scale of Oxfordshire Mind's services, it is a simplified view. Common mental health conditions, like anxiety and depression, are the most commonly occurring mental health conditions and one of the most important risk factors for serious mental illness, so they provide a useful proxy for the prevalence of poor mental health in a population. However, one of the pillars of Oxfordshire Mind's approach is to provide holistic support for the person, with no requirement for any mental health diagnoses or assessment for a mental health diagnosis. This means that many people who use Oxfordshire Mind's services may not have sought diagnosis or may not meet clinical thresholds for diagnosis of mental health conditions, despite experiencing mental health or wellbeing challenges. They may be using support that will prevent deterioration of their mental health. Others may experience conditions that are more complex or multi-faceted or may be considered more serious. One service user described the approach in this way: "Your service is a lifeline to people who don't necessarily know where to turn. I appreciate the way you dealt with me. You listened, were empathetic and took the time."

Finally, a proportion of Oxfordshire Mind's services are commissioned through Primary Care Networks (PCNs) and in Berkshire through Wokingham Borough Council. Amongst service users who used Oxfordshire Mind services during 2021/22 who had a valid postcode recorded,

3% lived in the Wokingham local authority area and services in Berkshire are expanding and developing.

The Mind in Berkshire programme is a collaboration between Oxfordshire Mind and Buckinghamshire Mind, aimed at increasing third sector capacity to deliver mental health support across Berkshire. The two local Minds now have permission to use the name 'Mind in Berkshire' which recognises their Berkshire presence, and ongoing commitment to developing and strengthening mental health awareness and support in this area. In keeping with the Mind Federation ethos, the approach is to convene, build capacity and co-design services that meet the needs of the local population.

Oxfordshire Mind has a focus on Berkshire West, whilst Buckinghamshire Mind focuses on East Berkshire. Oxfordshire Mind services in Berkshire now include the following.

- Wokingham Wellbeing Service
- Physical Health and Wellbeing (Serious Mental Illness) support
- Community Safety Planning
- Youth in Mind conference
- Children & Young People's Mental Health Co-production Forum
- Mental Health First Aiders Forum
- Mental Health & Wellbeing Community Alliance
- Workplace training and consultancy

<sup>1</sup> This means that data relating to service users under the age of 15 has been excluded from this report, as well as data relating to people using Oxfordshire Mind's TalkingSpace Plus (Step 2) services. As of September 2022, this service is no longer being delivered by Oxfordshire Mind.



# Oxfordshire Mind Services Roadmap

Most people who use Oxfordshire Mind services use more than one service. Some of the most well-used services are shown on the 'roadmap' below. This is not a comprehensive list but illustrates how people may engage with Oxfordshire Mind services at different times throughout their journey.

Most people who come to Oxfordshire Mind call the information line or are referred to primary care by their GP – **2,621** in 2021/22.



For those in crisis, in-person support from Safe Haven is available on the same day. **230** people used Safe Haven in 2021/22.

**Around a third** of people who use Oxfordshire Mind services access support through Wellbeing Hubs, commissioned as part of the Oxfordshire Mental Health Partnership and TalkingSpace Plus Wellbeing services.

**Around half** receive support from an Oxfordshire Mind Primary Care team based at their GP practice.



**98** people were housed and supported in Oxfordshire Mind housing in 2021/22.



**15%** of people who used Oxfordshire Mind services used our Benefits support service; Benefits for Better Mental Health (BBMH).

**171** people attended Physical Activity or Walking for Wellbeing services.

**318** people engaged with our embedded workers in secondary mental health services.



Volunteering and involvement opportunities



## Accessing help and support from Oxfordshire Mind

Most people who seek help from Oxfordshire Mind:

- Call the Information Line and are referred for an Options assessment session at a Wellbeing locality hub, delivered as part of the Oxfordshire Mental Health Partnership and TalkingSpace Plus Wellbeing services.
- Are referred to a primary care team by their GP

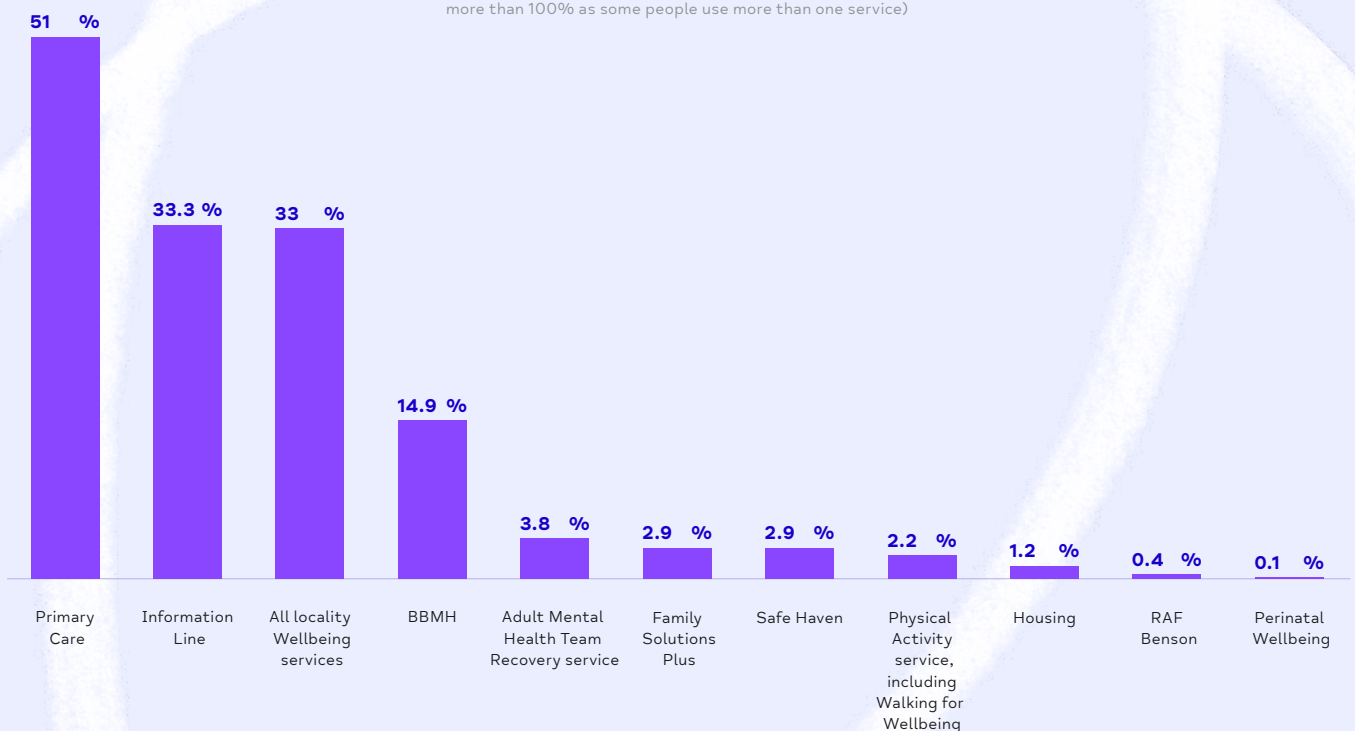
Other people:

- Seek help from Safe Haven whilst in a mental health crisis
- Receive help as part of support offered by a statutory or secondary care service, including supported housing, social services, and the adult mental health team.

Many services are available to access without a referral. Most people come to these services when they are already working with Oxfordshire Mind or one of our partners.

### Number and % of people using each Oxfordshire Mind service 2021/22

Source: Oxfordshire Mind service user summary 2021/22 (Percentages sum to more than 100% as some people use more than one service)



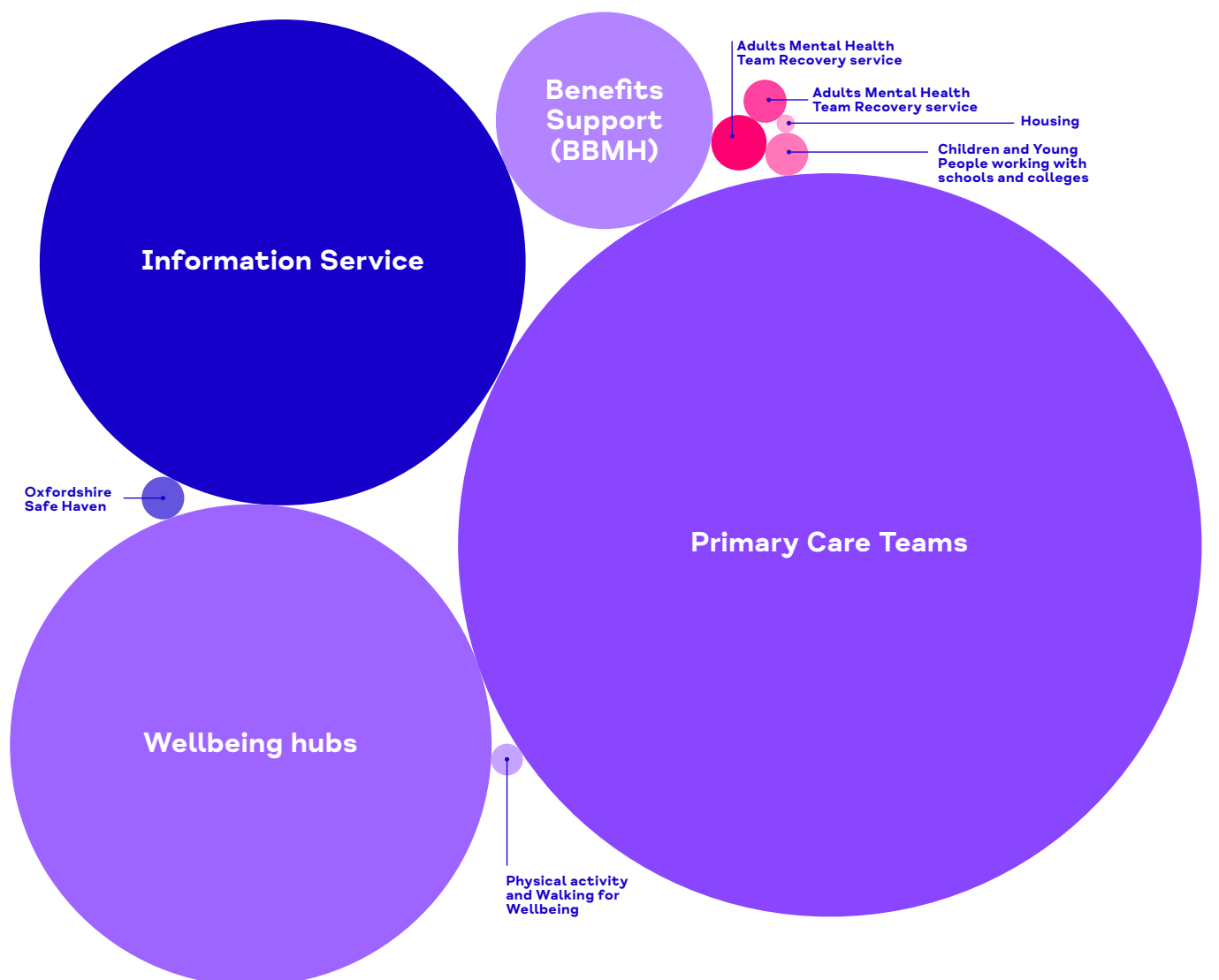


## What do Oxfordshire Mind's services do?

The following summary provides a brief overview of Oxfordshire Mind's services. The organisation works flexibly with partners and commissioning organisations and generates additional funds to provide services in Oxfordshire through funds, trusts, community fundraising and income generating activities such as training and workshops. The resulting picture is complex.

Here, services have been organised under headings setting out the main functions that the organisation provides:

- Help when it's needed
- Sustained, accessible help with mental health
- Supporting partners to improve outcomes for people whose mental health is a barrier



### Help when it's needed

- Information service
- Oxfordshire Safe Haven

### Supporting partners to improve mental health outcomes

- Adults Mental Health Team Recovery service
- Family Solutions Plus
- Children and Young People working with schools and colleges
- Housing

### Sustained, accessible help with mental health

- Primary Care Teams
- Wellbeing hubs
- Benefits Support (BBMH)
- Physical activity and Walking for Wellbeing



## Help When It's Needed

### Information Service

Around a third of people who used Oxfordshire Mind's services in 2021/22 contacted the Information Service. For many, this is an initial contact that will lead to an Options session and access to other Oxfordshire Mind services. The service also provides immediate advice and support, or even help in a crisis.

### Safe Haven

Oxfordshire Safe Haven provides a safe, comfortable space as an alternative to attending A&E in a mental health crisis. Safe Haven services are widely used across the UK to reduce pressure on NHS services. Evidence is still emerging, but some studies indicate both cost savings and positive long-term outcomes ([Kerr et al, 2022](#)).

The service has recently extended its operating hours and is now available 7 days a week. People using Oxfordshire Safe Haven are able to contact the service and attend a face-to-face appointment on the same day.

## Sustained, easily accessible help with mental health

### Wellbeing hubs

Oxfordshire Mind operates three Wellbeing hubs based at Cherwell & West, Oxford City and South & Vale which collectively support around a third of the people who come to Oxfordshire Mind for support. Wellbeing hubs are delivered as part of the Oxfordshire Mental Health Partnership and TalkingSpace Plus services and support people with a range of needs, including some facing serious challenges to their mental health and with complex needs.

Hubs offer programmes of group-based support, both peer led and short courses exploring topics such as strategies for building self-esteem, managing stress and emotional distress. The approach employed correlates well with recommendations for management of mental health disorders, including peer support, psychoeducational groups and signposting and self-help (NICE, [2022](#), [2020](#), [NHS](#)).

## Primary Care

Based on models of social prescribing, and often working alongside social prescribers, Oxfordshire Mind's primary care teams work with more than 60 GP practices across Oxfordshire and Berkshire West. Oxfordshire Mind Primary Care workers provide one-to-one support, either in the GP practice or remotely including by video or phone, helping people to develop tools to manage their wellbeing, and facilitating access to other support available in their locality.

Social prescribing and community-based support are key components of the [NHS Long-term plan](#) and the national strategy for reducing loneliness. Although lack of good quality research has meant that evidence of effectiveness has been difficult to attain, social prescribing is popular with GPs and their patients ([Polley, Bertotti, Kimberlee, Pilkington and Refsum, 2017](#)).

Liaising with the voluntary sector and working with partners to identify and fill gaps can be challenging for social prescribing schemes ([Tierney, Wong, Roberts, Boylan, Park, Abrams, Reeve, Williams and Mahtani 2020](#)). As part of an established local mental health provider and the wider Oxfordshire Mental Health Partnership (OMHP) as well as hosting the Wokingham Mental Health & Wellbeing Community Alliance, Oxfordshire Mind's Primary Care Workers are strongly embedded into local voluntary sector infrastructures and well-positioned to connect people to ongoing sources of support, as well as being able to influence and work cooperatively with other teams.

## Benefits support

Oxfordshire Mind's benefit service, Benefits for Better Mental Health (BBMH) provides advice on benefit entitlements and supports people to access them. In 2021/22 15% of all people who used Oxfordshire Mind services – more than 1,700 people – used the benefits service. Over that time period, a total additional income of £866,000 was secured for BBMH clients. This equates to £53,000 per month (excluding backdated sums) made available to individuals and increasing their spending capacity within the local economy.

While this may be a reflection of the current cost of living crisis, there is an established link between debt and financial uncertainty and poor mental health ([Royal College of Psychiatrists, 2017](#)), making this service a key component of comprehensive mental wellness support.

## Physical activity

In 2021/22, 171 people used either an Oxfordshire Mind physical activity service or Walking for Wellbeing group. Evidence for the impact of physical activity on preventing and treating a series of mental health conditions is compelling and continues to build ([WHO, 2019](#); [PHE, 2020](#)). Physical activity workers at Oxfordshire Mind work with others across the Mind network to develop services to support people in Oxfordshire to use physical activity to improve their mental health.

## Supporting Partners To Improve Mental Health Outcomes

Oxfordshire Mind works closely with a wide range of partners, bringing its particular expertise to bear in understanding and responding to mental health need in people who may first present to services for a host of reasons. Working alongside secondary mental health services, the organisation works with individuals who are being discharged - via recovery focused sessions which support individuals to access services within the local community. Within primary healthcare settings, Oxfordshire Mind / Mind in Berkshire workers deliver 1-to-1 sessions for people with mental health issues that are impacting on their wellbeing, offering longer sessions than GPs can provide and working alongside people to develop their tools and skills. As part of its commitment to person centred recovery, Oxfordshire Mind

actively seeks out opportunities to collaborate with others to help develop the range of support options available to people.

Oxfordshire Mind is a member of the Oxfordshire Mental Health Partnership (including being one of two supported housing providers, alongside Response), the TalkingSpace Plus Partnership, the Family Solutions Plus Partnership and the Mental Wealth Academy. As Mind in Berkshire, the organisation hosts a Mental Health Community Alliance, a Mental Health First Aiders Forum and a Children and Young People's Co-production Forum to bring lived experience voices into service planning and development by a range of statutory services. The charity is also a member of the BOB (Berkshire West, Oxfordshire & Buckinghamshire) VCSE Alliance, the Oxfordshire Mental Health Prevention Concordat, and multi-agency Suicide Prevention Groups for both Oxfordshire and Berkshire. Similarly, the charity partners with the youth sector to bring annual Youth in Mind conferences to both Oxfordshire and Berkshire, facilitating multi-agency collaboration in support of better mental health for children and young people.

Oxfordshire Mind is a Local Mind within the Mind Federation. It combines local knowledge – of partners and communities – as well as shared learning across a network of 114 Local Minds operating across England and Wales.

## Housing

Oxfordshire Mind provides a range of supported housing for those with mental health needs, and housing for people with mental health need that may be a barrier to sustaining a tenancy. Oxfordshire Mind Transitional Housing residents receive recovery-focused one-to-one support and advice from specialist support workers.

## Family Solutions Plus

As part of a multi-disciplinary team embedded in Oxfordshire County Council's children's social work team, Oxfordshire Mind provides mental health support to parents of children who either have a child protection plan or are at risk of requiring a plan. Oxfordshire County Council's Family Solution Plus model brings together partner organisations to develop a multi-disciplinary plan for each parent. The programme is based on the [Family Safeguarding model](#), currently being piloted and evaluated in a number of locations in the UK.

232 people worked with Oxfordshire Mind's Family



Solutions Plus workers during 2021/22. Outcomes from this service were particularly high – 79% of follow-up SWEMWBS showed improvement from initial assessment, compared to 69% in all services.

## **Adult Mental Health Team Recovery Service**

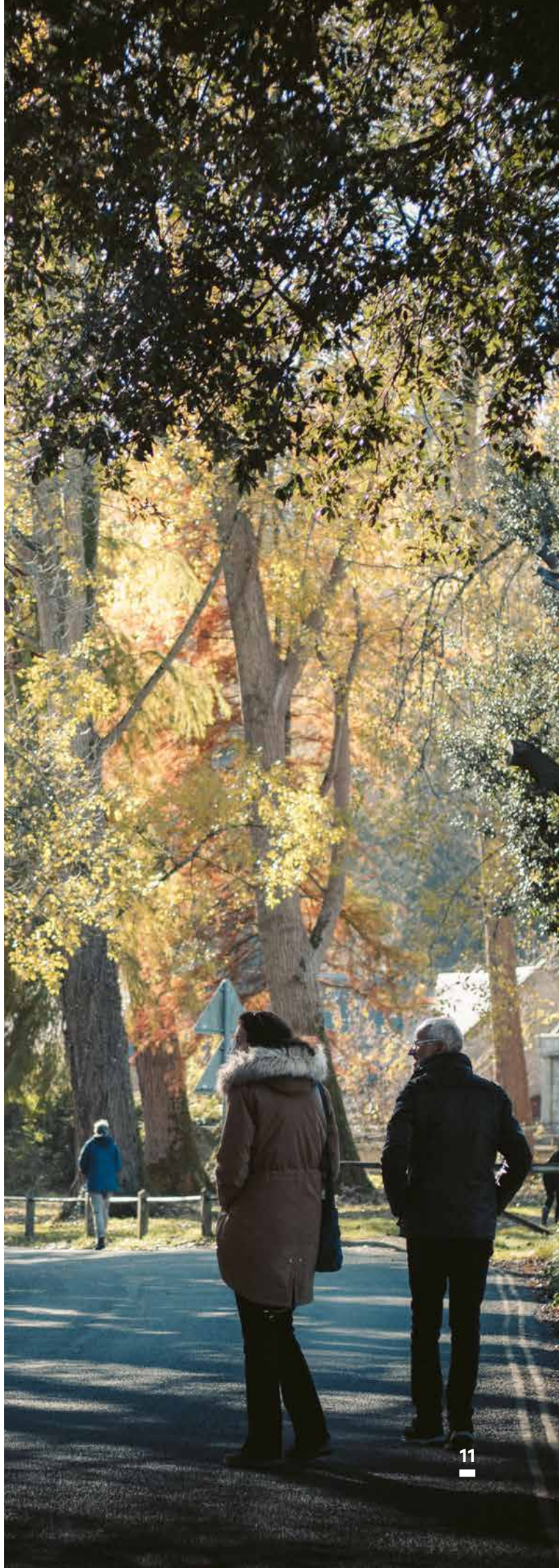
Oxfordshire Mind's Embedded Recovery workers work with people leaving inpatient secondary care, providing one-to-one support and helping to identify appropriate services and other resources in the community to help sustain recovery. While there is no single definition of recovery in mental health and while recovery is personal to each individual, increasing self-esteem and self-efficacy, building social networks and connecting with communities are often regarded as key components ([Leamy et al, 2011](#)).

Almost 300 people used Oxfordshire Mind's AMHT recovery service in 2021/22, around 4% of all people who used Oxfordshire Mind's services.

## **Services for children and young people**

Following the increase in mental health problems amongst children and young people following the COVID-19 pandemic ([Iacobucci, 2022](#)) and the inclusion of children's mental health as a priority in the [NHS Long-term plan](#), expanding services for children and young people has been identified as a strategic priority in Oxfordshire Mind's 2022-2025 strategy and is expected to be an area of development in coming years.

Existing Oxfordshire Mind children and young people's programmes work with schools, colleges and youth organisations to support improved wellbeing of pupils, students and other beneficiaries, as well as delivering co-produced projects and activities and one-to-one support. Oxfordshire Mind has partnered with the youth sector to bring Youth in Mind conferences to Oxfordshire and now also to Berkshire. These events bring together delegates from education, health, social care, business, faith, community and voluntary sector organisations to learn and foster collaboration in support of better mental health for children and young people.



# People who use Oxfordshire Mind services

## Demographic information

Oxfordshire Mind's population of service users naturally reflects the wider population in which it operates. Oxfordshire is one of the most affluent areas of England with a relatively health population, but includes areas of higher deprivation where health needs may be greater ([Oxfordshire JSNA, 2022](#), [Oxfordshire DPH annual report, 2019/20](#)).

As well as reporting numbers of people using services in different population groups, this report uses population data and estimates of prevalence of common mental health conditions as a proxy for understanding rates of poor mental health in a population to estimate the extent to which the profile of people who use Oxfordshire Mind services reflects the population of Oxfordshire and whether any groups may face barriers to access. Oxfordshire Mind does not seek to diagnose or categorise people who use its services.

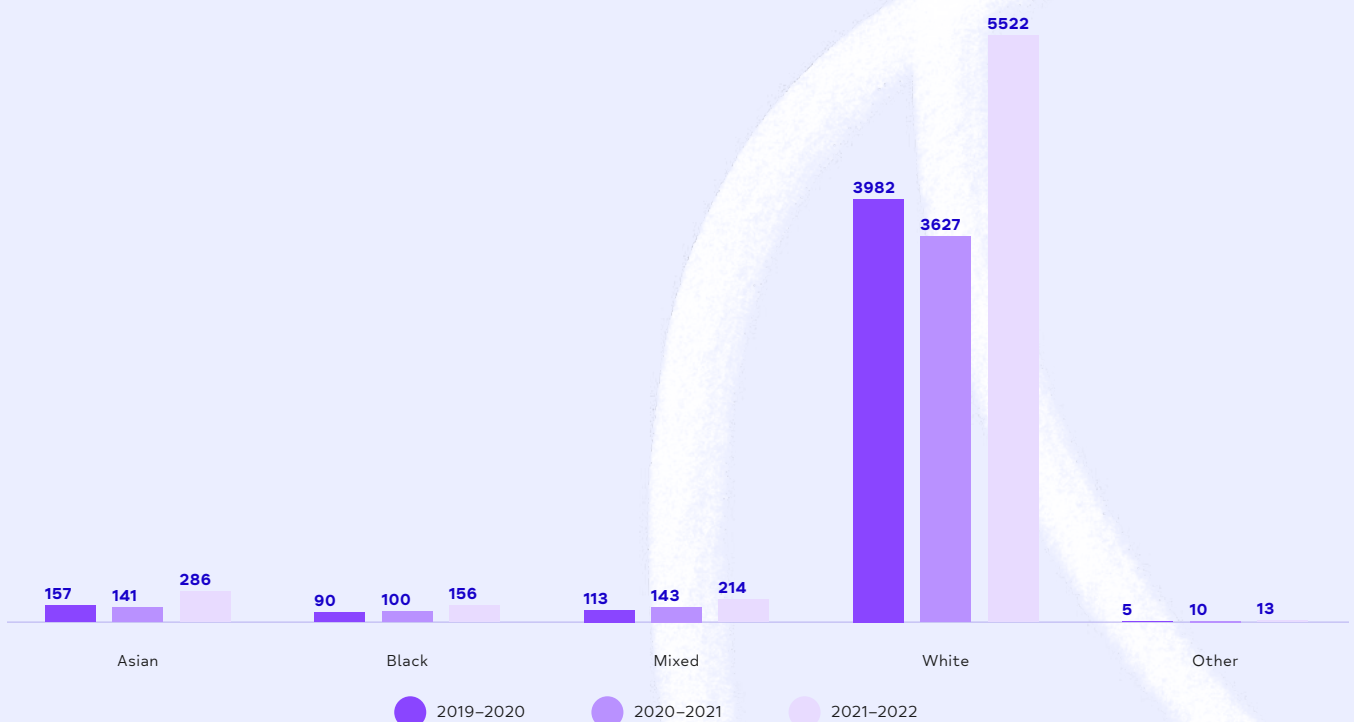
Those who use Oxfordshire Mind services may or may not reach thresholds for diagnosis with a mental health condition, many may experience mental health problems at a level that would be commensurate with a serious and complex condition. This analysis focuses on Oxfordshire, where the organisation has been delivering services over a longer period, and so has more data available than for its Berkshire operations.

## Ethnicity

Between 2019/20 and 2021/22 information on ethnicity was collected from around 80% of people who used Oxfordshire Mind services. 90% with ethnicity recorded were White, a similar proportion to Oxfordshire's population (aged 16+ years) who recorded a White ethnicity in the 2011 Census (92%) ([Oxfordshire Insight, Census 2011](#)).

### No. of services users by ethnicity (2019/20–2021/22)

Source: Oxfordshire Mind Service User Summary



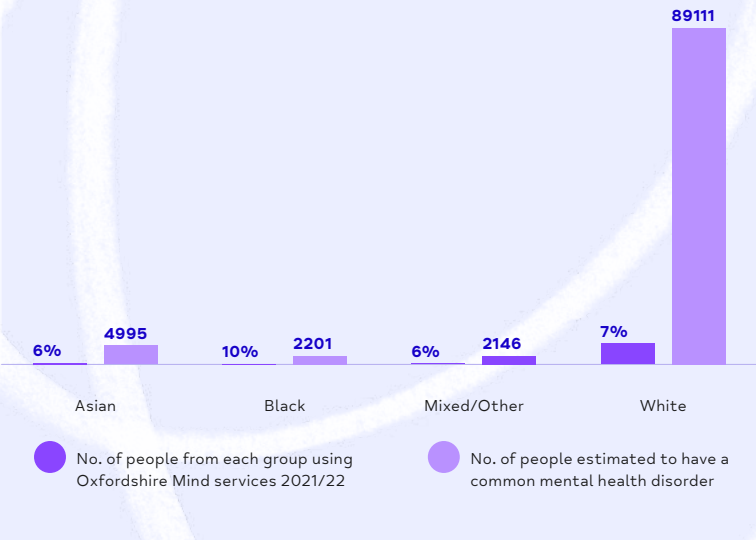


Based on findings from the 2014 Adult Psychiatric Morbidity Survey, people with White ethnicity are among the least likely to experience a common mental health disorder compared to other ethnic groups. Nonetheless, the low proportion of minority ethnic people in the Oxfordshire population means that the proportion of people from a minority ethnic group with a mental health problem is predicted to be relatively small. In this analysis the proportion of people accessing Oxfordshire Mind services from a minority ethnic group was slightly higher than the average.

This is reflected in the analysis of the ethnic groups of people using each service. For most services, 85-90% of people using the service had White ethnicity. Around a third of people using Perinatal services reported Asian ethnicity. The service is targeted at underserved communities and provides dedicated support to individuals from minoritized backgrounds, including asylum seekers and refugees, including working in partnership with Asylum Welcome to support mothers fleeing Afghanistan in the 2021 crisis.

Estimated number in the population with poor mental health by ethnic group and people who use Oxfordshire Mind services as a % of the total

Source: Census 2011/ONS MYE 2020/APMS, 2014/Oxfordshire Mind Service User Summary



% services users by ethnicity per service

Source: Census 2011/ONS MYE 2020/APMS, 2014/Oxfordshire Mind Service User Summary



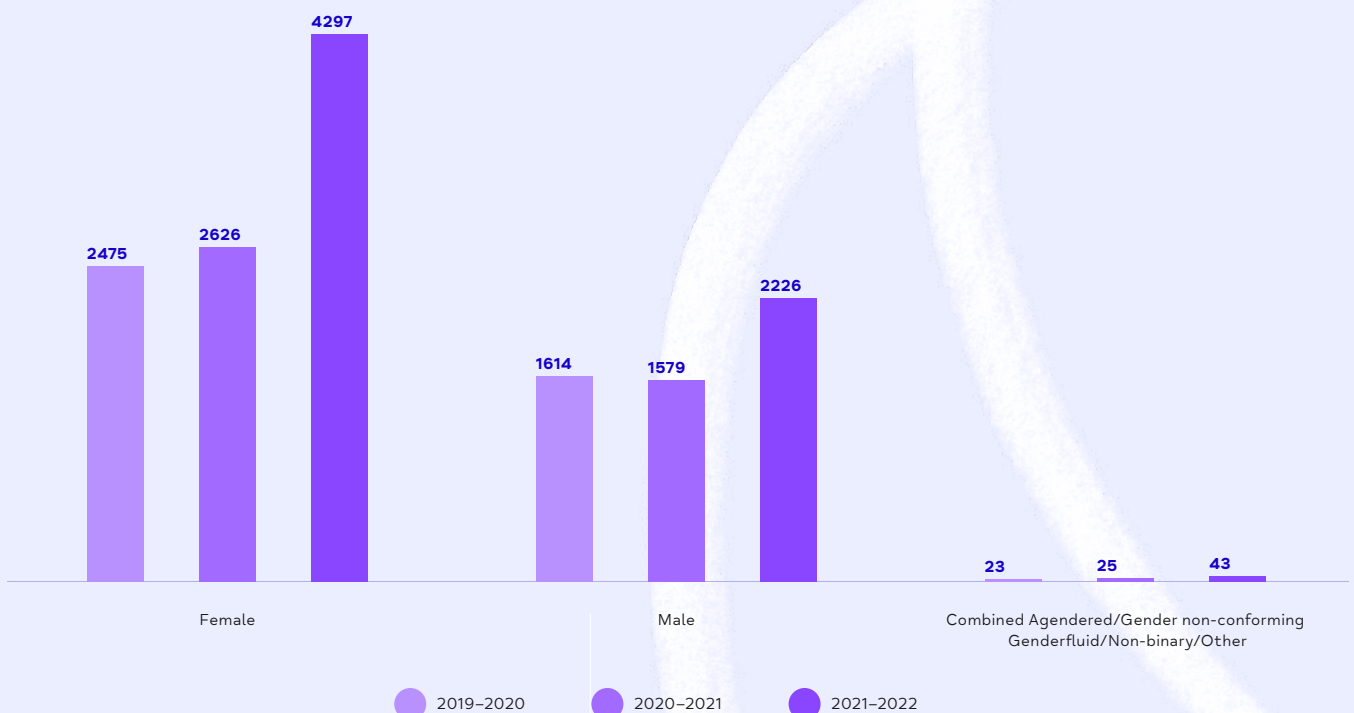


## Gender

Gender information was collected from approximately 80% of people who used an Oxfordshire Mind service between 2019/20 and 2021/22 and shows that a higher number of women used services than men. In 2021/22 almost two thirds of service users were women.

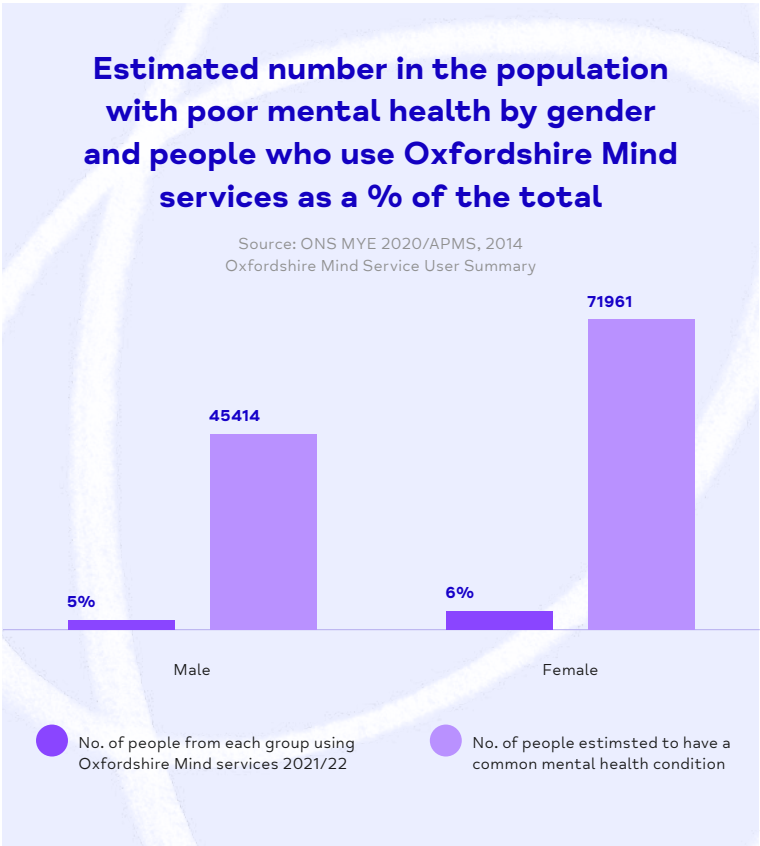
### No. of services users by gender (2019/20–2021-22)

Source: Oxfordshire Mind Service User Summary



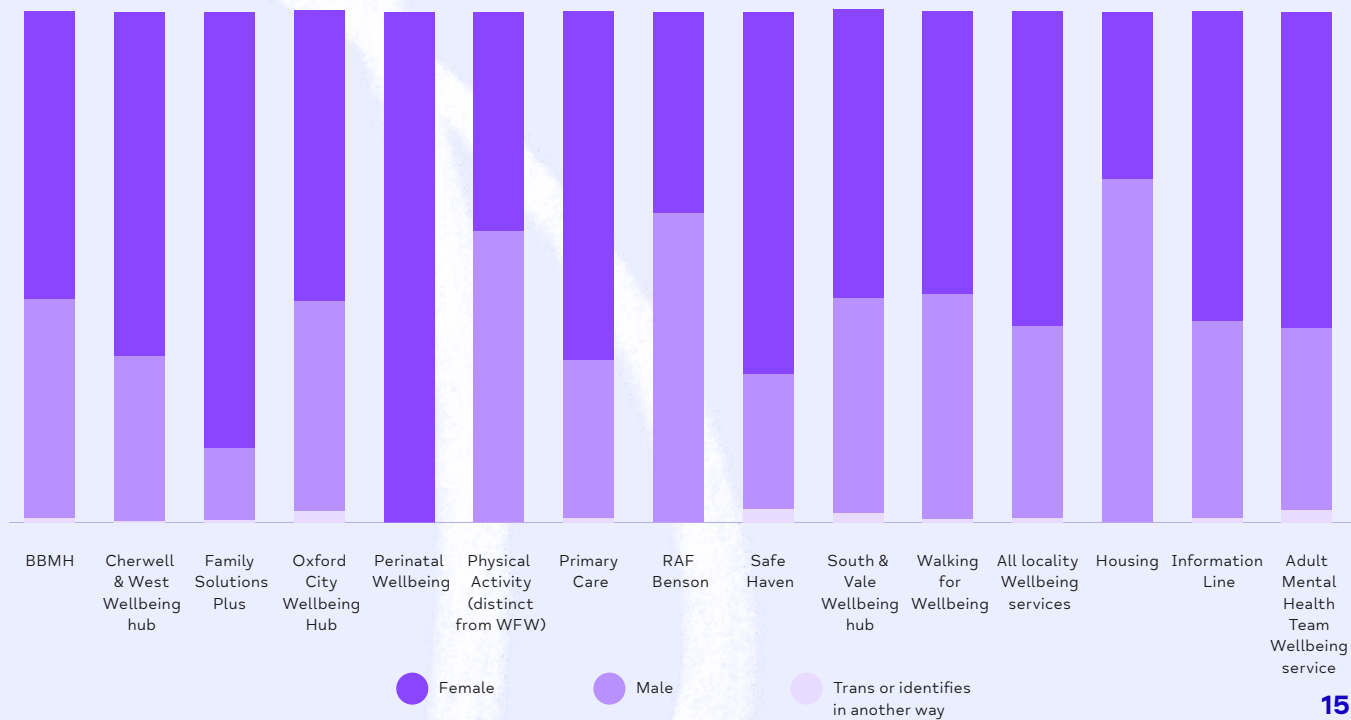
Further analysis suggests that, despite higher rates of common mental health conditions in women, men may still be under-represented in Oxfordshire Mind services. This is likely to reflect a trend seen in mental health services more widely. Although women are more likely to have a common mental health disorder (19% compared to 12%) and young women have been identified as a high-risk group for some mental health conditions (APMS 2014), men may face greater stigma about experiencing mental health problems as a result of internalised norms about masculinity. They may experience different symptoms, such as irritability or anger, which may themselves make accessing support more difficult.

Analysis of the gender of people using each service broadly reflects this picture. Some services used by a greater proportion of women, such as Family Solutions Plus, which may support more women as parents of children with child protection plans and Safe Haven. Safe Haven supports provides a 7-day a week same-day service for people experiencing mental health crisis. Our records indicate that many people who use Safe Haven are women experiencing domestic abuse and violence.



### Gender of services users by service

Source: ONS MYE 2020/APMS, 2014/Oxfordshire Mind Service User Summary



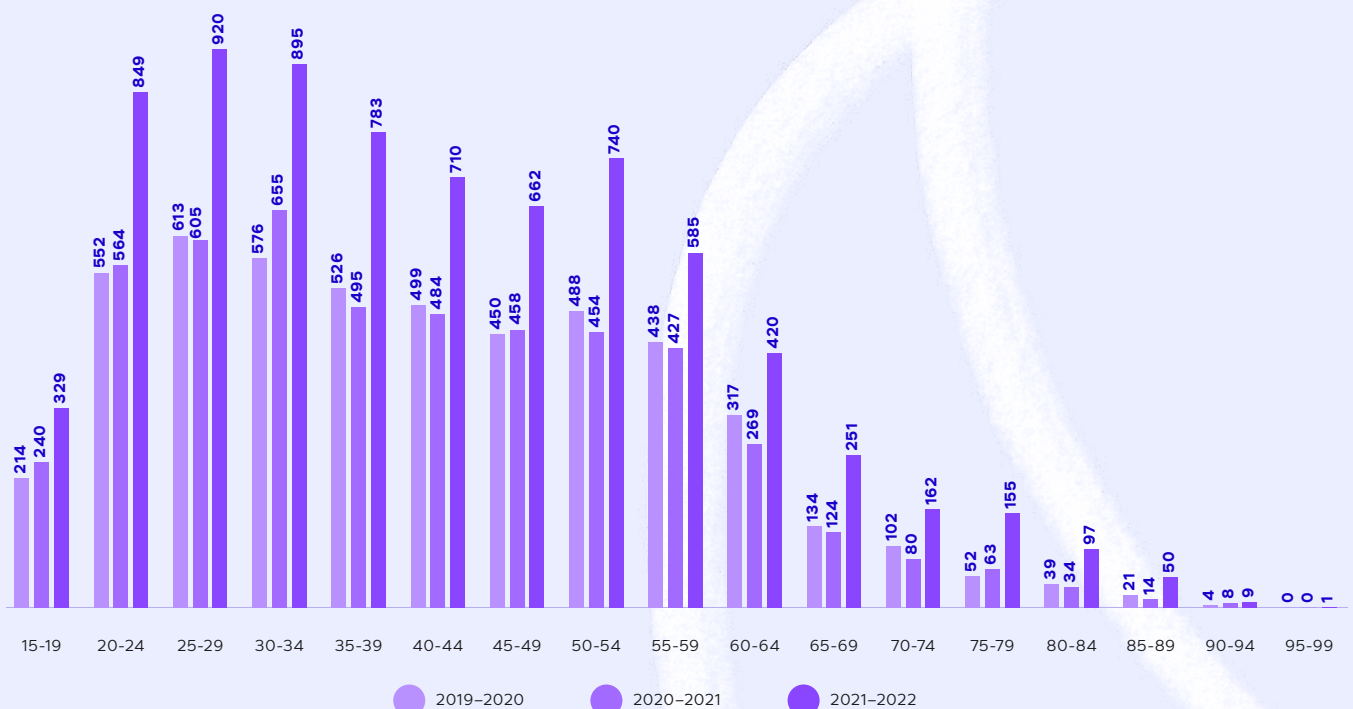
## Age

Age information was recorded for more than 95% of people who used Oxfordshire Mind's services between 2019/20 and 2021/22. Most people who used Oxfordshire Mind's services in 2021/22 were younger adults – 44% were aged between 20-39 years. Approximately a third of people who used Oxfordshire Mind's services in 2021/22 were aged 40-59 years and only 15% were aged 60 years or older.



### No. of services users by age group (2019/20–2021-22)

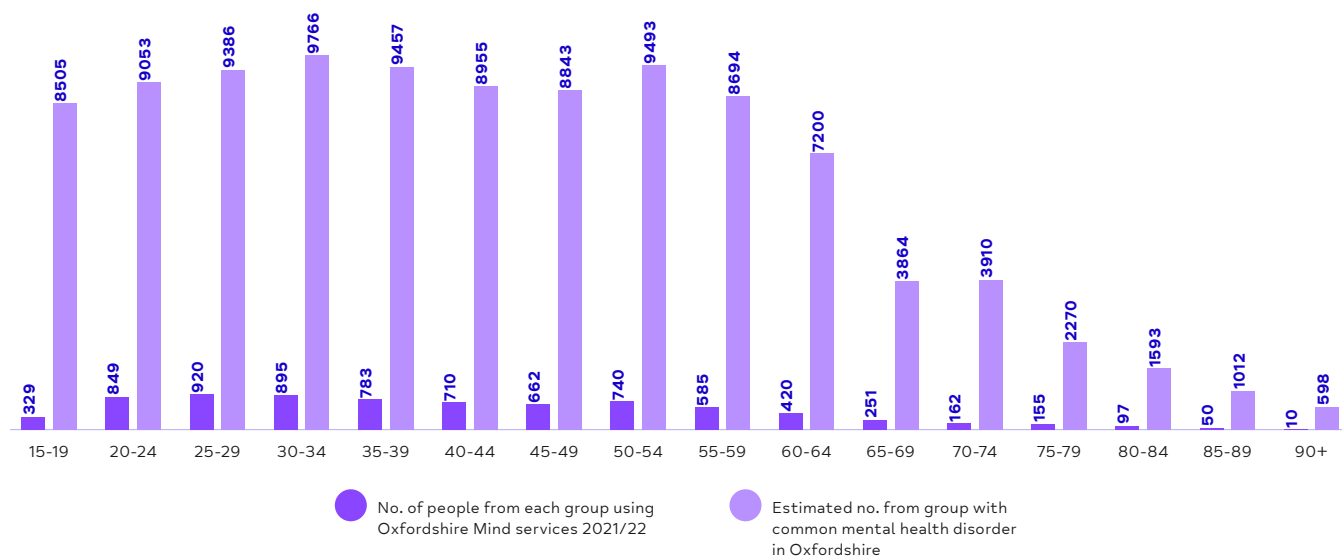
Source: Oxfordshire Mind Service User Summary





## Estimated number in the population with poor mental health by age group and people who use Oxfordshire Mind services as a % of the total

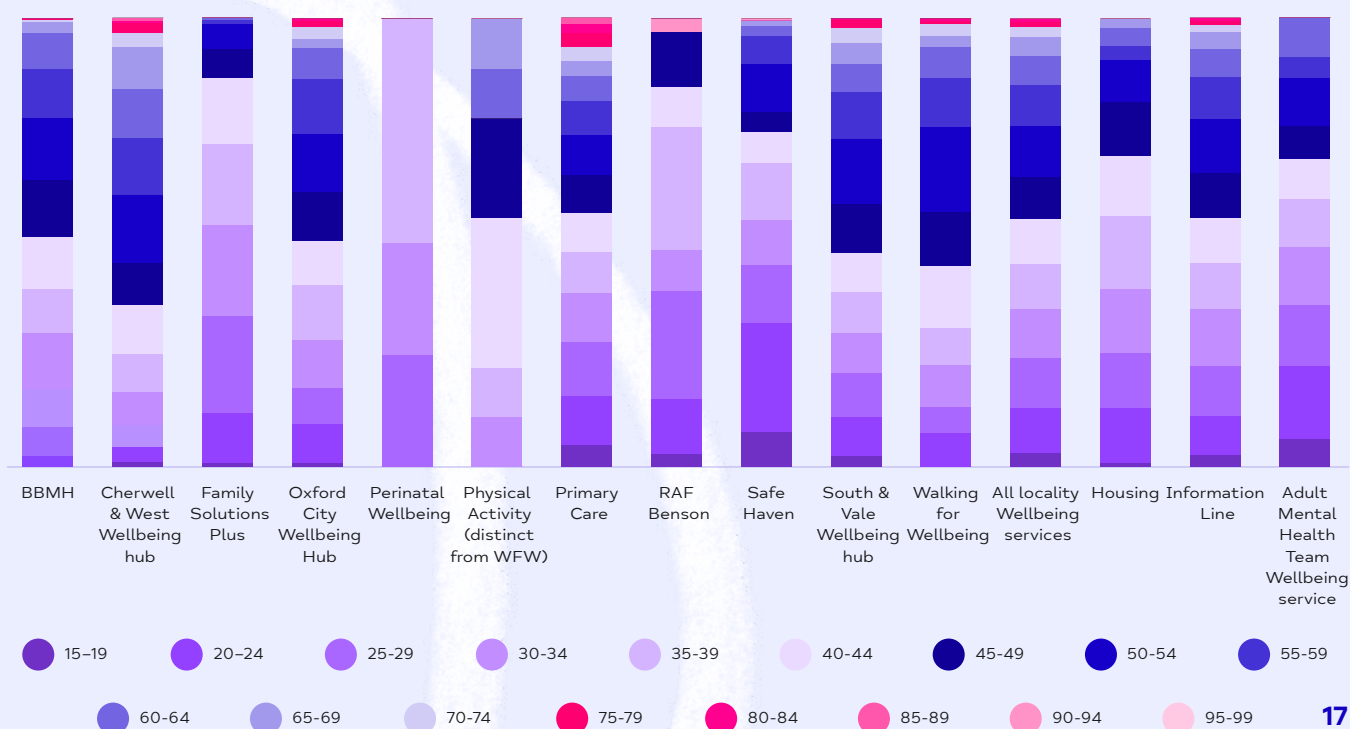
Source: ONS MYE 2020/APMS, 2014Oxfordshire Mind Service User Summary



There were some differences in the age profiles of people who used different services, with some services (such as Family Solutions Plus, Safe Haven and AMHT Recovery service) appearing to work with a higher proportion of people from younger age groups.

## Age group of services users by service

Source: ONS MYE 2020/APMS, 2014/Oxfordshire Mind Service User Summary



## Deprivation

[Indices of Multiple Deprivation](#) (IMD) are used to compare domains of deprivations across different areas.

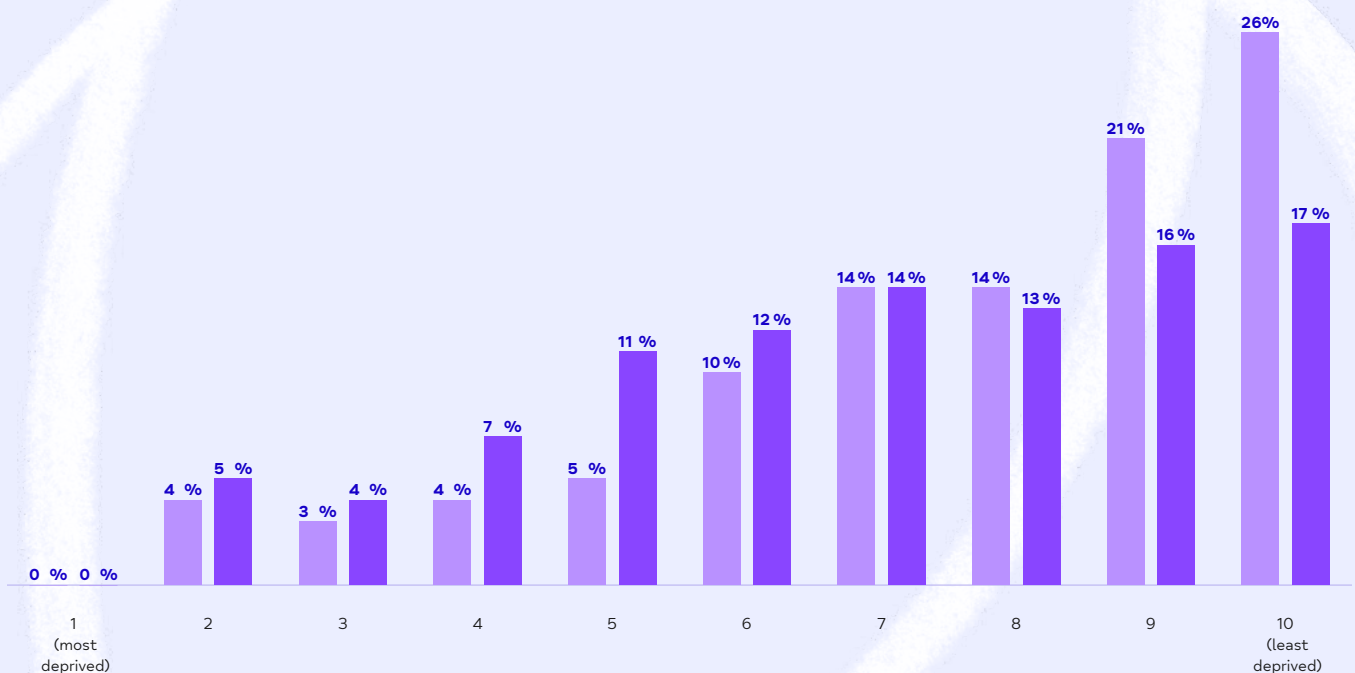
Oxfordshire is a relatively affluent local authority area where people are mainly healthy and well (Oxfordshire JSNA, 2021). Almost half of the population live in areas ranked in the fifth least deprived in England. ([Oxfordshire Insight, IMD 2019](#); [English Indices of Multiple Deprivation, 2019](#)).

Postcode information was used to determine IMD of people who used Oxfordshire Mind's services during 2021/22. However, only around a third of records included a valid postcode. 64% either had no postcode recorded on the main record or had a postcode recorded that was no longer live.

As shown below, matched postcodes to some extent reflected the affluence of the wider area, but there are clear discrepancies that suggest that those from areas with greater deprivation may have been more likely to use Oxfordshire Mind services.

### Comparison of percentages of Oxfordshire population and people using Oxfordshire Mind services by IMD decile (matched postcodes only)

Source: IMD 2019/Oxfordshire Mind Service User Summary

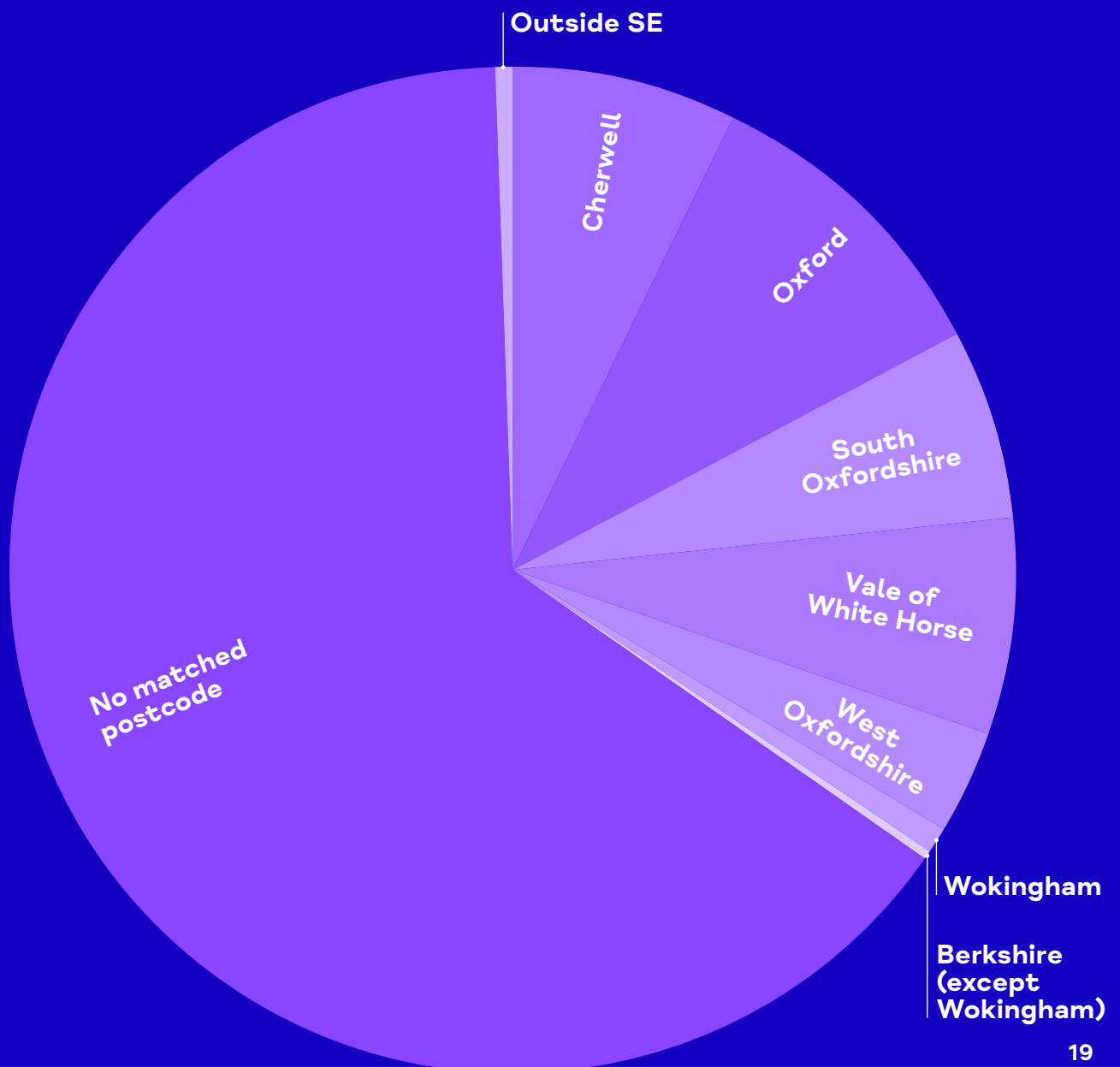


## Where people who use Oxfordshire Mind services live

Postcode data were also used to examine where people who used Oxfordshire Mind services were resident.

### People who use Oxfordshire Mind 2021–22

Source: IMD 2019/Oxfordshire Mind Service User Summary

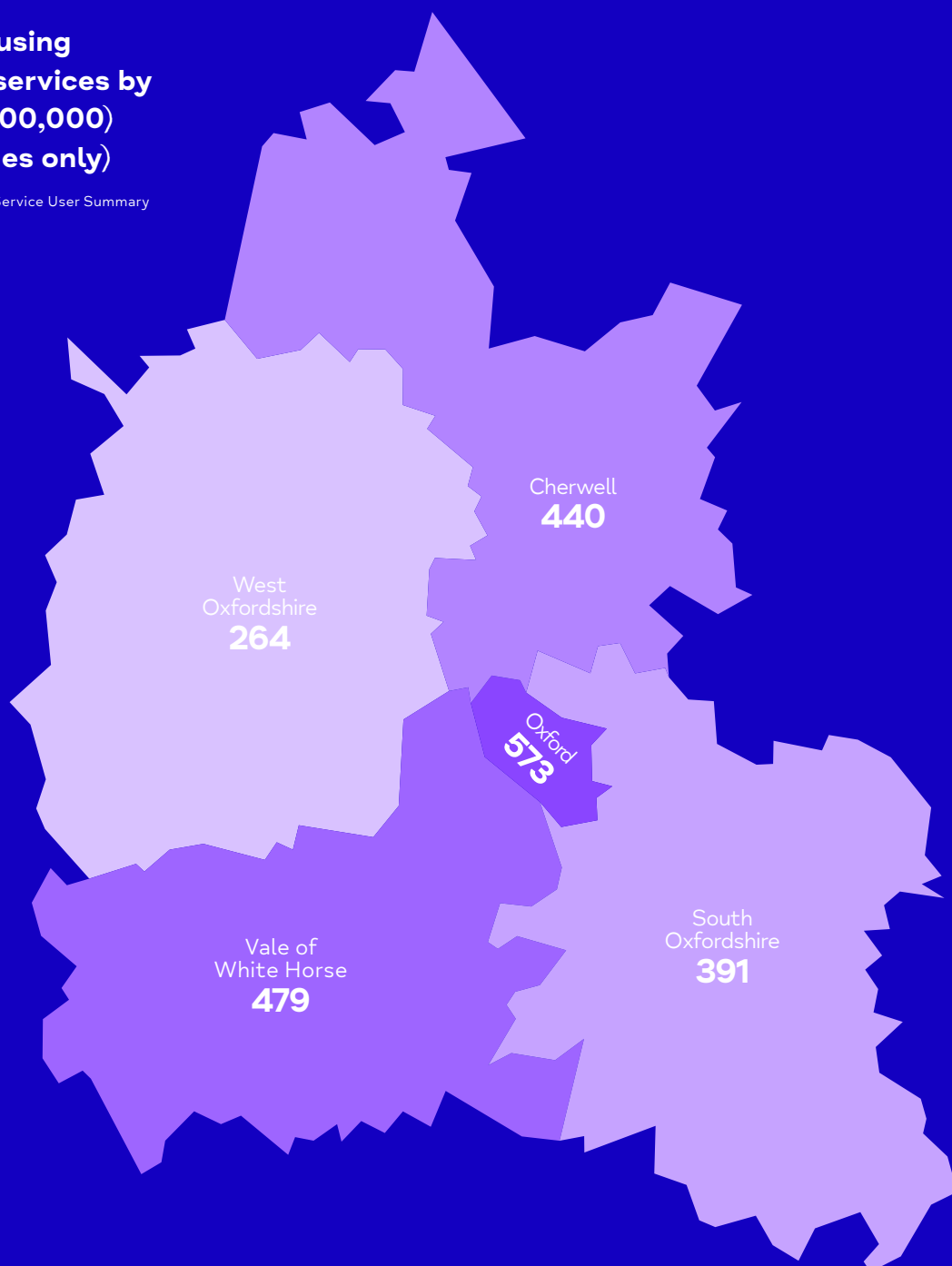


Oxfordshire District where people who used Oxfordshire Mind services were resident (matched postcodes only) .

Most people who used an Oxfordshire Mind service lived in Oxford district. Residents of Oxford district were also the most likely to use an Oxfordshire Mind service – 573 people per 100,000 population, compared to an average of 440 per 100,000.

**Rate of all adults using  
Oxfordshire Mind services by  
district (rate per 100,000)  
(matched postcodes only)**

Source: IMD 2019/Oxfordshire Mind Service User Summary





# Outcomes

The short version of the Warwick-Edinburgh Mental Wellbeing Scale (known as SWEMWBS) is a validated and widely used tool for monitoring mental health outcomes and has been used to measure changes in mental health service users and in wider populations ([Stewart-Brown et al. 2007](#)). Oxfordshire Mind uses SWEMWBS to monitor outcomes from its services. Outcomes data is mainly collected as required for contract and performance monitoring and there is, as a result, some variation in how SWEMWBS is used in different services. It is important to recognise that these differences are likely to make comparison between different services difficult and perhaps misleading.

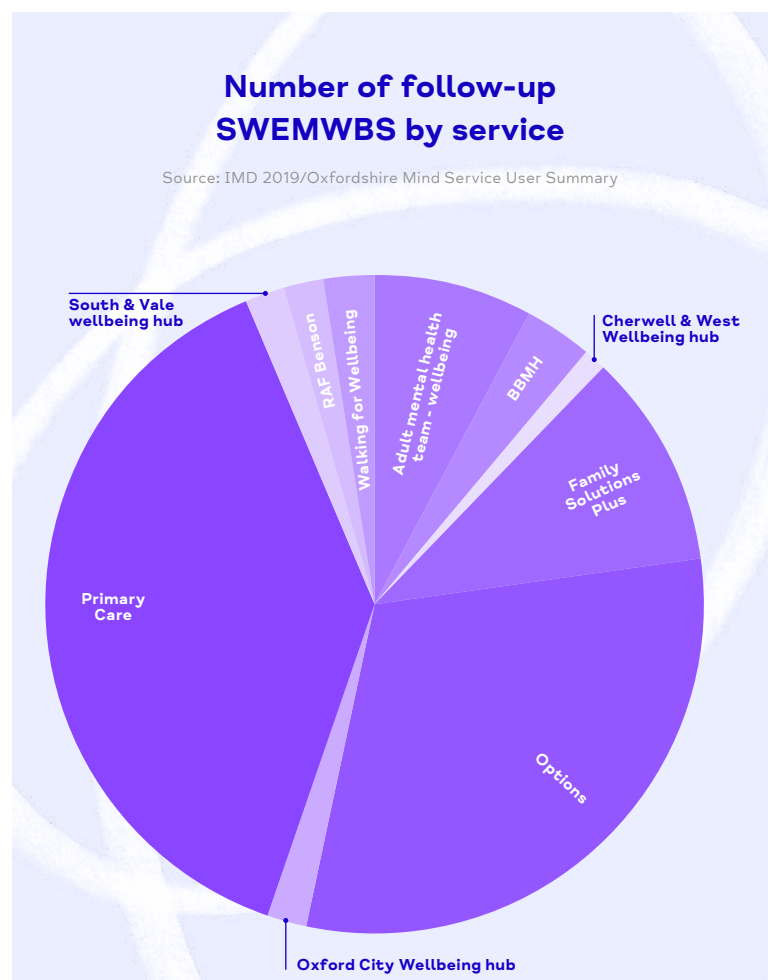
Many Oxfordshire Mind services use SWEMWBS to monitor outcomes from its services. For most people who use Oxfordshire Mind services an initial SWEMWBS is carried out during an initial 'Options' session or initial assessment. Options sessions are used to develop a plan for ongoing support that meets that individual's needs. This may include peer support groups and short courses provided through Wellbeing hubs. A second SWEMWBS is usually completed at a follow-up appointment 8-12 weeks later. Outcomes data is mainly collected as required for contract and performance monitoring and there is, as a result, some variation in how SWEMWBS is used in different services. It is important to recognise that these differences are likely to make comparison between different services difficult and perhaps misleading.

Most follow-up SWEMWBS were completed by Primary Care or during Options sessions on behalf of Wellbeing hubs, reflecting the high proportion of people using these services.

Oxfordshire Mind's housing services use Recovery Star to monitor outcomes. [Recovery Star](#) is a composite measure of wellbeing including self-ratings for managing mental health, physical health, living skills, connecting with community, occupying time, relationships, addictive behaviour, home environment, identity and self-esteem and trust.

The following summary shows the proportion of completed follow-up SWEMWBS that indicated an improvement in mental health and wellbeing since the initial options assessment.

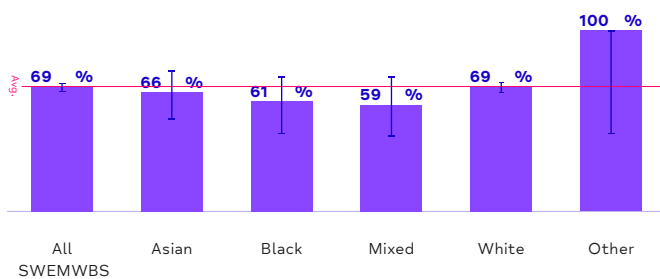
1,374 follow-up SWEMWBS were carried out in 2021/22. Over two thirds (69%) showed improvement following engagement with an Oxfordshire Mind service.



There were no significant differences in SWEMWBS changes between demographic groups. The numbers of people in some groups were small, particularly some minority ethnic groups and some age groups, which may have made it difficult to detect differences. This report sets out to provide a comparison of outcomes at a high level, but more detailed analysis may be needed to investigate this fully.

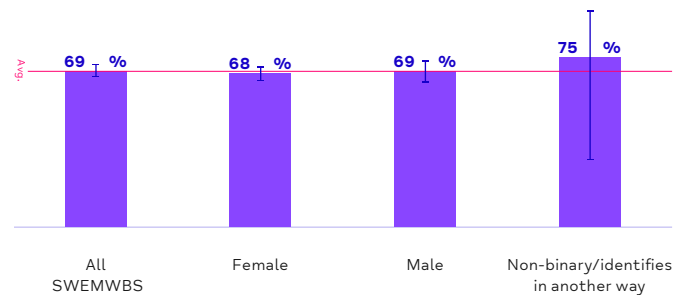
### % SWEMWBS Improvement by ethnic group

Source: Oxfordshire Mind Outcomes Analysis 2021/22



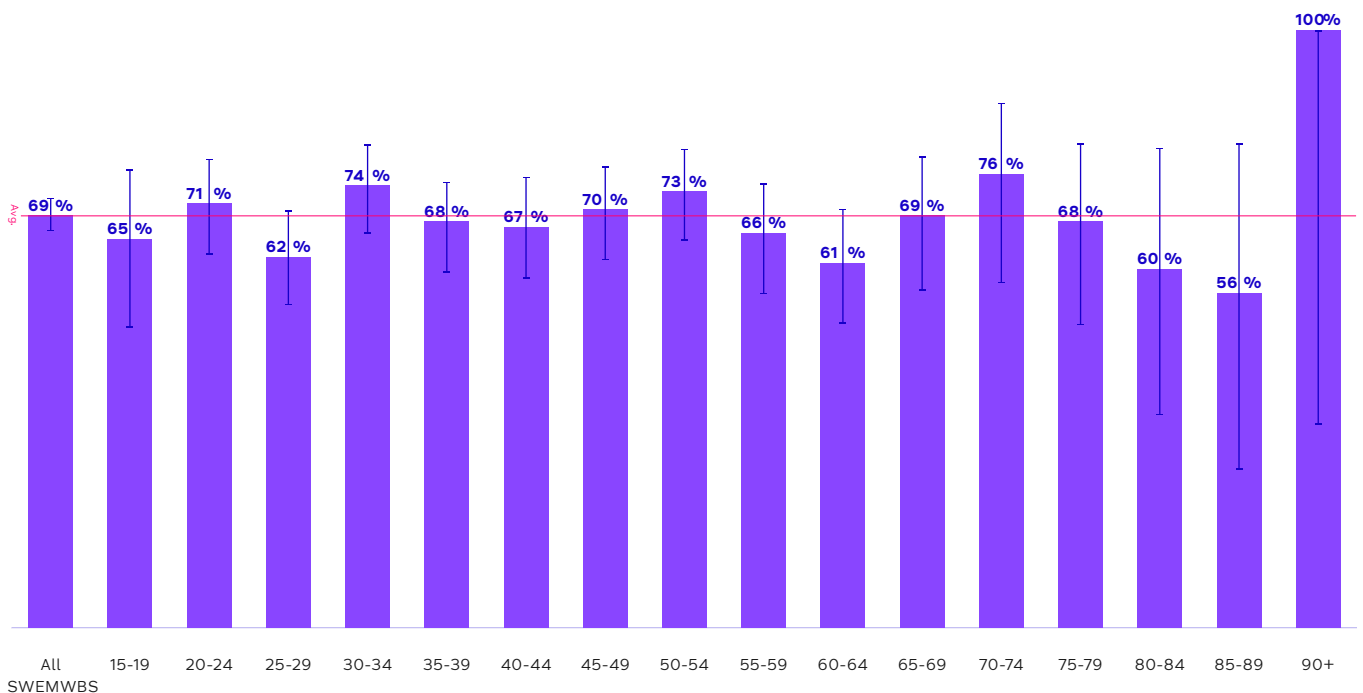
### % SWEMWBS Improvement by gender

Source: Oxfordshire Mind Outcomes Analysis 2021/22



### % SWEMWBS Improvement by age group

Source: Oxfordshire Mind Outcomes Analysis 2021/22



## Services

Analysis by service suggests greater variation. However, SWEMWBS are carried out at different stages in different services and this may account for some of the disparity. The nature of the service themselves may also account for some variation – for example, where risk of disengagement is higher, a lower proportion of people may improve their wellbeing.

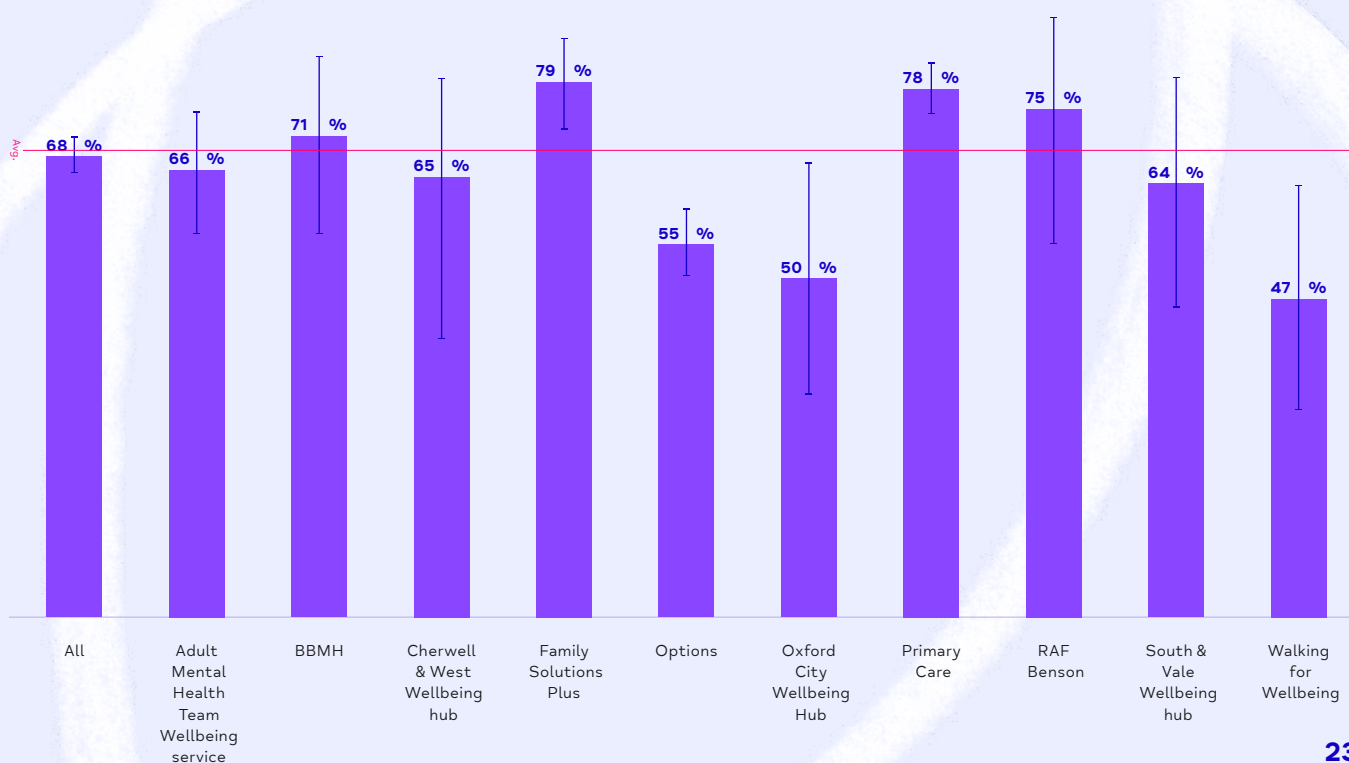
## Housing and Recovery Star

As for other Oxfordshire Mind services, outcomes data is collected as required for contract and performance monitoring. In 2021/22 Oxfordshire Mind's Housing service reported that more than half of residents who had a second recovery star showing improvement in their wellbeing.



### % meaningful Improvement by service

Source: Oxfordshire Mind Outcomes Analysis 2021/22





# How Oxfordshire Mind delivers Social Value

Alongside its service delivery and campaigning purpose, Oxfordshire Mind is also driven by an aim to maximise value from every pound invested in the organisation, recognising that Social Value principles, when incorporated effectively, help to reduce health inequalities, support local communities, and deliver even more value from services. Achieving Social Value returns is a growing expectation of commissioners from statutory bodies ([Achieving Social Value - NHS England](#)), and other funders.

Oxfordshire Mind has a strong understanding of how work can be a protective factor for health (as well as a risk factor in other circumstances), and offers a range of Workplace Wellbeing resources to external partners. ([NICE Mental Wellbeing at Work Guidance, Stevenson & Farmer, 2017](#))

The charity's offer to its own staff illustrates many aspects of its Social Value approach.

## Work/Life Balance

- 36 days annual leave including 8 public holidays
- Flexible/agile working
- Increased leave and sabbatical options after 5 years

## Financial Wellbeing

- Auto-enrolment pension
- Enhanced sick pay
- Discounts

## Workplace Wellbeing

- Eye care payments
- Supervision
- Reflective practice activities
- Wellbeing action plans
- Workplace assessments (risk assessments, occupational health referrals, Display Screen Equipment assessment, Access to Work)



## Your Wellbeing

- Employee Assistance Programme
- You Matter counselling
- Cycle to work scheme
- Mental Health First Aiders

## Professional Development

- Learning and development opportunities
- Induction
- Appraisals
- Management development
- Coaching
- Apprenticeships

## Get Involved

- Employee forum
- Equality, Diversity, Inclusion & Equity action group
- Workplace wellbeing action group
- LGBTQ+ staff network
- Social activities
- CEO calls / Town Hall / All Hands Meetings



## Tackling economic inequality

Oxfordshire Mind provides employment for 192 people across Oxfordshire and Berkshire West. All staff are paid at or above the Oxfordshire Living Wage. This commitment extends to people with lived experience of mental health challenges who are paid for sessional Involvement work – as members of recruitment panels, presenters at forums, contributors to training, or part of development projects. Just over 200 paid Involvement opportunities were offered over the time period May to October 2022.

Ensuring people are paid at a fair rate for their work contributes towards the organisation's work to recognise and address poverty – including in-work poverty – as a risk factor for poor mental health. In 2022, the organisation launched a major project to review its Total Reward offer to staff, with the aim of cementing its position as an employer of choice, and ensuring equitable access to progression and opportunities across all demographic groups within its workforce.

## Equity, Diversity, Inclusion & Equality

Oxfordshire Mind's vision is that:

We won't give up until everyone experiencing a mental health problem gets both support and respect.

The organisation has an Equity Diversity Inclusion & Equality Strategy in place to achieve its aim of becoming an ever more representative organisation, reflecting the communities it serves through its staff, volunteer, trustee, and service user make up. Human Resources (HR), Volunteering and Trustee recruitment processes have been developed so that the charity can attract and retain more diverse talent, monitor access to pay and progression opportunities, and address any inequalities within the organisation.

Oxfordshire Mind's recruitment processes openly encourage people with lived experience of mental health challenges, including those whose first contact with the organisation is as a service user. The organisation has a generous sick leave policy, and strong Occupational Health support. It has secured Level 1 Disability Confident accreditation and is working towards Level 2. Staff turnover is at 3% compared to an average in the charity sector of 22%.

## Wellbeing

Oxfordshire Mind promotes a culture of openness around health and wellbeing. This is reflected in the approach to individual supervision, learning and development including group reflective practice sessions, and a range of employee forums. The take-up of its Employee Assistance Programme at 34.52%, compared to the average benchmark for charities at 8.2%, demonstrates the impact of this approach.

Volunteering provides a number of wellbeing benefits spanning the [Five Ways to Wellbeing](#), and Oxfordshire Mind offers a diverse range of volunteering opportunities. A dedicated Volunteering Team recruits and supports volunteers, supporting mental health and wellbeing outcomes, recovery and development, as well as enhancing the organisation's capacity and adding value to delivery. Over the period April 2021 to March 2022, 74 external volunteers delivered 1,131 hours to Oxfordshire Mind. Oxfordshire Mind staff are given opportunities to volunteer to support other parts of the organisation – such as at community fairs or fundraising events – and time off in lieu of their paid roles for doing this.

As part of its approach to preventing Modern Slavery, Oxfordshire Mind has robust processes in place around Right to Work checks and conducting due diligence around salary payee information.

## COVID-19 recovery

Oxfordshire Mind's 2022-25 Strategy recognises the disproportionate impact of COVID-19 on different demographic groups. As outlined above, this includes children and young people as one of the organisation's areas of focus for the next three years. In addition to service delivery, this includes the development of a youth volunteering offer, and greater focus on exploring work experience and apprenticeship offers.

The organisation's EDIE Strategy was developed in the aftermath of the COVID-19 pandemic, and there is considerable overlap between this Strategy and the organisation's approach to supporting community recovery from COVID-19. Targeted approaches to service development and recruitment are aimed at addressing under-representation within the organisation, often from groups hardest hit by infection rates, loss, economic consequences and the wellbeing impacts of lockdowns.

## Fighting climate change

As a local employer in both Oxfordshire and Berkshire West Oxfordshire Mind is supporting local economies, and also offering access to work over distances commutable by foot or by cycle in many cases, thus reducing fuel consumption and air pollution. Hybrid working is available for many paid positions, and for a growing number of volunteering opportunities. Learning and development opportunities are now often offered digitally as an alternative to face-to-face in most situations.

The organisation has also embraced digital delivery, and now offers this alongside face-to-face support for many services. In-person support is available from a range of locations, including space managed by Oxfordshire Mind and by partners. These developments offer improved accessibility and reduce expectations on service users to travel in order to connect with support.

Many resources and reports are now offered digitally by default, and the organisation has significantly reduced its print costs as a result.

## Key findings

1. Oxfordshire Mind works in a range of ways with partners, commissioning organisations and other funders, and offers a rich range of services spanning different experiences of mental health challenges and stages of recovery. The main functions that the services provided by Oxfordshire Mind can be described as providing:

- Help when it's needed
- Sustained, accessible, planned help with mental health
- Supporting partners to improve mental health outcomes

2. Most people who use Oxfordshire Mind services are provided with sustained, easily accessible help with a mental health problem. Eighty percent of people who used an Oxfordshire Mind service in 2021/22 worked with a Primary Care team or a local Wellbeing Hub. This might be considered Oxfordshire Mind's core business and is characterised by its broad reach, human and respectful approach. Of key importance to the organisation's values and users of its services is the ability to access sustained,

planned support to improve mental health and wellbeing, without reference to clinical diagnosis or prescription of medication.

3. Overall, Oxfordshire is both affluent and healthy, and this is largely reflected in the people who use Oxfordshire Mind's services. High level analysis of population level deprivation data also seems to suggest that people living in less affluent and advantaged areas may be more likely to use Oxfordshire Mind's services than people living elsewhere. Most people who used Oxfordshire Mind's services were based in Oxford District, the area of Oxfordshire linked with highest levels of deprivation and disadvantage.

4. Equality, Diversity, Inclusion and Equity (EDIE) is an important element of Oxfordshire Mind's strategic direction and this report set out to provide an indication of the accessibility of Oxfordshire Mind services by different demographic groups.

- The proportion of people who live in Oxfordshire from a minority ethnic group is small and the number of people accessing Oxfordshire Mind services appears to be in line with what might be expected. However, this analysis does not reflect the disparities in ethnicity in different populations across different areas of Oxfordshire ([Oxfordshire Insights, Census 2011](#)) and amalgamates ethnic group populations in a way that may disguise barriers that would be visible if examined at a more granular level. The publication of Census 2021 data on ethnicity in the population may present an opportunity for more detailed analysis.

- Almost two thirds of Oxfordshire Mind's service users were women. Although women are more likely to have poor mental health than men, particularly in younger age groups, our analysis suggests that men may be under-represented in Oxfordshire Mind's services. Some services may provide services that are appropriate for women, such as Family Solutions Plus, which may support more women with children who have child protection plans and Oxfordshire Safe Haven, which supports people experiencing mental health crisis, many of whom are women who are also are experiencing domestic violence or abuse.

- Most people who used Oxfordshire Mind's services in 2021/22 were younger adults - 44% were aged between 20-39 years. Approximately a third of people who used Oxfordshire Mind's services in 2021/22 were aged 40-59 years and only 15% were aged 60 years or older. Our analysis suggests that older age groups (75 years and older) may be under-represented. Oxfordshire Mind has historically been commissioned to work with adults of working age, but as part of the wider mental health system approach to offering all-age services this is an area for consideration for the future, including strengthening links with specialist organisations working with older people in Oxfordshire and Berkshire West. Children and young people are not currently included in this analysis as datasets are smaller, only having been collected more recently.

- There were no significant differences in wellbeing outcomes, measured by SWEMWBS, between different demographic groups, but the numbers of people in some groups were small, particularly some minority ethnic groups and some age groups, which may have made it difficult to detect differences. This report sets out to provide a comparison of outcomes at a high level, but more detailed analysis may be needed to investigate this fully.

5. More than two thirds of follow-up wellbeing scores indicated a significant improvement in wellbeing. Outcomes data is mainly collected as required for contract and performance monitoring and there is, as a result, some variation in how SWEMWBS is used in different services. It is important to recognise that these differences are likely to make comparison between different services difficult and perhaps

misleading. Results may also be affected by the nature of the service themselves – for example, where risk of disengagement is higher, the organisation is less likely to have data demonstrating an improvements in individual wellbeing.

## Next Steps

This overview report is the first in a series of impact reports which are being prepared to evaluate the reach, experience and outcomes of Oxfordshire Mind's services and activities. This report summaries the key features and benefits of Oxfordshire Mind's services, including the breadth of provision, which can be shared with partners to highlight opportunities.

The overview has indicated areas where it would be helpful to conduct deeper analysis to explore issues indicated, and these will now set the agenda for a forward programme of evaluation work, to bring in more qualitative data alongside quantitative. The expectation is that these more in-depth evaluations will inform service development and quality improvement planning.

At the time of writing, Census 2021 data had not been released in full, and so the most comprehensive data available on the demographics of the populations served by Oxfordshire Mind was from the 2011 Census. A further review of how well Oxfordshire Mind reflects local communities will be carried out in 2022, and inform a refresh of the organisation's Equity Diversity Inclusion & Equality Action Plan.

**We have been fighting  
for better mental health,  
for everyone in Oxfordshire,  
for over 55 years.**

**For support. For respect.  
For you.**



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