



Annual Review 2016/17



MENTAL
HEALTH
CONCERN

INSIGHT
HEALTHCARE

Concern Group

Annual Review 2016/17: Transformation and innovation

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Introduction

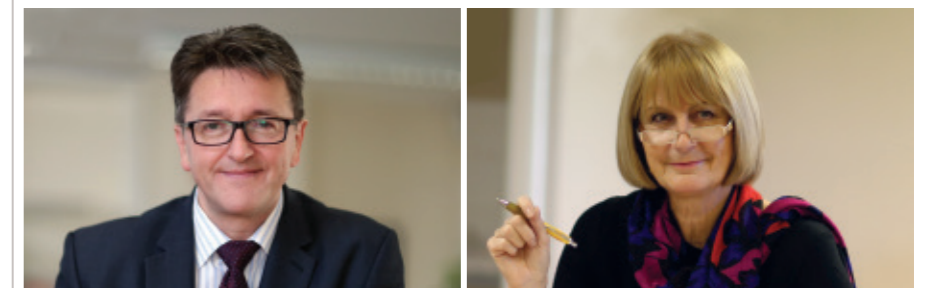
We are delighted to introduce our annual review for 2016/17. This year, as always, has involved balancing consolidation with development growth, whilst also maintaining quality. The outcomes and performance illustrated in this report are a fitting testimony to the qualities of our staff and their ability to successfully manage these competing demands.

The focus of the review is transformation, and how we have embraced innovation in the way we work with the people we serve.

Exciting new projects such as Together in a Crisis and ECCHO+ are great examples of innovative thinking. This, coupled with a will and drive to turn ideas into working initiatives, is making a real difference.

The commissioning landscape is extremely challenging for all, so our strong 'can do' reputation for development and testing out ways of working, along with our track record of building partnerships, has helped us to maintain our role as an integral part of a number of health and care economies.

This year saw us celebrate our 30th year of operation. To mark this achievement, we held an event celebrating our employees and rewarding those who demonstrate our values in their daily work. As part of this we produced a six-minute film, in which the people we serve tell their story, providing further testament to the quality of our services. There is a link to the video on our website homepage (www.concerngroup.org); we thoroughly recommend it.



Brendan Hill

Brendan Hill
Chief Executive

Ann Robinson

Ann Robinson
Chair

Who we are

Concern Group includes Mental Health Concern, Insight Healthcare, and various projects and partnerships that are all focused around our mission, which is to improve the mental health and wellbeing of the people we serve.

Mental Health Concern is based in the North East of England and provides a wide range of specialist mental health services.

Insight Healthcare provides NHS-commissioned talking therapies nationwide, as part of the IAPT (Improving Access to Psychological Therapies) programme.

At Insight Healthcare we also provide Wellbeing at Work employee assistance programmes, enabling employers to provide their staff with access to wellbeing support through a range of resources.

“

[My therapist] has been invaluable, she has given me more than I could ask for. Feel like she has not given up on me – stood by me. Gone the extra mile in referring me through to the right service for my future needs.

Talking Therapy client

Insight really is as compassionate as it says on the tin! [My therapist] was fantastic, she's worth her weight in gold and I wouldn't hesitate to contact her. Such a good counsellor, she is fantastic.

Talking Therapy client

Absolutely brilliant. I can't thank [my therapist] enough, she was amazing – such a lovely, kind-hearted person who took her time to listen to my problems. I was really nervous starting this process, but I now feel I will get the help I need. [My therapist] is wonderful.

Talking Therapy client



Our approach

We believe that our innovative approach to developing services, coupled with close partnerships with the people who use them, enables us to provide high-quality care and support that help people move on in their lives.

Our services are driven by user need and are clinically-led, providing a range of person-centred support with a focus on recovery.

Our values and aspirations

At Concern Group, the whole team works to a strong set of organisational values, and we uphold these in all the work we do. We value:

- compassion and hopefulness
- being open and friendly
- inclusivity and fairness
- experience and expertise
- hard work, creativity and innovation
- going the extra mile with people to achieve the right outcomes

We are also guided by the things that people have told us are important to them. We have found that the following aspirations are reasonable expectations for any of us to have in life, regardless of whether we are experiencing mental ill-health or not.

Those aspirations are to:

- develop a sense of meaning and purpose in life
- improve personal relationships and social networks
- promote hope and self-esteem
- develop independence, choice and control
- feel in touch with local communities, and be active citizens
- increase the stability and consistency in life



AT A GLANCE

354

The number of referrals taken in 2016/17 by Moving Forward Newcastle, one of our Community and Wellbeing Services. Moving

Forward helps anyone who has experienced mental health issues to get back on their feet, by supporting them to rediscover their self-confidence, learn new skills, and build a stronger social network.

47

The number of meetings of our Chain Reaction 'Painting for Fun' group in 2016/17. Chain Reaction supports over 55s to live independently in the community by offering a variety of support, from sorting out financial worries to organising outings.

12

The number of people using Moving Forward Newcastle who gained employment in 2016/17.



What we do

Our services are predominantly commissioned by the NHS and local authorities. Mental Health Concern's services include 24-hour care for adults with complex needs and severe dementia, supported housing, 24-hour supportive rehabilitation, and community wellbeing services.

Insight Healthcare currently provides 13 free-to-access talking therapy services nationwide, making us the largest not-for-profit provider of these services in the country.

Older People's Services

We provide dementia care and supportive rehabilitation services for older people. In the field of dementia care, we currently provide specialist, 24-hour nursing care; respite and assessment; and a Community Challenging Behaviour Service to families, carers, and other nursing homes. Our supportive rehabilitation services help older people with complex mental health problems to live well and independently in the community. We work with people to understand and manage their mental health condition, as well as to develop and practise the skills which are important to live independently.

Community and Wellbeing Services

We help over 1,000 people each year to get back into work, education, or to increase meaningful activity, as well as rebuild their social support networks and develop friendships. We stick by them to 'navigate' through the sometimes complex health and social care system, using our knowledge of what's out there to link people in.

Adult Services

The main purpose of our 24-hour specialist rehabilitation and recovery services is to help people with complex mental health problems to live well and independently in the community. We work with people to understand and manage their mental health condition, as well as to develop and practise the skills which are important to live a satisfying life. We focus on 'recovery' – wellbeing as well as good physical health.

Housing with Care and Support

Our supported housing services aim to enable people with complex mental health problems to move out of hospital or 24-hour care and take up a supported tenancy in the community. They are highly-specialised services with tiers of support and supervision, which give people who have often spent many years in institutional environments the opportunity for independent living and social inclusion.

Talking therapies

Our talking therapy services (including IAPT) provide help for a variety of common mental health issues, such as depression, anxiety, panic, trauma, bereavement, and phobias. Our therapists specialise in a range of therapies, including cognitive behavioural therapy, counselling, self-help, EMDR, and interpersonal therapies.

Wellbeing at Work

We have been providing employee wellbeing programmes to public, private, and third sector organisations for over 15 years. Support provided includes a 24-hour helpline, sessional counselling, and legal and financial advice.

Map of national services



Map of North East services



- Talking therapies
- Community and Wellbeing Services
- Housing with Care and Support
- Adult Services
- Older People's Services
- Wellbeing at Work



She's had dementia for a lot of years, and she's been in previous residential settings but this is the first time we've been able to sleep at night without worrying about her. It's the first year we've had a holiday. And even though she's just been in since March, we've felt that she's really cared for – when you come through the door they're concerned about you as well as a family member.

The staff here go above and beyond; it's more than just a job where they get paid. And that means a lot as a family because you can go home, and you can sleep at night, and know that she's safe.

And, to be honest, if I won the lottery, or I could nominate to the New Year's Honours List, every one of them would be on. Fantastic – and I can't thank them enough.

Family member, dementia care service



Celebrating 30 years

2016 marked the 30th anniversary of Concern Group. From small beginnings, caring for people with dementia in one nursing home in 1986, we are now one of the largest non-statutory providers of mental health services in England.

In September, we celebrated Concern Group's achievements at the Hilton NewcastleGateshead, with a ceremony which included the presentation of our Employee Awards. Speakers included James Duncan, the Deputy Chief Executive of Northumberland, Tyne and Wear NHS Trust; and Lionel Joyce CBE OBE, a mental health pioneer and one of our founders.

The event was a celebration of Concern Group's achievements over the past 30 years, but was also an opportunity to recognise and celebrate the skill, dedication, and enthusiasm of our employees. Our organisational values are at the heart of all we do, they underpin every decision we make and guide our care for the people we serve.

Each of the Employee Awards represents one of our values; the winners and commended individuals were nominated by their colleagues for demonstrating these values in their work. There were over 300 nominations from across the organisation, providing a host of examples of our values in action. We would like to thank all of our colleagues once again for their excellent work; these awards are just a snapshot of the exceptional care provided every day across Concern Group.

The Employee Awards were presented as follows

Compassion and Hopefulness Award

WINNER
Rabiya Azami
Insight Calderdale

COMMENDED INDIVIDUALS
Andrew Dyke
Insight East Midlands
Sue O'Halloran
Coalway Lane
Greg Richardson
Supported Housing

Inclusivity and Fairness Award

WINNER
Sarah Marshall
Insight East Midlands

COMMENDED INDIVIDUALS
Deborah Bateman
McGowan Court
Louise Cooke
Ways to Wellness
Cathleen Cunningham
McGowan Court

Hard Work, Creativity and Innovation Award

WINNER
Colin Smith
Pinetree Lodge

COMMENDED INDIVIDUALS
Community Challenging Behaviours Service
Natalie Eyre
Insight East Midlands
Alan Thompson
Supported Housing

Open and Friendly Award

WINNER
Julie Merryweather
Corporate Services

COMMENDED INDIVIDUALS
Dawn Bowes
Insight Tees
Gemma Gratton
Insight East Midlands
Yvonne Matthewson
Coalway Lane

Experience and Expertise award

WINNER
Mary Boyle
Coalway Lane

COMMENDED INDIVIDUALS
Saeema Choudhry
Ways to Wellness
Kay Dotchin
Coalway Lane
Carl Rees
Insight Kent and Medway

Going the Extra Mile Award

WINNER
Sam Cordery
Supported Housing

COMMENDED INDIVIDUALS
Elizabeth Bain
Corporate Services
Angela Brown
Briarwood
Amanda Comer
Insight Calderdale

30 YEARS AT A GLANCE

From small beginnings, caring for people with dementia in one nursing home, we have grown into Concern Group, comprising Mental Health Concern (MHC) and Insight Healthcare. We are now one of the largest non statutory providers of mental health services in England.

Early 2000s

Throughout the early 2000s, we developed services to help people in their own communities, through a number of 'day services' and activities.

We have continually modernised and developed these services, which now operate as part of our Moving Forward service model.

1980s

MHC was founded to provide high-quality, community-based alternatives to hospital care.

We supported service users and their families through this challenging transition, particularly as service change accelerated in light of the 1990 Community Care Act.

2009

We began to venture into primary care; initially working with (and in 2011 acquiring) Oakdale Services, already an experienced provider of psychological therapy and wellbeing at work services.

1990s

Opportunities for people to live in their own homes with 'just enough' support were limited. We therefore worked with our service users, colleagues, and commissioners to develop specialist supported housing across Tyne and Wear.

Now operating as Insight Healthcare, we provide a range of psychological services across the country.

Early 2000s

During this period we continued to grow and develop our dementia care services, built upon a passion for person-centred care and a 'needs-led' approach.

Today

Insight Healthcare now sits alongside MHC as an integral part of Concern Group. We operate across England, providing services for 36 NHS Clinical Commissioning Groups and select local authorities, as well as delivering projects funded by charitable grants such as the Big Lottery Fund.



What's new

In addition to striving to enhance and build on our core services, we are also always on the look-out for new opportunities to improve the mental health and wellbeing of the people we serve.

Medway Talking Therapies

For several years, Insight Healthcare was one of several commissioned providers of the IAPT service for Kent and Medway. In 2016 however, the contract for the Medway service moved to a lead provider model. Insight Healthcare won this contract and we are now the lead in a partnership with IESO, ThinkAction, and North Kent Mind.

Moving On Tyne & Wear

Mental Health Concern, supported by the Northern Inclusion Consortium, was awarded £4.8 million from the Big Lottery Fund and European Social Fund to launch a programme called Moving On Tyne & Wear. The three-year programme will support people in Tyne and Wear who are aged 25+ and out of work due to complex health issues and other barriers, such as long-term unemployment, debt, low skills, or housing issues.

From 2017–2019, we will work with over 1,600 people, supporting them to take advantage of existing voluntary, training, education, or employment possibilities, and work with local employers to create new opportunities.

Together in a Crisis

Mental Health Concern has been commissioned by Newcastle CCG to launch a prototype service called Together in a Crisis. The service is designed to provide support for people who identify as being in crisis, but do not meet the threshold for the NHS crisis team.

Together in a Crisis will work in close collaboration with the local NHS mental health crisis service. It will offer a listening ear and short-term support to meet the identified needs of the individual. The service user will be supported to make more informed decisions and be guided on how to make links to other support networks and agencies.

Initial support will be over the telephone, potentially to be followed up face-to-face, depending on the individual's needs.

Moving On Tyne & Wear is joint-funded by the Big Lottery Fund and European Social Fund.



AT A GLANCE

£4.8million

The funding received from the Big Lottery Fund and European Social Fund to launch Moving On Tyne & Wear. The project will tackle mental and physical health barriers to work, using one-to-one support to move the participants towards or into training, education, volunteering, or employment.

13

The number of IAPT talking therapy services we provide nationally, having won the contract to be the lead provider in Medway, in partnership with IESO, ThinkAction, and North Kent Mind.

30,874

The number of people in Newcastle who experienced a common mental disorder in 2015. Together in a Crisis will get alongside people experiencing a mental health crisis and give them the support they need to find a way through.

1,630

The number of people we will work with between 2017–2019 on the Moving On Tyne & Wear programme, through one-to-one support and guidance.



An urgent care need is a person or carer defined need which may subjectively be viewed in a variety of ways and which will require a variety of patient-defined responses in order that this need is met and escalation is avoided.

Definition of urgent care agreed by Newcastle Gateshead CCG Urgent Care Workstream in 2015, cited in the Together in a Crisis service specification.



Participants will be motivated to make positive life changes, address barriers to employment, and to progress towards or into sustainable jobs. This will have positive impacts not only for the individuals themselves, but also for their families and wider communities. We will have supported participants to develop coping strategies to help manage their health condition, and sustain these positive life changes, which will continue to support their journey towards, or sustain their entry into, the labour market.

From the Moving On Tyne & Wear project plan





Transformation and innovation

We value creativity, expertise, and innovation – and we are proud to be at the pioneering edge of mental health care, taking initiative and using our skills and experience to shape the commissioning landscape.

Positive Psychology Partnership

Mental Health Concern has formed a partnership with Tees Esk Wear Valley and Northumberland Tyne and Wear NHS Foundation Trusts to commission a positive psychology programme. The programme is co-produced with people with lived experience of mental ill-health; the impact is measured using WEMWBS (Warwick and Edinburgh Mental Wellbeing Scale) and other methods.

The partnership has developed a 10-week course, which includes topics such as personal strengths, positive relationships, and the theory of wellbeing. The course is informed by both the evidence base of positive psychology and the lived experience of those who have mental illness.

PIE

We have been working as part of the Fulfilling Lives partnership to introduce Psychologically Informed Environments (PIE) to our Adult Services and Housing with Care and Support. We are now looking to roll out the PIE training to our supportive rehabilitation services.

Many of the service users that we work with have difficulty regulating their emotions and can behave in impulsive and risky ways. The purpose of a PIE is to help staff understand where these behaviours come from and therefore work more creatively and constructively with challenging behaviours, using an open dialogue approach.

Our initial programme has been evaluated by an external facilitator and we are looking forward to the report being published; the informal feedback has been very positive.

ECCHO+

We are in the process of developing a new case management system called ECCHO+, which can be used by other organisations providing health and care services. We believe it could be of particular benefit to other third sector organisations. We are currently trialling ECCHO+ with our partners at Streetwise, our first customer!

Streetwise is using ECCHO+ to collect and record data about its service users and evaluate the effectiveness of its interventions. The system also allows Streetwise to easily provide the appropriate reports to funders and commissioners.

We are very excited about the opportunities this system will bring us and other colleagues in the third sector. We will evaluate the outcomes of the roll-out with Streetwise and use it to refine the ECCHO+ offer.

IAPT expansion into long-term conditions

The IAPT Long-Term Condition (LTC) pilot has been an exciting opportunity for our Calderdale and Nottingham IAPT services; they are both part of the 'wave one' early implementers of this new integrated approach to talking therapies and the treatment of LTCs.

The Nottingham team has focused on treating clients with chronic pain, while Calderdale is providing wellbeing assessments and treatment to patients with conditions such as diabetes, fibromyalgia and coronary difficulties.

Calderdale is one of the few NHS 'wave one' sites to be hitting prevalence targets, while Nottingham's work to-date has been recognised as good practice by NHS England and NICE, and the National Collaborating Centre for Mental Health is using their model as good practice.

Nottingham City weight management service

Our Nottingham IAPT service has been chosen as a partner to Everyone Health, to support patients who are preparing to have, or have had, bariatric treatment. Everyone Health refers patients with a body mass index of 45–50 to our service, where they receive psychological support for managing weight and making healthy lifestyle changes. The support we provide comes in the form of cognitive behavioural therapy group sessions or counselling.

Workforce Transformation

Social determinants such as home environment, education, employment, and staying connected to people and places all play an important role in the effectiveness of health and care services. With this in mind, we believe in supporting and investing in our existing clinical professions; refreshing their purpose, remit, and skills in order to serve our communities better.

Our key workforce developments have included:

- 'Advanced practitioner' professional development opportunities.
- Developing emerging non-professionally-aligned roles, including 'Navigators' and 'Link Workers'.
- Building new team models across service sites that provide more flexibility and opportunities for multidisciplinary working.
- Testing how new roles such as 'Nursing Support Practitioners' and 'Client Liaison Coordinators' can enhance existing clinical roles and improve service user experience.

This work and its evaluation are supported by funding from Health Education England. We are also playing a key role in NHS Workforce Action Groups by providing a much-needed third sector viewpoint on the transformation required to meet the significant challenges in health and care.

Case study

The Nursing Support Practitioner role includes leadership and supervision of the team of support workers and registered mental health nurses; liaison with families, carers, and multidisciplinary medical professionals; and delivery of day-to-day care and individualised support to our residents.



I'm very impressed by the dedication and enthusiasm of the new nursing support practitioners who provide support with nutritional care and dietetic review. It is a delight to visit Pinetree and review the residents; the practitioners are organised [...], have good knowledge of the service users' individual needs (obviously very caring), and are enthusiastic about improving nutritional practice.

These workers obviously work extremely hard, they have some very complex and challenging residents [...]. Given this I feel it is exceptional that they have embraced nutritional care so well as a responsibility of their new role.

Rachel Skinner
Advanced Dietitian
Northumberland,
Tyne and Wear
NHS Foundation Trust

“

The sense of dedication within this organisation is what hits home. In my experience so far I have found that if you work hard and make it happen, you will be recognised and provided with plenty of opportunity for growth.

Clinical team lead

“

Having suffered from PTSD, I was in exceptional hands with the team. I was assessed continuously and changed therapists according to the care I needed; the service worked around my working pattern and ensured I was good to go before I left the building.

I had access to documents I kept with me in case I was in a situation that triggered a panic attack and, most importantly, I was able to phone and have my therapist on hand within minutes, helping me control a certain situation that I couldn't deal with. That was going above and beyond what I expected.

Talking therapies client

”

I didn't think I could be understood so well, I never imagined making such progress in a short amount time.

Words cannot express how much your advice and help has meant to me. I would probably not be here today if it had not been for your help.

Talking therapies client

”

One of my favourite things about my job is the hands-on experience I gain; I thoroughly enjoy working closely with the residents, their families, and other various key workers and agencies, which is something I felt I didn't get the chance to do as much of in my previous organisations.

Mental health nurse

Stories from our people

“

I cried when I read my notes, it was the first time they had ever been written right; I feel really listened to. It's the first time in 20 years of being in mental health services that I feel really listened to and involved.

Resident of 24-hour supportive rehabilitation service

”

I had completely given up six months ago and only came to the sessions because my GP suggested it and didn't hold out much hope.

But now I am drinking less, I have energy to get out of bed and I'm looking forward for the first time. My therapist has given me a completely new perspective and I know now that I am strong enough to cope and I want to do things again for the first time.

Thank you. If it wasn't for you, I dread to think what my life would be like right now.

Talking therapies client

“

My mother has been a patient at Pinetree Lodge for the last two years.

Yesterday, my husband and I took my aunt to visit Mum and, when I rang to check at what time Mum had her lunch so that we could arrive at an appropriate time, we were very kindly offered "afternoon tea" in a private room.

I must say that I really didn't expect the level of preparation and care we received from the staff – we were treated as welcome guests and the experience was so lovely for all of us – but especially for my aunt, who is elderly and can't visit alone now. We had sandwiches and cream cakes and fine china – it was like afternoon tea in a hotel – we had quality time with Mum in a quiet, supportive environment.

However, MUCH, MUCH more important, the standard of day-to-day care at Pinetree Lodge is exemplary. Carers are just that – caring – and to both patients and family. When Mum was first admitted, I cried at almost every visit. I was offered cups of tea/privacy/a chance to talk. My stepfather visits every morning and is treated like one of the Pinetree Lodge family. Other families have commented too; the coffee mornings/events/cheery chats, all of these give Pinetree Lodge a warm and welcoming atmosphere which goes a long way to overcoming the very real distress of families under these circumstances.

Crucially – I leave Mum KNOWING that she is in good hands, and that the carers are just as professional and kind when I'm not there as when I am.

If ever you need a voice to speak up in support of the essential service you provide for the people of Gateshead I would be very happy to let anyone know how truly outstanding is the quality of care provided for those people, like my mother, who can no longer speak for themselves.

Relative
Dementia care service

Fundraising

AT A GLANCE

£1,700

The generous donation made by the Sainsbury's Local store on Gallowgate in Newcastle. Mental Health Concern was chosen by its employees and customers to be their 2016/17 Local Charity of the Year.

20

The number of touchscreen tablet computers purchased for our residential service users, using the Extra Mile Fund. We installed free Wi-Fi at all residential services and provide training for residents who are interested in learning to browse the internet, finding new ways to get connected, or just doing a bit of online shopping.

While our core funding comes from contracts with the NHS and local authorities, in 2016 we began the Extra Mile Fund, which uses voluntary donations to fund creative projects and activities to further enrich the lives of the people we serve.

Such projects include:

- A sensory garden at Pinetree Lodge dementia care unit
- The Mindfulness Room at Oakwell 24-hour supportive rehabilitation unit
- Computing equipment and training for service users at all our residential units
- The Potting Shed at Briarwood 24-hour supportive rehabilitation unit.

To make it easier to fundraise for Concern Group, we have established a JustGiving page. This can be used by employees and members of the public alike – whether it is a sponsored walk, bake sale, marathon, or assault course, we are grateful for every donation!

We were also delighted that Mental Health Concern was chosen to be the 2016/17 Local Charity of the Year by the employees and customers of a Sainsbury's store in Newcastle. They very kindly gave us a generous donation of over £1,700, raised by customers and their employees' fundraising activities.



Quality and performance

Care Quality Commission performance

We are really proud that Mental Health Concern maintained a 'Good' rating from the Care Quality Commission (CQC) in 2016, across all services and all key areas of enquiry.

Service	Date of Inspection	Overall Rating	Is the service safe?	Is the service effective?	Is the service caring?	Is the service responsive?	Is the service well-led?
Jubilee Mews	March 2016	Good	Good	Good	Good	Good	Good
Oakwell	February 2016	Good	Good	Good	Good	Good	Good
McGowan Court	February 2016	Good	Good	Good	Good	Good	Good
Coalway Lane	February 2016	Good	Good	Good	Good	Good	Good
Alderwood	March 2016	Good	Good	Good	Good	Good	Good
Pinetree Lodge	December 2016	Good	Good	Good	Good	Good	Good
Briarwood	November 2016	Good	Good	Good	Good	Good	Good



Staff treated people with dignity and respect and helped to maintain people's independence by encouraging them to care for themselves where possible.

People who lived at McGowan Court received effective care and support from well trained and well supported staff. Family members told us, "They always keep us well informed, they are very good that way", and "They're a nice crowd at McGowan Court".

Another person told us, "I love my room. I've been able to decorate it myself. [The registered manager] let me choose my own paint. Nowhere I've ever lived before allowed me to decorate or personalise my own room."

"I feel that I have got my dignity back."
—
Comments and feedback from our CQC reports.

Talking therapies recovery rates

Our IAPT talking therapy services are measured on national key performance indicators, these include:

- Recovery Rates against (expectation to achieve 50%)
 - PHQ9 – Depression Questionnaire
 - GAD7 – Generalised Anxiety Disorder Scale
 - Other disorder specific measurement tools
- Waiting times against national 28-day and 6-week targets
- Access Rates (CCGs expected to achieve 15% rates against prevalence rates)

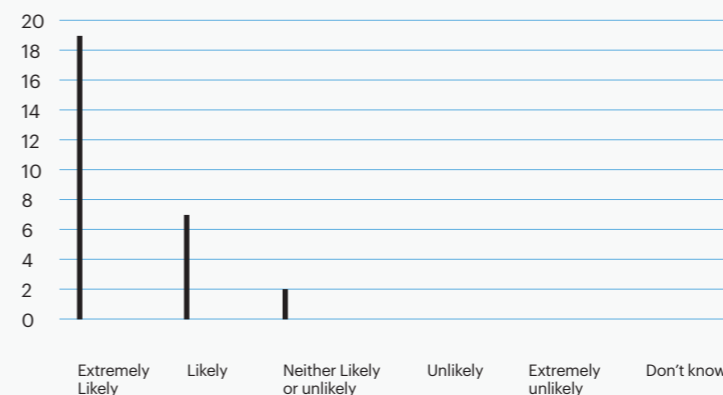
IAPT talking therapy services

'Moving to Recovery' rate 3-year trend (%)

Area	2014/15	2015/16	2016/17
Bassetlaw	-	48	56.3
Calderdale	51	54	56.0
Darlington	40	40	46.6
Derbyshire	51	55	54.1
East Riding of Yorkshire	42	46	51.6
Kent	55	55	56.5
Medway	-	-	47.3
Newcastle	47	50	46.0
Nottingham City	44	48	47.2
Nottinghamshire	51	51	52.0
Peterborough	36	45	49.5
Sefton	-	46	50.0
Southport and Formby	-	42	43.0
Teesside	48	50	53.3
National average	47	46	53.0

Friends and family test

Friends and family of Mental Health Concern's service users were asked: 'How likely are you to recommend our dementia care services to friends and family if they needed similar care or treatment?'



Financial and organisational information

Our Finances

Our work is funded by the NHS, local authorities, and charitable trusts such as the Big Lottery Fund and European Social Fund.

Sources of income 2017

Dementia care, rehabilitation and recovery services	6,874,000
IAPT services	11,461,000
Housing with Care and Support	800,000
Community and Wellbeing Services	1,258,000
Other mental health activities	189,000
Investment income	16,000
Room hire	30,000
Other income	13,000
Donations	2,000
	£20,643,000

Expenditure 2017

Dementia care, rehabilitation and recovery services	6,004,000
IAPT services	11,009,000
Housing with Care and Support	617,000
Community and Wellbeing Services	1,121,000
Other mental health activities	1,742,000
	£20,493,000

Our People

Chair

Ann Robinson

Trustees

David R Arthur FCA
Rev Christine Brown
Rosemary Granger
Zena Jones
Richard McEvoy
Dave Smith
Dr Angela Walsh

Chief Executive

Brendan Hill

Executive Directors

Scott Vigurs

Director of Mental Health
Concern Services

Richard Carlton-Crabtree

Director of Insight Healthcare
Services

Gordon Burns

Director of Finance and
Corporate Services

Claire Farnell

Director of Human Resources and
Organisational Development

Liam Gilfellow

Director of Business
Development

Our Partnerships



Our Memberships



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36 Brenkley Way
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Newcastle upon Tyne
NE13 6DS