

 Chester-le-Street District Council	
Report to:	Executive
Date of Meeting:	02/03/2009
Report from:	Director of Development Services
Title of Report:	Communities for Health Mental Health project – Final Evaluation
Agenda Item Number:	

1. Purpose and Summary

- 1.1 To present to Members a final evaluation of the Communities for Health Mental Health project delivered by MIND on behalf of the Council.
- 1.2 It is recommended that Members note the contents of the report.

2. Consultation

- 2.1 Consultation took place at the project development stage and included the Director of Development Services, Executive and the Communities for Health sub group.

3. Transition Plan and People and Place Priority

- 3.1 The proposed programme supports the Transition plan and People and Place priority as it is designed to leave a lasting legacy in the locality and its organisations through increased awareness of mental health issues, policy development and appropriate staff training.

4. Implications

- 4.1 Financial Implications and Value for Money Statement

There are no financial Implications arising from this report as the funds allocated to the project have been granted by DoH as part of the Communities for Health programme.

4.2 Local Government Reorganisation Issues

There are no LGR issues affecting the project except the need for the new authority to take over project management from April 2009 until the formal closure of the extended phase of the project in July 2009.

4.3 Legal

There are no legal implications arising from this report

4.4 Personnel

There are no staff implications arising from this report

4.5 Other Services

Other Council services have benefited through the training element of this programme. MIND will continue to provide support to Council departments as and when required until July 2009.

4.6 Diversity

The project supports equal opportunities for all in its delivery. In addition tackling discrimination against mental health sufferers is integral to the training provided.

4.7 Risk

MIND has had a long history of delivering projects successfully. Equally, the success of the scheme in terms of take up in a very short space of time and the positive evaluations from participants suggest that the project can be considered very low risk.

4.8 Crime and Disorder

No direct links to the crime and disorder agenda. However, the project does promote greater understanding of mental health issues and as such will help people to diffuse situations which can be perceived as anti-social behaviour when in fact a person might be in need of mental health support.

4.9 Data Quality

Every care has been taken in the development of this report to ensure that the information and data used in its preparation and the appendices attached are accurate, timely, consistent and comprehensive. The council's Data Quality Policy has been complied with in producing this report.

4.10 Other Implications

There are no other implications from this report.

5. Background, Position Statement and Option Appraisal

5.1 At the Executive meeting of 2nd April 2007, Members delegated authority to the Communities for Health (C4H) Sub-group to allocate the Department of Health's Communities for Health funds as appropriate to tackle health inequalities in the District.

5.2 After careful consideration, the Communities for Health Sub-Group decided to allocate £42,000 to MIND to increase awareness on mental health issues and to deliver training across a wide range of organisations in the District.

5.3 The project objectives, as set by the C4H Sub-group were as follows:

- To engage agencies and organisations in the District, in mental health awareness
- To improve knowledge and awareness of mental health issues and existing services in agencies across all sectors
- To equip agencies with the knowledge and information to enable them to address the mental health needs of their staff and customers/clients.

5.4 The project has been operating since January 2008 and it was originally funded until December 2008. Following the successful performance of the project, highlighted in its interim evaluation (presented to members on 01/09/2008, the Communities for Health subgroup allocated another £16,000 to MIND to extend the project to cover the period January 2009 to July 2009. This evaluation covers the initial project period January to December 2008.

Project Assessment

- 5.5 The evaluation has been based on performance figures submitted by MIND, but also on anecdotal evidence and feedback from organisations who benefited from the project.
- 5.6 There was evidence of the project's success from an early stage, with MIND quickly over-achieving its targets due to the real need for this type of work in our locality. A large number of organisations in Chester-le-Street reflect the national trend whereby they are trying to respond to ever increasing demands from clients with mental health needs. Both staff and clients are often unable to overcome these issues due to the limited knowledge and experience of staff in responding to clients in distress and managing mental health problems.
- 5.7 The training programmes, which were delivered in a range of settings including the Council, Bullion hall, Mind's offices and various local schools, have clearly shown the need for access to quality training in mental health. In addition, the project has demonstrated the need for support in improving how staff and organisations adopt training, and utilise policies to the benefit of both their staff and client group.
- 5.8 The project's initial success continued with demand for the service remaining high and the needs of agencies for support from the service increasing and becoming more diverse.
- 5.9 The project continues to provide a range of quality training (including the newly introduced Mental Health First Aid) based on the initial training needs analysis. As we move into the second year, it is also supporting a small number of organisations on the development and establishment of policy, practice and service development, to further embed mental health awareness into their work.
- 5.10 In Appendix 1, members can find all the performance figures submitted by MIND. As a summary, however, it is worth noting the following:
- The project contacted 158 organisations against a target of 128, overachieving by 23%. The list of organisations includes the Fire Service, the Police, GPs, Pharmacies, PCT, schools, community organisations and the private sector.
 - MIND has managed to engage 107 or 68% of the above organisations in training, against a target of 35%. Against the initial target of 45 organisations out of 128 intended contacts, MIND has overachieved by 138%. This in itself is evidence of the high demand for training in this topic area and the importance of mental health issues more generally.

- The overwhelming majority of those trained rated the training provided as good or excellent. Against an 80% target, the project achieved ratings of 100%, out of which 67% rated the Mental Health First Aid training as excellent.
- Equally, against a target of 50% reporting that information has been cascaded within their organization, results are also at 100%. Through their work up to June 2009, MIND will do a further follow up to gather additional information on the level of cascading that has taken place within organisations.
- The project delivered not only the nationally recognised Mental Health First Aid programme but also 10 themes which resulted from the training needs analysis. The success of the project was instrumental in a Mind Partnership being successful in being commissioned to provide mental Health First Aid training throughout the region. This is now taking place with a member of the training team staff being located at Chester-le-Street Mind offices.

- 5.11 Overall, the full year results of the project have shown that the local organisations were “thirsty” for both awareness and training on mental health issues. The project has managed to engage with a very large number of organisations from both the public, private and voluntary sector. The organisations involved range from the Council itself, Fire Service and GPs, to schools, Business Link and the Beamish museum. The full list can be found in Section 6 of the attached MIND report.
- 5.12 As a result of work throughout 2008/09, MIND have seen an increase in organisations focusing on mental health and due to its success they are now delivering training to nationally recognised companies including an organisation in Northern Ireland.
- 5.13 MIND are currently in discussion with the NHS Confederation, Mental Health Network in support of their work in the North East and have recently been commissioned by County Durham PCT to undertake an audit of training needs in regard to suicide across County Durham and Darlington.
- 5.14 The C4H Sub-group is satisfied that the work of MIND has delivered tangible outputs and that there are signs of achievable outcomes too. It has been agreed with MIND that a continued examination of outcomes will take place as part of the 6 month project extension to June 2009.
- 5.15 It is apparent that the demand for accredited training across a range of psychological and social issues remains, the demand on the Communities for Health Mental Health Project has remained high and the

needs of agencies and clients for support has increased and become more diverse. Whilst the evaluations of training have consistently been positive the next stage in evaluating the longer term effects on delegates and their practice is important. We would anticipate that this work will be completed by the end of June 2009.

6. Recommendations

1. It is recommended that Members note the contents of the report.

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CHESTER-LE-STREET



**CHESTER-LE-STREET DISTRICT COUNCIL
COMMUNITIES FOR HEALTH**

MENTAL HEALTH PROJECT

REPORT - 24 FEBRUARY 2009

CHESTER-LE-STREET DISTRICT COUNCIL
COMMUNITIES FOR HEALTH – MENTAL HEALTH PROJECT

Context

The Department of Health “Choosing Health” White Paper made a commitment to improve the health of people living in deprived communities. As a result of the aims of the programme Chester-le-Street District Council commissioned Chester-le-Street Mind to deliver a Mental Health Project as part of the Communities for Health programme.

Agreements were reached within the aims of the project to achieve certain key targets including:-

- To engage with agencies and organisations in the Chester-le-Street District, in mental health awareness, to achieve contact with 128, and to engage 35% of all agencies contacted
- To improve knowledge and awareness of mental health issues and existing services in agencies across all sectors
- To equip agencies with the knowledge and information to enable them to address the mental health needs of their staff and customers/clients.
- To equip agencies with the knowledge and information to enable them to address the mental health needs of their staff and customers/clients.

This report provides a brief quantitative and qualitative progress analysis of the Mental Health Project performance against targets of the agreed action plan.

As well as the main body of this report there is additional information in five sections attached:-

Section 1. The Action Plan – Final Report Analysis - this section provides an details of the Action Plan showing the agreed actions, objectives, and targets

and provides the status of the project by means of a brief discussion in our achieving targets and associated measures.

Section 2. Quarterly Report Project Status – Final Report No. 4 – provides information on each stage of the project based upon quarterly results. As acknowledged at the last quarterly meeting the training programme targets have not only been met but significantly overachieved. As the end of the year approaches it was agreed to provide two more Mental Health First Aid programmes for those not able to attend previous dates.

Section 3. Evaluation of Mental Health Training – includes the most recent Mental Health First Aid programme and a compilation of training programmes delivered to date.

Section 4. Feedback Response from delegates – this section gives examples of the views of delegates about the training delivered.

Section 5. - Photographs of examples of training events.

Section 6a & 6b. – Comprehensive list of organisations engaged in project year 1 and those engaged in training.

Section 7. – Training seminars delivered including actual numbers of delegates who accessed training.

Section 8. – Summary table of outcomes achieved against targets

The following aims to provide an overview of the process in establishing this project, achievements, examples of some training programmes and finally we briefly discuss the project and the way forward.

Methodology and Actions

Chester-le-Street Mind conducted a brief literature review of training in mental health and from this material, our experience, and discussions with individuals from a range of local organisations we established a training needs analysis framework based on themes which were considered most appropriate. This was provided in a questionnaire format offering details of potential mental health training themes including the new accredited Mental Health First Aid programme. This questionnaire was then circulated to 128 organisations throughout the district.

The responses enabled us to establish a comprehensive training programme which was then offered to all organisations in the district. The CVS Chester-le-Street worked with us in the circulation of much of this material.

Outline of Achievements

As well as those details given in section 8, we would bring to your attention the following.

A range of support was given to agencies in regard to policy and practice in mental health and in considering future training, for example:-

- Macmillan Nurse Information Centre - carer and staff training to enhance the understanding of how psychological impact treatment for cancer impacts on carers. We are in the process of designing a programme to deliver to them in the spring of 2009. In addition we are supporting the focus of work potentially to take place in Chester-le-Street general hospital with this project.
- Park View, Hermitage, Roseberry and Chester-le-Street Church of England schools – support about policy on new SEAL project and consideration of work to improve the emotional culture and practice in schools
- Chester-le-Street Police discussions are ongoing about developing a training programme for delivery to local officers. In addition they

are considering the provision of mental health training for new recruits

- A North East Partnership of Mind groups has successfully been commissioned to deliver Mental Health First Aid training across the North East region. Charles McCaughey with the Chief Executive of Middlesbrough Mind led the development of the project bid. The success in the mental health project in Chester-le-Street was one of the key elements of evidence to show the ability of Mind. One of the regional trainers for this project is now based at Chester-le-Street Mind and has delivered four Mental Health First Aid courses to organizations in the Chester-le-Street area since October 2008. This work sustains the mental health training work developed by this project past the end date of June 2009 – a key factor in the criteria of the Healthy Communities programme.
- Chester-le-Street Mind has recently been commissioned to undertake a training needs analysis focusing on suicide prevention across County Durham, Darlington and Teesside. The evidence of achievements from the Communities for Health – Mental Health project was important in Chester-le-Street Mind securing this additional work.
- Chester-le-Street Mind has worked closely with the PCT Public Health Team in support of health analysis for the Chester-le-Street area. We have assisted in the writing of criteria for this research.
- The positive impact of training provided in quarters two and three resulted in more one to one organisational and service development support to individual agencies. This work continues, has now been substantially expanded and is reflected in the new project targets for year two.

Conclusion.

We consider that the Communities for Health Mental Health Project has been a success and has more than achieved the aims and objectives originally set. From the information provided it is clear that local organisations have engaged and are utilising the support the project brings.

It is apparent that a great number of organisations in the Chester-le-Street community are trying to respond to ever increasing demands from clients with psychological problems. As a consequence of this project both staff and volunteers are now more able to work together to overcome problems due to their increasing knowledge of how to respond to and support clients in distress.

Evaluations of the training programmes for this project have clearly shown both the need for access to quality training in mental health and of support to staff and organisations in developing mental health policy and day to day working practice to the benefit of both their staff and client group.

Whilst the evaluations of training has consistently been positive the next stage in evaluating the longer term effects on delegates and their practice is important. This work will be completed by the end of June 2009. This will provide us with much more evidence of the impact of this project.

SECTION 1

Mind and Chester-le-Street District Council - Communities for Health

Mental Health Project - Action Plan

Final Report Analysis

ACTION	OBJECTIVE	PERFORMANCE MEASURE	TARGET	EVALUATION	OUTCOME	DISCUSSION
<p>Conduct Training Need Analysis with all local agencies engaged in delivering health and social care support.</p>	<p>To engage agencies and organisations in the CIS District in mental health awareness</p>	<p>Number of agencies/organisations contacted</p>	<p>To contact 128 agencies/organisations in the District</p>	<p>Ongoing throughout the project</p>	<p>That all agencies and organisations in the District are aware of the project and can access information, training and awareness raising on mental health issues</p>	<p>A robust training needs analysis was conducted. This provided evidence of need and was analysed in a manner which enabled training to be specific to the needs of the community.</p>

ACTION	OBJECTIVE	PERFORMANCE MEASURE	TARGET	EVALUATION	OUTCOME	DISCUSSION
Improve the availability of information in key community settings.	As above	As above	As above	As above	As above	As a result of the analysis and of further discussions with agencies training and education was provided in a range of settings including Chester-le-Street District Council offices, Bullion Hall and various local schools.
Meet with and ensure information is made available to agencies/organisations on support services.	To Improve knowledge and awareness of mental health issues and existing services in agencies across all sectors	Percentage of agencies/organisations that are engaged in the project Total Public Sector Private Sector Voluntary and Community sector Schools	To engage 35% of all agencies contacted	Ongoing throughout the project	A more knowledgeable workforce that can support and advise staff, clients and members of the community with mental health needs	The overall analysis shows the positive impact the project has made. This is not only in terms of individual training but also in policy, working practice and in consideration of future needs.

ACTION	OBJECTIVE	PERFORMANCE MEASURE	TARGET	EVALUATION	OUTCOME	DISCUSSION
Engage with media and local District news in disseminating information.	As above	As above	As above	As above	As above	Articles were included in Chester-le-Street District Council Newsletter and Radio Newcastle conducted an interview on the project. It is the intention of the charity to provide a newsletter to the community celebrating the 30 years of the establishment of the charity and to include details of the project within the information.
Design and develop training programmes based on audit of national and local programmes (e.g. MHFA)	As above	Number of training sessions delivered	To deliver a minimum of 10 training sessions throughout the year	Ongoing throughout the project	As above	The project was highly successful in terms of achieving and indeed overachievement on targets. The project delivered not only the nationally recognised Mental Health First Aid programme but also 10 themes also provided as a result of the analysis conducted. Much of this project was instrumental in a Mind partnership being successful in being commissioned to provide mental Health First Aid training throughout the region.

ACTION	OBJECTIVE	PERFORMANCE MEASURE	TARGET	EVALUATION	OUTCOME	DISCUSSION
Publicise and encourage take-up	As above	Number of agencies/organisations accessing training	To engage staff/volunteers from at least 30 agencies in training sessions	Throughout the project	As above	The charity worked in partnership with the Chester-le-Street CVS and by targeting agencies and following through discussions we were able to encourage high levels of representation. The articles in the Chester-le-Street District Council Newsletter were extremely effective in delivering the message.
Deliver training programmes, provide post course evaluation to meet performance measures.	To equip agencies with the knowledge and information to enable them to address the mental health needs of their staff and customers/clients	Percentage of individuals rating the training sessions as good or excellent	80% of reports rating the sessions as good or excellent	Training evaluation reports completed by each individual on training session	Reduction in stigma and discrimination, improved services for clients with mental health needs, better management of mental health issues, increased awareness	Each individual training programme was evaluated and the analysis shows the positive impact. The target for standards of sessions was overachieved.

ACTION	OBJECTIVE	PERFORMANCE MEASURE	TARGET	EVALUATION	OUTCOME	DISCUSSION
As above	As above	Percentage of individuals reporting an increased knowledge and understanding of mental health issues following attendance at one of the training sessions	75% or reports stating an increased knowledge and understanding of mental health issues	Training evaluation reports completed by each individual on training session	As above	The final evaluation shows the increase in knowledge and the positive impact the training had on individuals.
As above - encourage organisations to adopt learning which cascades throughout organisations, provide support to enable this.	As above	Percentage of agencies/organisations who have gone on to cascade information and/or training within organisation	50% of reports stating that information has been cascaded within the organisation	6 month evaluation reports following training or engagement on project	As above	The evaluation shows that individuals were willing to cascade training in their organisations. The analysis to be conducted in 2009 will determine in more detail the position. As a result of work throughout 2008/09 we are seeing an increase in organisations focusing on mental health. Further analysis in 2009 will determine the achievements.

ACTION	OBJECTIVE	PERFORMANCE MEASURE	TARGET	EVALUATION	OUTCOME	DISCUSSION
As above - Design training programmes to enable agencies/organisations to consider policy and practice. Work with agencies/organisations to enable planning to take place on training and organisational development.	As above	Percentage of agencies/organisations who have adopted a proactive approach to addressing mental health issues (implementing policies etc.)	25% or reports stating that a proactive approach has been taken such as implementing policy etc.	As above	As above	We have worked closely with local organisations in improving policy and practice. This will also be more detailed as a result of the analysis to be conducted in 2009.
As above	As above	% of agencies/organisations who have used the knowledge/information from the project in the workplace e.g. supporting staff or clients, referrals, etc.	25% or reports stating that knowledge and information has been used to support staff/clients	As above	As above	Once again this will be a key element for the evaluation in 2009. However as a result of our contact with agencies at various settings we see a much greater increase in focusing on mental health policy and practice. An analysis document is in final draft and will be used as part of the future work.

Section 2

CHESTER-LE-STREET COMMUNITIES FOR HEALTH – PROMOTING MENTAL HEALTH

Final Report No. 4

Date 16 February 2009

OBJECTIVE	QUARTER 1.	QUARTER 2.	QUARTER 3.	QUARTER 4.
To engage agencies and organisations in the CIS District, in mental health awareness	128 local community organisations contacted via CVS	Training provided to Community Agencies – 34 agencies excluding District Council Departments	Delivered Mental Health First Aid programme September 6 participants 1 new agency	Delivered Mental Health First Aid programme 23 and 30 January 2009.
PERFORMANCE MEASURE Number of agencies/organisations contacted	104 selected as appropriate for project Additionally 23 contacts made with public sector, private sector agencies	Number of people trained - 145 Training provided to schools – 2 workshops at Park View and 1 at Roseberry Grange	Designed Mentoring Training for volunteers for proposed project at Park View School. To be delivered Friday 31 October 2008 Met with heads of Park View and Hermitage in the initial development of mental health service across Chester-le-Street Continue to support SEAL programme at Park View School	Delivered and subsequently redesigned Mentoring training for new project at Park View Community School. Developed SEAL programme into schools business policy.
TARGET To contact 128 agencies/organisations in the District	77 responses as a result of above and engaged with these organisations across a range of issues. Including the following:- Public sector :- 2 - Fire Service 1 - Police 7 - GP practices 4 – Pharmacies 1 – Tees Esk and Wear Valley Mental Health Trust 1 – County Durham	Number of students trained - 221 Development work initiated Beamish Museum – staff training Tees Esk and Wear Valley NHS Trust – E-Learning Carers Centre Chester-le-Street – Protocol development staff training, service development.	Met with MacMillan Nurse staff and volunteers – initial design of training to be delivered 1 st Quarter 2009 – 24 volunteers and staff	Additional meeting with MacMillan Nurse Information Centre staff to clarify future training needs and in extending the service further into Chester-le-Street. Designed and delivered music and emotions programme to Chester-le-Street Church of England school. To work with school on further developments in pupil and staff emotional intelligence. Worked in partnership with Chester-

PCT 1 – Chester-le-Street District Council	Private Sector – Business Link North East – commercial sector development	Met with Chief Inspector Szamaroo, and Inspector Anderson Chester-le-Street police to develop training for officers. Initial training to include focus group and training for 16 local officers and Custody Sergeants.	le-Street and Durham Carers Support in the design and successful submission of an arts and mental health service for the local community.
Private Sector 1 - North East Direct Access	Ushaw College discussions to take place with Trainee Priests		Discussions held with Durham Wildlife Trust to develop EcoMinds project for local community.
1 - Business Link North east 2 - North East Chamber of Commerce	Park View School development work on-going for new student support and workshops. To continue to support SEAL programme and school mental health policy.	Chester-le-Street Carers Support – working to address service issues	Delivered 2 training programmes for 10 organisations on Compassion Fatigue. As a result now working closely with the consultant psychologist to design and submit proposals for unique Post Traumatic Stress Disorder research project in local community.
Schools - Park View, Pelton Roseberry		See above	

OBJECTIVE	QUARTER 1.	QUARTER 2.	QUARTER 3.	QUARTER 4.
To improve knowledge and awareness of mental health issues and existing services in agencies across all sectors.	Total – 77 out of 128 (60%)	Total - 96 out of 147 = 65%	Total - 98 out of 149 = 66%	Total - 107 out of 158 = 68%
PERFORMANCE MEASURE Percentage of agencies/organisations contacted that are engaged on project	1 – Mental Health First Aid programme delivered. 3 planned for May June and July. Further programmes will be delivered as year progresses	4 - Mental Health First Aid programmes delivered. Two more planned for Sept and Nov.	1 - Mental Health First Aid programme delivered in September. November programme full.	1 - Mental Health First Aid programme delivered in January 2009 instead of November 2008 due to staff availability in external organisations.
Number of training sessions delivered	11 Themed Mental Health Training programme planned with 2 delivered	7 – Individual Themed Mental Health training programmes delivered. 3 – delivered to District Council Officers on Introduction to Mental Health issues	Worked with regional Mental Health First Aid service to ensure that programmes are delivered in Chester-le-Street – now arranged.	In addition 3 Regional Mind Mental Health First Aid programmes delivered within Chester-le-Street community.
TARGET To engage 35% of all agencies contacted	2 - training workshops planned for Park View School. Currently supporting SEAL policy and whole school policy – Healthy School Award.	2 – Workshops delivered to Park View School year 10. Request from Pelton Roseberry School and Chester-le-Street Leisure Services for workshops with y.p. arranged for Aug 08.	Anticipated that workshops for schools commence 1 st quarter 2009	2 Compassion Fatigue programmes delivered to 10 organisations.
To deliver a minimum of 10 training sessions throughout the year	1 training workshop delivered in Pelton Roseberry School. Programmes yet to be delivered for District Council, 1 MHFA planned for May to be confirmed.	Another 16 engaged in this quarter	Leisure Services cancelled workshops awaiting rearranged dates	Chester-le-Street Church of England Primary School - 5 workshops delivered on music and emotions to over 100 pupils.
Agencies engaged	18 engaged to date			

OBJECTIVE	QUARTER 1.	QUARTER 2.	QUARTER 3.	QUARTER 4.
To equip agencies with the knowledge and information to enable them to address the mental health needs of their staff and customers/clients.				
PERFORMANCE MEASURE				
Number of agencies/organisations accessing training	18 agencies engaged Mental Health First Aid - as at 22 April 100% rated training as excellent, very good or good, 64% rating as excellent.	34 agencies now engaged Mental Health First Aid - as at 22 April 100% rated training as excellent, very good or good, 64% rating as excellent.	36 agencies engaged to date Target achieved across Chester-le-Street organisations	41 agencies engaged during this period. Target over achieved as detailed in action plan.
Percentage of individuals rating the training sessions as good or excellent	11 Themed Mental Health Training Programme – Introduction to Common Mental Health Problems 93% rated as excellent, very good or good, with 32% rating as excellent.	Individual Themed Mental Health Training Programmes 49% rated as excellent, 50% rated as very good.	Mental Health First Aid - as at 18 September 100% rated training as excellent, very good or good, 70% rating as excellent.	Mental Health First Aid as 23 and 30 January 100% rated training as excellent, or very good. 67% rating as excellent.
TARGET				
To engage staff/volunteers from at least 30 agencies in training sessions	80% of reports rating the sessions as good or excellent	80% of reports rating the sessions as good or excellent	80% of reports rating the sessions as good or excellent	80% of reports rating the sessions as good or excellent
80% of reports rating the sessions as good or excellent	Principles Underpinning Mental Health rated as 97% or good, with 34% rating as excellent.	Chester-le-Street District Council Officers Introduction to Mental Health – 60% rated training as very good, 39% as excellent.	Chester-le-Street District Council Officers Mental Health First Aid rated 85% as excellent and 15% as very good.	Compassion Fatigue programme 100% rated as good or very good.
Pelton Roseberry Sports and Community College – Introductory Mental Health Workshop	80% rated as excellent or good.	Park View School – Mental Health Workshop 88% rated excellent/ good.		

OBJECTIVE	QUARTER 1.	QUARTER 2.	QUARTER 3.	QUARTER 4.
To equip agencies with the knowledge and information to enable them to address the mental health needs of their staff and customers/clients.	100% - recent Principles Underpinning Mental Health	100% on all programmes	100% of September programme	100% of rearranged November programme
PERFORMANCE MEASURE Percentage of individuals reporting an increased knowledge and understanding of mental health issues, following attendance at training sessions	Mental Health First Aid and Introduction to Common Mental Health Problems qualitative analysis from evaluations suggest similar	100% of all organisations	100% of all organisations	100% of all organisations
Percentage of agencies/organisations who have gone on to cascade information and/or training within organisation	100% from most recent evaluation Principles Underpinning Mental Health.	100% will cascade using range of activities from team meetings to presentations	100% agencies cascading using a range of methods	100% agencies cascading using a range of methods
TARGET 75% of reports stating an increased knowledge and understanding of mental health issues 50% of reports stating that information has been cascaded within the organisation	Qualitative responses show similar. Future follow up needed		Evaluation needs future follow up to determine outcomes.	Evaluation outcomes expected by end June 2009.

OBJECTIVE	QUARTER 1.	QUARTER 2.	QUARTER 3.	QUARTER 4.
<p>To equip agencies with the knowledge and information to enable them to address the mental health needs of their staff and customers/clients.</p>	<p>100% - recent Principles Underpinning Mental Health</p>	<p>100% from most recent evaluation Principles Underpinning Mental Health.</p>	<p>Experience suggests that organisations when they were made aware of opportunities from this project tend to work in partnership to develop appropriate ways forward e.g. training, practice, policy, strategy, services.</p>	<p>As a result of discussions at various forums and within recent programmes, and policy meetings organisations are adopting a proactive approach to addressing mental health issues.</p>
<p>PERFORMANCE MEASURE</p>	<p>Mental Health First Aid and Introduction to Common Mental Health Problems</p>	<p>Qualitative responses show similar. Future follow up needed</p>	<p>Qualitative responses confirm that agencies are actively addressing practice and protocols. Additionally Mind is supporting agencies in this work.</p>	<p>In addition contact with the Mind charity for requests for information and advice has increased as has discussions on partnership working, and submissions for funds for new services in the Chester-le-Street community.</p>
<p>Percentage of agencies/organisations who have adopted a proactive approach to addressing mental health issues (implementing policies etc)</p>	<p>To be evaluated further however recent programmes suggest that this learning is being used to effectively address client need</p>	<p>Future follow up needed to evidence the impact long term.</p>	<p>Results for this performance measure will be made available from evaluation exercise due to be completed June 2009.</p>	<p>Percentage outcomes for this measure will be part of June 2009 evaluation.</p>
<p>Percentage of agencies/organisations who have used the knowledge and information acquired on the project in the workplace e.g. supporting staff or clients, referring into existing services etc.</p>	<p>To be evaluated further however recent programmes suggest that this learning is being used to effectively address client need</p>	<p>More robust methods needed to evaluate impact and analyse future needs.</p>		

TARGET

25% of reports stating that a proactive approach has been taken such as implementing policies etc
25% of reports stating that knowledge and information has been used to support staff/clients
50% of reports stating that information has been cascaded within the organisation

100% of participants state they will cascade the information. Future follow up required.

As a result of much of the work of this project and of other audits/evaluations conducted by us we are now delivering training to nationally recognised companies including an organisation in Northern Ireland. We are currently in discussion with the NHS Confederation, Mental Health Network in support of their work in the North East and we have recently been commissioned by County Durham PCT to undertake an audit of training needs in regard to suicide across County Durham and Darlington.

Section 3

CHESTER-LE-STREET COMMUNITIES FOR HEALTH
MENTAL HEALTH PROJECT

COMPREHENSIVE ANALYSIS OF TRAINING PROGRAMME EVALUATION

Question	Excellent %	Very good %	Good %	Fair %	Poor %
How would you rate the presenters/trainers	67	28	5	-	-
How would you rate the presentation slides	19	60	21	-	-
How would you rate the video clips	17	48	31	2	2
How would you rate the information in the manual	26	43	29	2	-
How would you rate the learning exercises	31	45	24	-	-
How would you rate the following overall for the day					
Environment	24	48	28	-	-
Structure	38	48	12	2	-
Content	55	31	14	-	-
Facilitation	55	28	12	5	-
Has your knowledge increased as a result of this training	Yes -100%				
Will you cascade the learning into your workplace	Yes -100%				

**CHESTER-LE-STREET COMMUNITIES FOR HEALTH
MENTAL HEALTH PROJECT**

TRAINING PROGRAMME EVALUATION - MENTAL HEALTH FIRST AID

6 participants - Dates 23 and 30 January 2009

Question	Excellent (n)	Very good (n)	Good (n)	Fair (n)	Poor (n)	Comments
1. How would you rate the presenters/trainers	4	2				
2. How would you rate the presentation slides	2	4				
3. How would you rate the video clips		3	2	1		
4. How would you rate the information in the manual	2	4				Fantastic knowledge and experience of subject Charles was excellent he brought own personal experience both professional and personal
						Very helpful tool following the course

Section 4

CHESTER-LE-STREET COMMUNITIES FOR HEALTH MENTAL HEALTH PROJECT

EXAMPLES OF DELEGATE FEEDBACK

'Very well delivered with reference to personal and professional experiences'

'Very knowledgeable trainer who was able to answer questions and resolve concerns that were raised'

'The course was excellent and the trainer presented it very well'

'It has enabled me to bring together all sorts of information gleaned over the years which I can now make sense of'

'I will now be more patient and understanding with customers'

'Will recommend to other colleagues to attend'

'I now feel more aware of what mental health is so will be able to use it throughout my life as well as at work'

'Great teacher, very experienced and caring'

'I now feel able to be more confident in passing knowledge to staff and to get more training in mental health and advocacy'

'I will make sure that the majority of my volunteers take this course!'

'I feel much more confident in helping my clients with problems'

'Feel that I can help my clients more, but I need even more training!'

'We see more clients now with mental health problems as well as their financial and social problems so this course was very important to me; we now need to look at how we work with clients more effectively'

Section 6a

Communities for Health Project – 158 Agencies Contacted.

Abbey Phab Club
After Adoption
Age Concern Durham County
Alzheimer's Society Durham & Chester-le-Street Branch
Arthritis Research
Arts Council England, North East
Auckland Stroke Club
Barnardo's Disability Service North East
Books On Wheels
Breast Cancer Campaign
Bridge Women's Education And Support Centre
Bullion Hall Tea Dance
Burnmoor Cricket Club
Business in the Community
Cestria Credit Union
Cestria Housing
Cestria U3A at Chester-le-Street
CfBT – Next Step
CfBT Trading as Include
Chester Moor Community Centre
Chester West & Central Community Project
Chester-le-Street & City of Durham Enterprise Agency
Chester-le-Street District Council
Chester-le-Street & District Neighbourhood Watch
Chester-le-Street & District Voluntary Welfare Committee
Chester-le-Street & Durham Tinnitus Self Help Group
Chester-le-Street Access Group
Chester-le-Street Bookstart Scheme
Chester-le-Street Church of England Primary School
Chester-le-Street Furniture and Fabric Recycling Ltd
Chester-le-Street Health Centre
Chester-le-Street Heritage Group
Chester-le-Street Methodist Church
Chester-le-Street Mind
Chester-le-Street Self Help Group
Chester-le-Street Social Services
Chester-le-Street Tenants Panel
Chester-le-Street Youth Centre
Children North East
Churches Regional Commission in the North East
Citizens Advice Bureau
Community Accounting North East
Community Consultancy
Contact a Family
County Durham Autistic Support Group
County Durham PCT
County Durham Society for the Blind & Partially Sighted
Cruse Bereavement Care Durham Branch
CSV Action Durham Millennium Volunteers
CSV RSVP North East

DASH
Diabetes UK (Durham Group)
Dunelm Phab Club
Durham & Chester-le-Street Carers Support
Durham & Chester-le-Street Lifestyle Initiative
Durham & Derwentside Breathe Easy
Durham & District Women's Cancer Support Group
Durham Action on Single Housing
Durham Area Disability Leisure Group
Durham Christian Partnership
Durham City Shopmobility
Durham Cricket Board
Durham Hospital Radio
Durham Osteoporosis Support Group
Durham Otters Swimming Club
Durham Wildlife Trust
Durham Young People's Centre
Dyspraxia Foundation County Durham
Empower 2
Epilepsy Action Durham & District Branch
Fencehouses Community Association
Finchale Training College
Friends in Deed
Fyndoune Community College/Durham Community College
Garden Farm & West Lane Community Association
Gateway Wheelers
Girlguiding Chester-le-Street
Great Lumley Community Association
Great Lumley Toddler Group
Guild of Friendship
Helping Hands Cancer Support Group
Hermitage School
Hilda Park Football Club
History of Education Project
Holyoake stroke club
Independent Age
Integrating Children
International Service Dog Fund
Jobcentre plus
Kimblesworth & Plawsworth Parish Council
Liberty from Addiction
Local Action 21
ME North East
Moving On (Durham) Ltd
MS Society
National Association for Colitis & Crohn's Disease
National Autistic Society
National Childbirth Trust (NCT) Durham Branch
NCH Independent Visitor Project
NEPACS – Building Bridges for Prisoners and their Families
New College
North Durham Constabulary
North East Counsel on Addictions (NECA)
North East Direct Access (NEDA)
North East War Memorial Project

North Eastern Disabled Motorist Club
North Lodge Parish Council
Northern Initiative on Women and Eating
Northern Learning Trust
Northern Pinetree Trust
Open College Network North East Region
Ouston Community Association
Ouston Parish Council
Ouston Villagers Association
Park View Community School
Pawz for Thought
Pelton Community Association
Pelton Fell Community Group
Pelton Fell War Memorial Park Bowling Club
Pelton Roseberry Sports College
Perkinsville Residents Association
Pets as Therapy
Reach Volunteering (North East & Cumbria)
Relate North East
Return to Learn
Sacriston Everyman's Club
Samaritans
Service Users Reaching Forward (SURF)
Sevenacres Tenants and Residents Group
SHAID
Smart Justice
SOVA – HIT Programme
Spiral Skills
SSAFA Forces Help
St. Bedes Playgroup
St. Cuthbert's Hospice
Sure Start Chester-le-Street
SURF
Tavistock Chester-le-Street Riverside Band
Tees, Esk and Wear Valleys NHS Trust
The Central Residents Association
The Civil Service Retirement Fellowship
The Forge
The Hermitage Learning Community
The National Trust
The No Way Trust Ltd
The Salvation Army
The Social Resource Centre Ltd
The Stroke Association
Unwind Pain and Stress Management
Urpeth Residents Association
Victim Support County Durham
Visually Handicapped and Partially Sighted Club
Waddington Street Centre
Wearside Women in Need
West Pelton and High Handenhold Tenants and Residents Association
West Pelton Community Band
WRVS

Section 6b
ORGANISATIONS THAT HAVE COMPLETED
MENTAL HEALTH TRAINING.

Organisations that have completed in first quarter:-

1. Chester-le-Street Mind
2. Bridge Project
3. Ouston Village Association
4. Return to Learn
5. Chester-le-Street Carers Group
6. Liberty from Addiction
7. U-Choose
8. The No Way Trust
9. Stroke Association
10. DASH
11. MENE
12. Ouston Community Association
13. Gateway Wheelers
14. SHAID
15. Spiral Skills
16. Pelton Roseberry School
17. NECA
18. Chester-le-Street Health Centre

Organisations that have completed in second quarter:-

1. Alzheimer's Society
2. Park View School
3. After Adoption
4. Samaritans
5. New College
6. SURF
7. Chester-le-Street Community Project
8. Chester-le-Street Youth Club
9. Citizen's Advice Bureau
10. Chester-le-Street District Council
11. Holyoake stroke club
12. Social Services
13. Smart Justice
14. Age Concern
15. NEDA
16. Chester-le-Street Residents

Organisations that have completed in third quarter:-

1. DISC
2. Victim Support

Organisations that have completed in fourth quarter:-

1. Dyspraxia Foundation
2. Chester-le-Street Church of England Primary School
3. Tees, Esk & Wear valley Mental health NHS Foundation Trust
4. Jobcentre plus
5. County Durham PCT

41 agencies in total.

**Communities for Health – Mental Health Project
Training Programmes Information**

Section 7

DATE	TRAINING PROGRAMME	VENUE	No OF PARTICIPANTS
29 Feb, 7 and 14 March 2008	Mental Health First Aid	Chester-le-Street Mind Offices	11
27 March 2008	Introduction to Mental Health - Workshop	Roseberry Sports and Community College	30
3 April 2008	Training Course 1. - Introduction to Common Mental Health Problems	Chester-le-Street Mind Offices	11
10 April 2008	Training Course 2. - Principles Underpinning Mental Health	Chester-le-Street Mind Offices	8
17 April 2008	Training Course 3. - Mental Health and Long Term Conditions	Chester-le-Street Mind Offices	9
24 April 2008	Training Course 4. – Mental Health and Well Being	Chester-le-Street Offices	10
24 April 2008	Training Course 5. - Experiences of Mental Distress	Chester-le-Street Mind Offices	10
13, 20 and 27 May 2008	Mental Health First Aid	Chester-le-Street Mind Offices	11
22 May 2008	Training Course 6. – Images of Mental Health	Chester-le-Street Mind Offices	10
22 May 2008	Training Course 7. – Empowerment and Advocacy	Chester-le-Street Mind Offices	10
23 and 30 May 2008	Mental Health First Aid - Chester-le-Street District Council staff	CLS District Council Offices	7
29 May 2008	Training Course 8. – Effective Communications	Chester-le-Street Mind Offices	9
4 June 2008	Park View Community School Year 10 – mental health workshop	Park View Community School	91

DATE	TRAINING PROGRAMME	VENUE	No OF PARTICIPANTS
5 June 2008	Training Course 9. – Making Recovery Happen	Chester-le-Street Mind Offices	9
12 June 2008	Training Course 10. – Dependence, Independence and Separation	Chester-le-Street Mind Offices	6
13 and 20 June 2008	Mental Health First Aid on behalf of CLS District Council Staff	CLS District Council Offices	10
17 June 2008	Mental Health Awareness workshop on CLS District Council staff	CLS District Council Offices	10
19 June 2008	Training Course 11. – The Mental Health System	Chester-le-Street Mind Offices	12
24 and 26 June 2008	Mental Health First Aid – Durham and Chester-le-Street Carers Support	Bullion Hal Chester-le-Street	12
27 June 2008	Park View Year Community School Year 10 – mental health workshops	Park View Community School	100
1 July 2008	Mental Health Awareness workshop on CLS District Council staff	CLS District Council Offices	7
3, 10 and 17 July 2008	Mental Health First Aid	Chester-le-Street Mind offices	9
8 July 2008	Mental Health Awareness workshop for Chester-le-Street District Council staff	CLS District Council Offices	9
4, 11 and 18 September 2008	Mental Health First Aid	Chester-le-Street Mind offices	6
5 September 2008	Compassion Fatigue Workshop	Chester-le-Street Mind offices	15
31 October 2008	Park View Year Community School Mentoring Training	Park View Community School	8
14 November 2008	Compassion Fatigue Workshop	Chester-le-Street Mind offices	12

DATE	TRAINING PROGRAMME	VENUE	NUMBER OF PARTICIPANTS
17 November 2008	Park View Year Community School Mentoring Training	Park View Community School	8
15 December 2008	Park View Community School Mentoring Training	Park View Community School	8
14 January 2009	Chester-le-Street Church of England Primary School – music and emotions	Chester-le-Street Church of England Primary School	193
16 January 2009	Chester-le-Street Church of England Primary School – music and emotions	Chester-le-Street Church of England Primary School	5
21 January 2009	Chester-le-Street Church of England Primary School – music and emotions	Chester-le-Street Church of England Primary School	5
23 and 30 January 2009	Mental Health First Aid Rearranged from November 2008 due to delegate unavailability	Chester-le-Street Mind offices	7
Planned 2 March 2009	Park View Community School Mentoring Training	Park View Community School	
Planned 5, 12 and 19 March 2009	Mental Health First Aid on behalf of Cestria Housing	Chester-le-Street Mind offices	

Total number of individuals who have engaged in training = 678

Number of pupils = 424

Staff and volunteers = 254

Number of organisations accessing training = 41 (see section 6)

Section 8.

TARGETS/OUTCOMES TABLE

TARGET	OUTCOME	ACHIEVEMENT TO TARGET %
To contact 128 agencies/organisations in the District	158 agencies contacted	Over target by 24%
To engage 35% of all agencies contacted	107 of 158 engaged in some part of the project	68% achieved Over target by 94%
To deliver a minimum of 10 training sessions throughout the year	33 delivered with 2 more planned	Over target by 250%
To engage staff/ volunteers from at least 30 agencies in training sessions	41 engaged in training	Over target by 36%
80% of reports rating the sessions as good or excellent	100% rated as good or above. (67% excellent, 28% very good, 5% good)	Over target by 25%

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