



# CCVS

## Newsletter July 2017

Support for community & voluntary groups

Editor Frances Carter



### Office Available

***Come and work at Arbury Court and join our friendly and supportive community of voluntary organisations***

Cambridge Council for Voluntary Service (CCVS) have a spare office in their building which you can rent. The office holds 6 desks and is located in Arbury Court, Cambridge, CB4 2JQ.

The room measures 6.4008 by 4.2672 metres (21ft by 14 feet).

### Additional benefits:

- self contained office space within a friendly building
- two staff break out spaces
- fully equipped kitchen
- meeting rooms available at a small additional charge
- free local parking
- the building can be located on all major bus routes
- easy access to all major road links

The room cost is £14,615 per year, or £262 per desk per month. This includes all utilities including cleaning, broadband, phone lines etc.

For more information or to view the room please contact us on 01223 464696 or email:

[enquiries@cambridgecvcs.org.uk](mailto:enquiries@cambridgecvcs.org.uk)



***CCVS 40th Birthday Celebrations and Official Opening of Arbury Court***

***18 September 2017***

***Save the date! Details to follow.***

### **Funding and Advice for sports clubs, community groups and small charities**

**10 July 16:00—20:00 at Sawston Village College**

**Your chance to find out about possible funding for  
your group as well as getting advice and guidance on  
the roles and responsibilities of trustees.**

**[Have a look at the details here](#)**

**Book your place by calling us on 01223 464696 or  
email: [enquiries@cambridgecvcs.org.uk](mailto:enquiries@cambridgecvcs.org.uk)**

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# CCVS Training

*Finding and keeping volunteers depends on good management techniques. Our **Recruiting and Retaining Volunteers course on 12 July** is a chance to brush up on your management skills and look at new ways of finding great volunteers.*

*Understanding your legal responsibilities is essential for anyone responsible for working with volunteers. Full details of our **Legal Issues for Volunteer Managers on 23 August** are below.*

**Book your place on both our courses [on our website here](#)**



## **Recruiting and Retaining Volunteers**

**12 July 10:00– 16:00 at Arkenstall Village Centre, Haddenham CB6 3XD**

Find out what you need to have in place to recruit, support, retain and manage your volunteers. You'll also be given a detailed resource pack.

This session is for anyone responsible for recruiting and managing volunteers. Experienced volunteer managers will get the chance to review their current systems and explore best practice.

Less experienced managers will gain the information and confidence they need to develop or start implementing volunteer policies.

The session will be led by Chris Trevorrow, CCVS Development Worker.  
Places are FREE for voluntary and community groups

[Book here.](#) Bookings are subject to the [Support Cambridgeshire cancellation policy](#).



## **Legal Issues for Volunteer Managers**

**23 August 10:00 - 13:00 at Emmanuel Church, East Park Street, Chatteris, PE16 6LD**

This workshop and handouts will give you a concise and engaging review of the information you need to help your organisation meet its legal obligations to your volunteers. The session is particularly aimed at volunteer managers, who are looking to refresh their existing knowledge, or those looking to build their competence and confidence in meeting legal requirements.

The session will be led by Chris Trevorrow, CCVS Development Worker.  
Places are FREE for voluntary and community groups

[Book here.](#) Bookings are subject to the [Support Cambridgeshire cancellation policy](#).



## **Leading a successful voluntary group**

**8 August 9:30- 13:00 at 16-18 Arbury Court, Cambridge CB4 2JQ**

This half day workshop is designed for anyone who has a leadership role within a small charity or community group. You may be a team leader, chair or committee member of a small group or you may work within a team and want to improve performance.

The aim of the session is to identify good practice in running a community group or small charitable organisation.

The course will identify good practice and help develop the skills and knowledge needed to run a voluntary group. It will cover:

- The skills and techniques required to maximise the effectiveness of committees
- The characteristics of effective groups and how to make them the characteristics of your group
- Practical tools and techniques for managing and developing groups and involving volunteers

This course is led by Alan Turner – Development Worker for CCVS  
This session is FREE for CCVS members  
£60 per place for non member groups

[Book your place here](#)



## Advice and support for charities and community groups in South Cambridgeshire

- Are you a community group, club or charity looking for guidance?
- Could your group use some extra funds?

### CCVS is hosting a 2 part evening event in Sawston on 10 July 2017

#### This is aimed at committee members, staff and volunteers involved in community groups, sports clubs and charities

You can book to attend one or both sessions:

#### Part 1: 16:00— 18:00 Duties of Trustees

This 2 hour workshop aims to help committee members/ trustees to better understand their role and responsibilities. This session will be helpful both to new trustees as well as people who may have been trustees for some time but who would welcome the chance to revise some of the key responsibilities.

#### 18:00 - 18:30 refreshments & networking

#### Part 2: 18:30 - 20:00 Guidance on fundraising

After refreshments and the opportunity to network there will be the chance to hear speakers who can offer a range of funding guidance and to ask them your questions. Those participating are:

#### Katie Dean Community Project Officer Groundwork Cambridgeshire & Peterborough

Groundwork Cambridgeshire & Peterborough administers Tesco Bags for Life grants programme with grants of up to £4000 available to support community projects.

#### Bill Pike Charity Director of The Evelyn Trust.

The Evelyn Trust is grant-making charity supporting health and wellbeing projects in Cambridgeshire. This includes small grants of up to £10,000.

#### Mark Freeman Deputy CEO of CCVS

CCVS provides a range of services and support to help local charities and community groups. Mark will be talking about how community groups can effectively plan and prepare their fundraising efforts.

To book your place please email [enquiries@cambridgecvcs.org.uk](mailto:enquiries@cambridgecvcs.org.uk) or call us on 01223 464696



The Evelyn Trust is interested in healthcare projects in communities in Cambridgeshire through our rolling small grants programme under which applications in the range £4,000 to £10,000 can be considered at any time.

Whilst welcoming other applications we would particularly encourage applications that are in line with the Cambridgeshire Health and Wellbeing Strategy, especially projects which:

- Support young people within families with mental health, alcohol, violence or substance abuse issues
- Assist working age adults with long term conditions and healthcare communities that support these issues
- Enable older people to receive help and support in the community rather than needing to go into hospital or long term care.



Bags of Help is Tesco's exciting local community grant scheme where the money raised from the 5p bag charge is being used to fund thousands of local projects in communities right across the UK. Projects that bring benefit to their community will get the green light – these range from improving community buildings and outdoor spaces to buying new equipment, training coaches or volunteers and hosting community events. Tesco customers vote on three projects in each area every other month. The winner of the vote receives up to £4,000 and the runners up also get up to £2,000 and £1,000 each.

# Voluntary Sector News

## Cambridge City Council encourages charities to pay the 'Real Living Wage'

Cambridge City Council is urging charities to pay staff £8.45 per hour, which is the "Real Living Wage" calculated according to living costs. This is higher than the national living wage of £7.50, which became compulsory from April 2017. The Council is especially aiming to get charities to pay more, as wages are lowest in the voluntary sector. For example, gross hourly pay within the voluntary sector is £12.02, compared to £12.60 for the private sector and £14.20 for the public sector, according to the Labour Force Survey (2013).

The Council is encouraging the voluntary sector to apply for Living Wage accreditation, in order to demonstrate their commitment to fair pay.

Accreditation helps to raise awareness about the importance of fair pay, and has a number of benefits for the organisation itself. Benefits include increased staff retention (cutting down on training and recruitment costs) and improved staff morale and productivity.

To become accredited, all staff that work regularly on your premises must be paid £8.45 per hour. This includes anyone (event contracted staff) who works for 2 hours or more a day, in any day of the week, for 8 or more consecutive weeks of the year. If contracted staff members are not paid the Real Living Wage but directly employed staff members are, you can still become accredited. You would need to come to an agreement with the Living Wage Foundation as to how you will implement it for contracted staff in the future.

## Across the UK, less than 1% of charities have registered as Living Wage employers.

Living Wage accreditation has the greatest impact on wages for part-time in-house staff.

The Real Living Wage is based on rigorous academic research around what people need to earn to meet living costs in the UK. In comparison, the national living wage is a calculation based on a median percentage of pay, so is less generous. The national living wage applies only to people aged 25 and above, whereas the Real Living Wage also applies to people aged 18 and above in recognition that young people tend to have the same living costs as those aged over 25.

For more information, contact Helen Crowther, Equality and Anti-Poverty Officer at Cambridge City Council on 01223 457046 or [helen.crowther@cambridge.gov.uk](mailto:helen.crowther@cambridge.gov.uk).

## Free Social Media Surgery on July 12

If you are from a charity, community or voluntary group, and want help to use social media better, you can come along to the next Net2Camb FREE Social Media Surgery to be held at Cambridge Online on Wednesday 12 July from 4 to 6pm.

A social media surgery is an informal gathering of people who want to learn how to use the web to communicate, campaign or collaborate. You will sit next to someone who understands good ways to use the internet, someone who will listen to what you do, and then show you free, useful tools. If you like what you see they can also help you set up your blog, Facebook page or Twitter account. We run social media surgeries every month, so you can keep coming back for help.

A surgeon is someone who knows enough about using social media to help someone else. Some surgeons have spent years understanding the internet. Others started learning a few months ago but want to share what they know with other community groups and active citizens.

Register for a 30 minute slot between 4 & 6pm on 12 July by calling Sue Hooper or Andrew Entecott at Cambridge Online on 01223 300407 or email them at [help@cambridgeonline.org.uk](mailto:help@cambridgeonline.org.uk) If you want to offer help please do the same. You can also find details here

The Social Media Surgery is held at Cambridge Online, Hester Adrian Centre, Hawthorn Way, Cambridge, CB4 1AX – which is at the Elizabeth Way end of Chesterton Road near the Spar Shop. We have hot drinks, biscuits and, on a good day, chocolate.

# Voluntary Sector News

## Anglia Ruskin's Charity and Social Enterprise Management course – fully refreshed for 2017 intake!

**Well over a hundred third sector leaders have now graduated from Anglia Ruskin University's Cert HE in Charity and Social Enterprise Management.**

With modules in social enterprise, leadership and management, marketing, finance, HR and social impact, the two year part-time course is an excellent introduction for those in any type of management role. Our students come from the smallest voluntary organisation right up to national and international giants of the sector: we can adapt to this because all the focus is on applying the learning to your own organisation. Even better, this focus means the impact is felt at your organisation, not just on you as an individual. Distance learning gives you the flexibility to fit around your work, and we even offer supporting face to face workshops free of charge to our charity and social enterprise students. Our brand new and radically improved Virtual Learning Environment, along with a host of new content, is set to enhance the experience still further for new students.

Our next intake is at the end of September 2017. Applicants in the East of England may qualify for a 50% Provide or Britvic bursary (limited availability).

[Find out more here](#)

## Care and Support for adults

Cambridgeshire County Council has developed a range of resources intended to raise awareness about care and support for adults and older people. These include fridge magnets, flyers and posters. The materials have been designed to let people know how to find information and advice on care and support, health, staying safe, being independent, caring for others or how to find things to do.

If you would like to see examples of these resources or want to order copies then please email [sundeep.singh@cambridgeshire.gov.uk](mailto:sundeep.singh@cambridgeshire.gov.uk)

## Consultation on changes to the governance of the Fire and Rescue Service

The Office of the Police and Crime Commissioner (OPCC) is consulting on possible changes to the governance of the fire and rescue service in Cambridgeshire.

This follows a government legislation to promote greater joint working between emergency service organisations. They have undertaken a business case appraisal on 4 options and want your views.

There is lots of information and FAQs on the website as well as a link to the survey.

[Read more here.](#)

## NEA Eastern Fuel Poverty Forum

Wednesday 12 July 2017 - 10:15 to 13.30

Cambridge City Library, 7 Lion Yard Cambridge CB2 3QD

If you want to find out how the results of the General Election could affect policies to support households in fuel poverty, come along to the next Fuel Poverty Forum.

NEA's next Fuel Poverty Policy Update will include an overview of the General Election result and how commitments made in the new Government's election manifesto could impact efforts to tackling fuel poverty at a regional and national level. There will be plenty of networking opportunities throughout the event to discuss issues raised and share views with other fuel poverty professionals.

Fuel Poverty Forums are FREE to attend and lunch/refreshments will be provided.

To register, please complete an [online booking form](#) or email [tracy.norris@nea.org.uk](mailto:tracy.norris@nea.org.uk) with your full contact details. Please also let us know if you have any special dietary requirements.

# Voluntary Sector Events



## **An introduction to Adult Social Care in Cambridgeshire**

**19 July 10.30 — 12.30 Little Downham Village Hall, Main Street, Little Downham CB6 2ST**

**Presenter: Carol Williams Cambridgeshire County Council**

Everybody wants to live independently in their own community. However, making decisions about help, care and support can be daunting. The introduction of the Care Act in April 2015 has made positive changes to care and support for adults and carers. These include:

- improving how the County Council safeguards people
- how it supports carers
- how it helps people plan more easily for the future
- how it ensures that people have the information and advice they need to be happy and healthy citizens

In Cambridgeshire, the County Council and its partners in health, the city and district councils and the voluntary and community sector are working together to achieve this.

This networking session will provide information on:

- How adult social care is delivered in Cambridgeshire, including the Council's approach to meeting the twin pressures of rising demand on health and social care services and significantly reduced resources,
- Key sources of information and assistance.

An important part of this session will also explore how the council and voluntary groups can work more closely together to achieve better outcomes in Adult Social Care.

**This event is free to any Cambridgeshire based community organisation.**

To book please contact Hunts Forum: 01480 420601 or email: [info@huntsforum.org.uk](mailto:info@huntsforum.org.uk)

## **Funding for Projects in Fenland from the Market Place**

**Development Commissions Workshop on Monday 17 July**

**5.30 – 8.30pm in March Library City Road, PE15 9LT**

**Workshop is FREE advance booking is required**

Are you up for trying new ways to reach new audiences, members or participants for your organisation? Have you ever used arts as a way to engage them? Are you interested in reaching out to audiences in one of the following towns – March, Chatteris, Wisbech, Whittlesey, Newmarket, Brandon and Mildenhall?

Market Place Development Commissions programme offers project planning, budgeting, and marketing support together with funding of up to £4,000. We welcome applications from a range of sectors – arts, health, sports, environment, and many more.

If you have a creative project in mind, please come along to the workshop and we will help you shape it and guide you through the application process. If you have never used arts in your work, join our session and we will brainstorm potential opportunities together and will put you in touch with local artists and potential collaborators.

To book your place or ask more details about the programme, please contact Catherine Mummery, Market Place Programme Manager, at [catherine.mummery@cppmarketplace.co.uk](mailto:catherine.mummery@cppmarketplace.co.uk) or call 01353 611 591.

Find out more at [www.cppmarketplace.co.uk](http://www.cppmarketplace.co.uk).

## Health News

### **Lifecraft's Mental Health Handbook is now available!**

Lifecraft created and maintains this highly respected guide to provide support and information for people with mental health issues, their carers and mental health professionals in Cambridgeshire.

The Mental Health Handbook provides valuable information and contact details for relevant organisations on a range of areas such as advocacy, hospital services, housing, employment guidance, education, benefits advice and carers.

[You can download a PDF version by clicking here](#)

The Handbook is available free of charge from The Bath House, Gwydir Street, Cambridge CB1 2LW. Organisations that would like multiple copies, please email [handbook@lifecraft.org.uk](mailto:handbook@lifecraft.org.uk) or call 01223 566957 between 11.00am and 5.00pm Monday to Friday.

### **Voices4Choices**

Voices4Choices run by Cambridgeshire Alliance for Independent Living (CAIL) aims to raise awareness about Direct Payments. Direct Payments can give people greater flexibility, choice and control about the care and support they receive, such as care in the home, attending a day centre or respite care for carers.

CAIL is looking for opportunities to visit support and social groups to talk to people about Direct Payments. This information will help people who may need care and support now but also those who are thinking and planning for the future and would like to find out more about these payments.

If you would like to arrange a visit contact Leisha O'Brien [leisha@cambridgeshirealliance.org.uk](mailto:leisha@cambridgeshirealliance.org.uk) or call 0300 111 2301.

### **Fenland Older People Outreach Services**

Centra Support provides a **free** outreach community support service to anyone over the age of 65 living in Fenland. The service aims to help people live more independently, and maintain their accommodation. Housing related support is any need for a person in relation to their current housing. This might be support in ensuring their current housing meets their needs, or support in finding more suitable housing.

We accept self referrals and referrals from other agencies including Housing, Health, and Social Services. To be eligible to receive this service, you must:

- Live in Fenland (you can also apply even if you own your own property)
- Have a support need and not already receive a similar support service
- Be over 65 years of age
- Be willing to engage in a support planning process

[There is more information on the website](#)

### **Would your group, volunteers or community have the skills to cope in a crisis?**

#### **Free First Aid training from the Red Cross**

The British Red Cross works with organisations and community groups who support people who are at risk and would have the greatest impact from a first aid intervention. Our tailored first aid sessions provide people with the skills and confidence to help in a first aid emergency.

Courses are aimed at small community groups, particularly those working with older people, with people who are homeless or those experiencing problems with addiction.

Courses are fully funded – there is no cost to you.

For more information on what is available in your area, please contact the Crisis Education Support Centre on: Tel: 0344 412 2734 or email [adulteducation@redcross.org.uk](mailto:adulteducation@redcross.org.uk)

# News from the Charity Commission

## Reminder about your charity's accounting requirements

Preparing an annual report and accounts provides an important opportunity for trustees to report on what the charity has achieved over the last year and demonstrate to its supporters, potential funders and the public that they have managed its resources effectively and are making a difference to their beneficiaries and meeting its objectives.



The detailed requirements depend mostly on your charity's size and there is more information about this on [GOV.UK](http://GOV.UK), but **all registered charities must produce a trustees' annual report and accounts and make them publicly available.**

If your charity's income is over £25,000 then you must also arrange for an independent examination or, for the largest charities, an audit and file all 3 documents alongside the annual return. If your charity is a company or has an income over £250,000 then you must prepare accruals accounts.

The Charity Commission has recently published reports on the quality of charity accounts, one aimed at [small charities](#) and another aimed at [larger charities](#). These highlight the key requirements in meeting readers' needs and some common mistakes to avoid when preparing your trustees' annual report and accounts.

## Telling your story well: public benefit reporting by charities

Public benefit is at the heart of what charities are about. By reporting on public benefit, trustees identify that their charity is effectively doing what it was set up to do and is making a difference to its beneficiaries. All registered charities must publish a trustees' annual report (annual report) and this must set out the charity's activities for the public benefit.

Trustees have a legal responsibility to 'have due regard' to the [Charity Commission guidance on public benefit](#). Just under half of a sample of 107 trustees' annual reports that the Commission reviewed demonstrated a clear understanding of the public benefit reporting requirement.

Although 90% of the annual reports discussed what the charity was set up to do and its activities during the year, many did not go on to consider what difference they had made to their beneficiaries and/or include the required statement that the trustees had considered the Charity Commission guidance on public benefit reporting. If the purpose of the charity sector is to make a difference to the lives of the beneficiaries it serves, too few charities are reporting fully on how well they are doing.

## Reminder to submit your annual return

A reminder from the Charity Commission that if you haven't filed your return for 2016 you have 10 months from the end of your charity's financial year to do so.

What you need to submit depends on your annual income. If your charity's income is:

- under £10,000, then you just need to submit your charity's income and expenditure figures - the easiest way to do this is through the annual return service
- between £10,001 and £25,000, you need to complete an annual return form
- more than £25,001, you must submit an annual return form with a set of annual accounts as well as an independent examiners' or audit report and a trustees' annual report (TAR)

[Further advice is here](#)

## Financial governance: a gentle guide for the non-financial charity trustee

The [new guide](#) is designed as a first introduction to charity finances, aimed at trustees who haven't had experience of this area before. It is available from acevo and is free for members £9.99 for non members [Details are here](#)

## Funding News

**Cambridgeshire Community Foundation's Autumn deadline is 1 August 2017**

**Don't miss it!**

Full details of how to apply for funding are on the [CCF website](#)

### **Did you know that there is funding available to help North Cambridgeshire communities become fitter and more active?**

Community groups in the area (including Huntingdonshire, Fenland and Peterborough) can apply for grants of up to £10,000 for projects that promote physical activity and community integration.

The 'Community Activity Grants Programme' is available from Groundwork Cambridgeshire & Peterborough, joining forces with Sport England and Clarion Housing Group.

Groups are encouraged to apply for projects that promote regular activity that support a sustained lifestyle change, including activities considered 'non-traditional' sports such as Zumba and outdoor gym sessions and regular wellbeing walks that the whole community can enjoy.

Applications will be considered from all not-for profit, public sector and community groups and clubs, with the most encouragement given to projects aimed at those who are least active in local areas, such as the elderly, disabled and those living with long-term health conditions.

Applicants and interested parties can contact Katie Dean (details below) for further information and assistance in applying.

**Application deadline is 14 July 2017.**

**Katie Dean Community Project Officer Groundwork Cambridgeshire & Peterborough**

Call 01480 587140 / 07736 132870 or email: [katie.dean@groundwork.org.uk](mailto:katie.dean@groundwork.org.uk)

### **Henry Smith Charity**

Grants between £500 and £2,500 are available to schools, youth groups, not for profit organisations and charities to support recreational trips or holidays within the UK for groups of children experiencing disadvantage or who have disabilities. Funded by the [Henry Smith Charity](#), grants can cover up to two-thirds of the cost of a holiday or trip lasting one to seven days. To be eligible in this round, trips must be taken before the end of August 2017.

**Deadline 21 July.**

### **Coop Local Community Fund**

Groups can apply to be one of the Coop's local causes and benefit from its Local Community Fund.

**Applications have to be completed by 8 August.**

[Find out more here](#)

### **Brand new website to help you to find funding**

[Support Cambridgeshire 4 Communities](#) is a self-service funding portal which any community group or Town or Parish Council can access free of charge.

Organisations can browse or search for funding based on a number of differing criteria, including subject matter or amount. When first browsing or searching, organisations will be required to register, and upon activation of the link can then undertake unlimited funding searches.

Help and advice is available via a separate menu – and Support Cambridgeshire has listed a series of *frequently asked questions* [here](#)

If you need any advice or help in using the website then please contact Chris or Alan at CCVS on 01223 464696 or email [enquiries@cambridgecvs.org.uk](mailto:enquiries@cambridgecvs.org.uk)

# Trustee Vacancies at Lifecraft

## Become a Lifecraft Trustee – Make a difference

Lifecraft is a small user-led charity based in central Cambridge with ambitious plans for the future looking to recruit new Trustees to support the development of its services.

To meet the strategic challenges of the increasing demand for Lifecraft's services and to help us develop and grow, the Trustees are looking for individuals with the skills, vision, values and commitment to join its established and active Board. We are particularly keen to recruit people with one or more of the following skills and knowledge:

- Fundraising and Events Management
- Business Development and Commercial Expertise
- Communications, Marketing and PR
- Networking, Partnerships and Alliances
- Human Resources or Health & Safety

Lifecraft has an existing effective management team with full day to day responsibility for running our services. The role of the Trustees is to provide oversight and, when needed, advice to the management team. Trustee meetings are held on the second Tuesday 4:00 - 6:00pm every two months and you will be expected to contribute approximately 5 hours of your time per month to be a fully active Lifecraft Trustee. This is a voluntary role with expenses reimbursed.

We are looking for individuals who have:

- A commitment to the vision, aims, and values of Lifecraft and who can be an active champion for Lifecraft
- An understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship OR the willingness to take the time to acquire this knowledge
- The skills to work effectively as a team member, to make contributions to discussions and to make decisions with good judgement and objectivity
- The ability to think creatively and strategically with strong organisational skills
- The ability to maintain confidentiality around sensitive information
- The willingness to be available to staff for advice and enquiries on an ad hoc basis

Being a Lifecraft Trustee can be a fascinating and rewarding experience helping you to use and develop your skills and to broaden your knowledge, while making a positive impact on the lives of people with mental health issues.

Previous experience as a Trustee is beneficial but not essential as a full induction and training will be provided. Applicants should be willing to undergo an enhanced Disclosure and Barring Service check. If you are not yet familiar with Lifecraft, [our website](#) contains a lot of information which is likely to be of interest to future Trustees.

Applicants should complete a Nomination Form and attach a statement about why they want to be a Lifecraft Trustee and what they think they could bring to the role. Applicants will be invited to interviews on a rolling basis. If you have any questions or clarifications about this role, please do not hesitate to contact with Kezia Saunders, Clerk to the Trustees on [Kezia@Lifecraft.org.uk](mailto:Kezia@Lifecraft.org.uk) or 01223 566957.

**The closing date for applications is 31 July 2017.**

## About Lifecraft

Lifecraft is a user-led organisation for adults in the Cambridge area who have experience of mental health difficulties in their lives.

Lifecraft believes people who have experienced mental health difficulties are best placed to help others in the same position. Therefore all our services are user-led and are designed to promote recovery and empowerment.