



Step One

85TH ANNIVERSARY
Supporting people in
Devon since 1937

Impact Report

2021-22

WELCOME from our Chair of Trustees



Welcome to Step One Charity's new 2021-22 Impact Report. You meet us at an incredibly exciting time in our charity's long history, as we celebrate our 85th anniversary and begin to build our future. This year we have taken great leaps forward with our charity's identity, have driven innovation across our services, and launched a new county-wide partnership which seeks to change the landscape of mental health in Devon.

This report will look at the incredible work and achievements of our staff and service users during the second year of Covid-19 and highlight how the dedication of our teams has allowed Step One to survive in these unprecedented times.

Operations across the charity look very different to two years ago, and everyone has been getting used to new ways of working. Amidst all this change, our staff and service users have demonstrated incredible resilience and adaptability, emerging from this period of turmoil stronger, more accepting of change, and

more prepared for our future as we move further into the 21st century.

What lies ahead is difficult to determine but with mental health now a priority and a key part of the national conversation, as a nation we are more prepared than ever before. This report offers an overview of how Step One Charity has met the challenges which faced our region in 2021-22 and how we plan to move forward into this new world.



Mission, Values and Identity

Step One is a local charity which delivers essential support to people across Devon with mental health problems and who may also have learning disabilities. We offer a community-based long-term enabling team as well as crisis interventions, in-patient clinical care and wraparound support.

Our charitable purpose is to offer real support for people with disabilities and mental health issues. We achieve this by building capacity and resilience in our community; making effective choices available; and supporting independent living.

*“Step One stops you being lost people.
The charity brings you back to life”*

Gordon, service user

Our Mission

To support people with disabilities and mental health issues in Devon to fulfil their potential, ensuring that in accessing support from Step One people can take control of their future and live their lives with independence.

Our Vision

- People and communities have the capacity and resilience to manage their health and wellbeing
- People have access to, and choice between, effective alternatives for support
- People are supported to live as independently as possible and are assets in their community

Our Values

- We respect individual needs and aspirations
- We are proud of our differences
- We show courage and persistence



Devon Statistics – why we're here

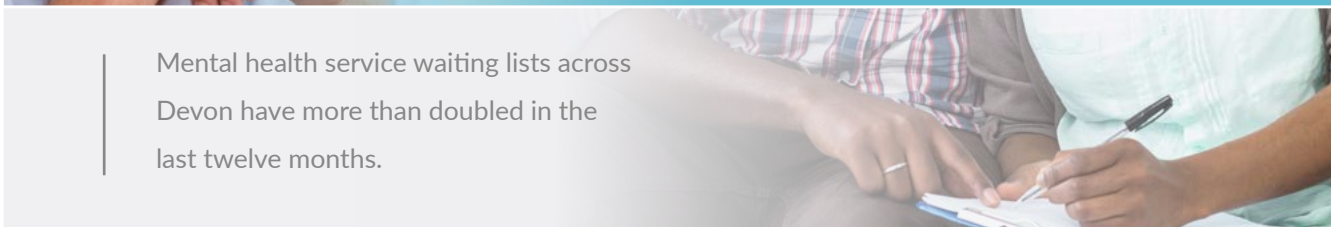
Devon is a large and rural county with extreme disparity in deprivation. Mental health services in the area are often localised or have specific referral criteria thus creating potential barriers to access.



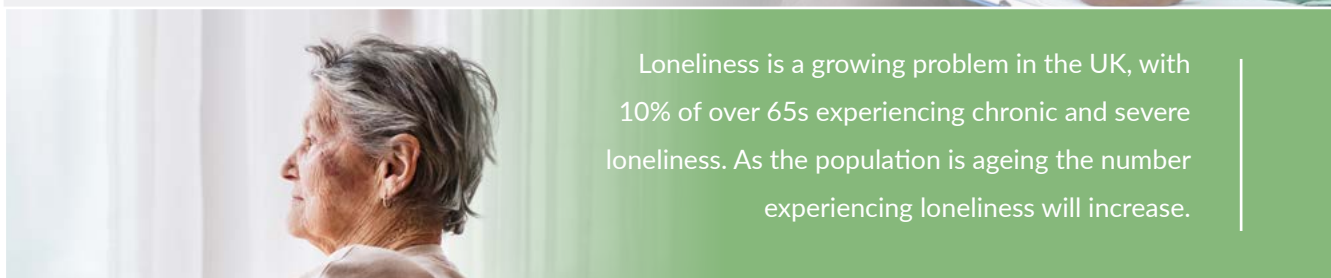
Since 2020, the number of people showing signs of depression has doubled to one in five.



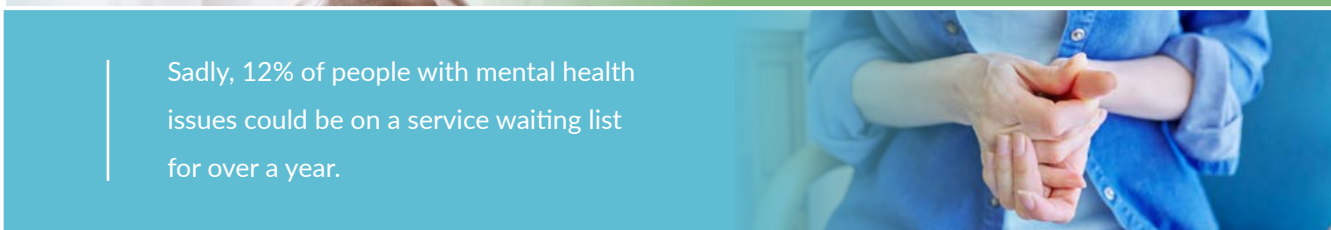
Mental health service waiting lists across Devon have more than doubled in the last twelve months.



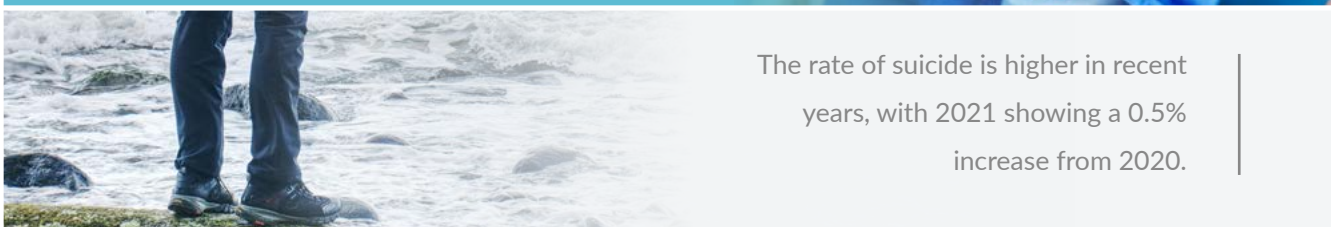
Loneliness is a growing problem in the UK, with 10% of over 65s experiencing chronic and severe loneliness. As the population is ageing the number experiencing loneliness will increase.



Sadly, 12% of people with mental health issues could be on a service waiting list for over a year.



The rate of suicide is higher in recent years, with 2021 showing a 0.5% increase from 2020.



Before the pandemic, only 10% of people with disabilities were in employment.





Her Majesty, The Queen

Her Majesty The Queen was the Patron of Step One Charity for 75 years. She became our patron shortly after her first visit to the charity in 1946, as Princess Royal.

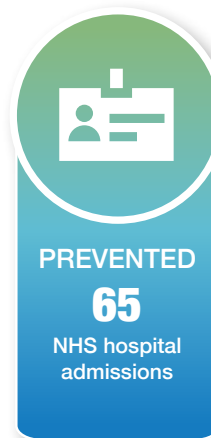
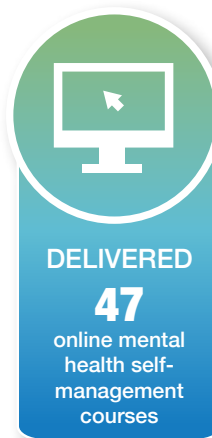
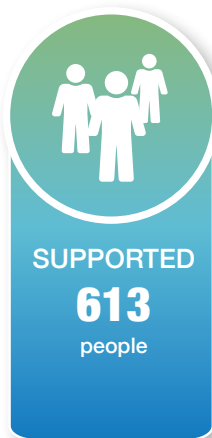
Step One is honoured to have received such long-standing support, and we are deeply saddened for her passing. Our thoughts are with the Royal Family at this time.

Headlines

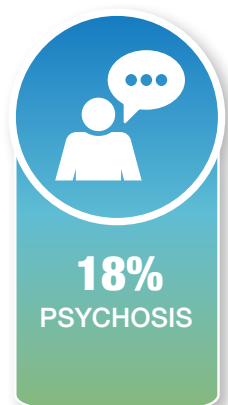
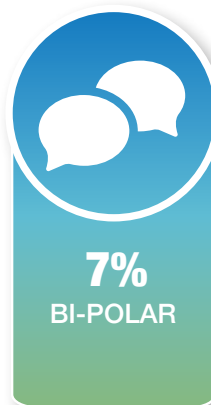
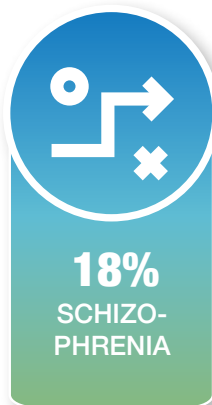
- **Launched** the Devon Mental Health Alliance
- **Launched** a new Fundraising Strategy
- **Launched** BeWell@StepOne
- **Gained** a presence in Torbay
- **Integrated** Community Care Trust into Step One Charity



This year we have:



Service user diagnosis:



The year in summary

2021	April	BeWell@StepOne launched collaboration with Devon Mind
	May	Step One celebrates Mental Health Awareness Week alongside local people and businesses
	June	The charity celebrates Her Majesty The Queen's 95th birthday
	July	Amy Thompson completes the Captain Tom 100 Challenge
	August	Recruited a full-time fundraiser to support our fundraising strategy
	September	Established in-person peer support groups in Torbay
	October	Amy Erith runs the London Marathon in aid of Step One
	November	Launched The Big Give which raised nearly £500
	December	Approved the purchase of a new supported living house in Exeter
	2022	January
February		The Community Enabling Team introduce a new digital wellbeing measurement tool
March		Step One Charity incorporates community care trust (Hive Up)

“Thank you so much for the time you’ve given to work with Elsie - it has really made such a difference in a very positive way and meant a lot to us as well. You seem to have gone the extra mile without complaining, with a complex client – who really appreciated it and will remember it for a long time.”*

Roger – Autism Team

*Names have been changed for privacy purposes

Charity Overview

In light of the workplace changes brought about by Covid-19, which during the 2021-22 financial year became increasingly cemented as long-term, Step One invested significant time and resource into redesigning our core organisational processes which would improve our ability for remote working, improve our GDPR processes, and grow our own talent thus supporting charity resilience and improving our capacity to respond to change. Changes were made across core areas in order to level up our central operations and drive innovation forward.



Hive Up

Historically, Step One was made up of two charities, St. Loye's Foundation and Community Care Trust (CCT), which merged to become Step One Charity in 2015. At the time of this merger, commissioned service contracts were still held by CCT and so Step One Charity became the umbrella name for both organisations.

In the financial year 2021-22, the two charities merged, hiving up to entirely operate under the Step One Charity name and accounting processes. This has resulted in the transference of service staff onto one payroll and contracts held instead by Step One Charity which ultimately improves delivery of, and access to, available services through clearer commissioning and signposting.

IT Strategy

This year in IT saw the shift from server-based storage to cloud-based storage so supporting 21st century GDPR standards and creating a central online access point for information for people working remotely or out in the community.



Workforce Development

The outbreak of Covid-19 changed the way that we work forever. For some it shifted the office into the home and, for many, it highlighted what values are particularly important in their roles. People consistently report that salary, opportunity to progress and recognition for their work are aspects which are most important.

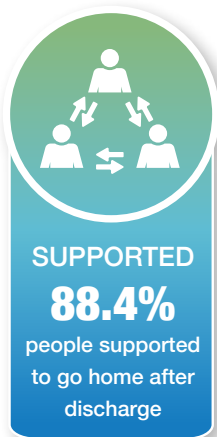
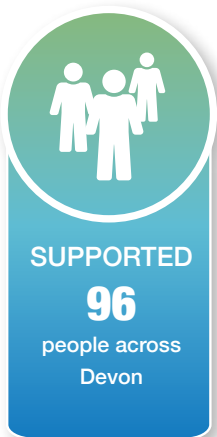
In response, Step One's HR team launched a project to look at Workforce Development Strategy and identify priority areas to better support staff recruitment and retention. The HR team worked hard to build a competitive pay spine with skills development and pay increases integrated into all staff roles, particularly across our frontline staff.



Cypress Hospital

Mental health crisis support Cypress Hospital, based in Newton Abbot, is a short stay, open unit for people who are in, or recovering from, a mental health crisis.

The 14-bed hospital relieves pressure on the NHS by helping to avoid the need for acute ward admissions. In addition, our hospital supports people in the transition back into their community by working in partnership with patients, families and healthcare providers. This expert multidisciplinary team provides individualised support plans, clinical advice and weekly medical reviews to ensure that an individual is fully supported both during their stay and after.



*“It made me realise I do matter.
My opinions matter and my
future matters”*

Cypress service user



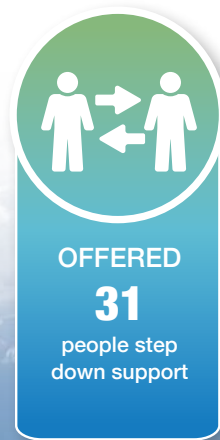
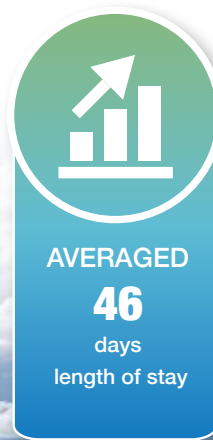
*“You saved my life, reshaped my outlook
on myself and my mental health”*

Cypress service user

Granvue

Granvue provides additional step-down accommodation for two to four weeks offering further support with independent living skills or whilst patients await a package of support in the community.

Located next door to Cypress Hospital, Granvue is a link between hospital and community living. It offers more independent accommodation but with a member of staff on the premises at all times for reassurance, assistance and advice. Granvue offers all the same resources as Cypress hospital but fosters an empowering and independent life style.



“You’re always there for me, that’s all I know. I have felt well supported.”

Granvue resident

Cypress and Granvue Wellbeing Activities

Cypress and Granvue residences have this year been introducing wellbeing activity days. These days can be anything from a trip to the sea to a cookery class in the hospital kitchen. They focus on educational, physical and practical activities designed to integrate everyday activities with wellbeing exercises. On one wellbeing walk, a group of residents went to Stover Park and staff held breathing exercises next to the beautiful lake and nature reserve.

Covid-19 Impact

Our crisis hospital and step-down accommodation are open units, meaning that people can come and go. Families and visitors have always been welcome at the hospital and spending time with them can often be an important part of service user recovery.

Throughout 2021, staff worked incredibly hard to maintain morale during successive lockdowns, sustained anti-infection measures, and restricted access, which effectively turned Cypress into a closed unit. Activities such as cooking and craft took precedent and the garden became a focal point for outdoor activity.



OUTLOOK

In the year 2022-23 we are seeking voluntary funding for:

- The refurbishment of our Occupational Therapy Assessment Room
- The regeneration of Cypress Hospital's garden
- The professional development of staff including introducing psychological intervention training
- Opportunities for residents to go out on more group excursions

These projects aim to:

- Improve the accessibility and comfort of the service users during their residence
- Improve recovery rates and reduce hospital admissions upon release
- Adapt our services ready for the shift into the post-pandemic world

Community Services

Our specialist team enables anyone over the age of 18 in Devon who has autism spectrum conditions and mental health concerns or dual diagnosis, to live more independently. Our trained and dedicated staff support individuals to thrive in their communities through gaining the confidence and skills to live independently, developing their learning and finding the space to grow.

The Community Team did not escape unscathed from the recruitment crisis of 2021, which drove our push to redesign aspects of our service delivery, including greater focus on supported living environments, restructuring of the management team, and developing digital support strategies. Amongst, and in some cases despite of all this change, there have been some real successes and achievements, not least the drive and passion of the team members to continue to deliver outstanding levels of support to people in need.



Covid-19 Impact

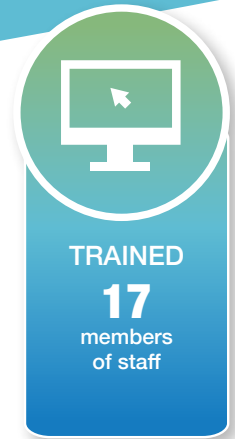
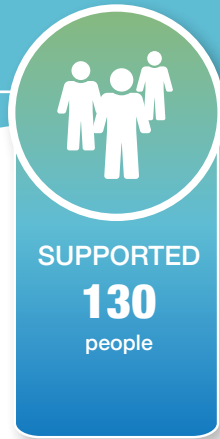
Before Covid-19, much of the Community Team's work consisted of getting people out and about around Devon, supporting them to take part in social and wellbeing activities and enabling the independent completion of everyday tasks. Through these activities staff would get a sense of people's confidence, their physical and mental health and their overall progress.

The second year of Covid-19 was fraught with recurring lockdowns and widespread uncertainty amidst a growing understanding that some changes were going to be long-term rather than short-term.

So, we recognised a need to further adapt the service to a) ensure that the emergency adaptations we had made would be sustainable, and b) find a way to monitor people's wellbeing levels which could be utilised either in person or online.

“Step One has been central. The only consistent outside support. The role of the Enabler can never be underestimated.”

Carole, service user family member



Other upcoming projects:

- Developing our ability to deliver internal staff training and professional development
- Building psychological interventions into our core service delivery
- Digitising service delivery to incorporate online consultations where necessary

These projects aim to:

- Improve staff retention and so consistency for those we support
- Increase capacity to deliver specialist emotional and practical support
- Improve cross organisational signposting and partnerships
- Reduce barriers to access

Key achievements:

- Supported 130 people in the community and across three supported living residences
- Some of our community people successfully transitioned over to new landlords and a new structure of support, preventing up to 18 evictions and potential homelessness
- Facilitated the training of 17 members of staff in professional development qualifications, 10 of which gained NVQ diplomas
- Coordinated a joint trip to the zoo for residents of supported living accommodation
- Continued to deliver a quality, person-centred support service whilst facing recruitment challenges

OUTLOOK

2022-23 looks to be an exciting year for the community team. Step One is purchasing a new six-bedroom house in Exeter which represents a change in management strategy for the supported living houses with which we work. Previous to this purchase, Step One leased the residences from landlords and this will be our first venture into owning and managing a complete supported living project.

CFO3 Project

Supporting prison-leavers to re-integrate back into the Devon community, supported by HMPPS.

CFO3 is a highly successful project where a team of four case workers meaningfully engage with people who are serving time in custody, about to leave, or have recently left, the offender system.

The team offer psychological, emotional and practical support to help individuals get back on their feet and successfully desist from crime, changing their lives through the stability that training, education and bespoke advice and support can offer.

The project targets people who have (1) dual diagnosis; (2) dependent families between 18-24; (3) have been through the care system; and (4) are ending long sentences.



HELPED

160

participants
into courses



SUPPORTED

256

people



Project objectives:

- Support 250 people per year in their offender journey
- Increase support available for those transitioning from prison to independence
- Improve training and employment and housing opportunities for ex-offenders and thus promote stability and reduce risk of re-offending
- Contribute to national networks and research regarding social integration

“The work that CFO3 undertake gives hope. It provides our prisoners with a sense of hope that they can leave prison and lead constructive lives that contribute to society in a positive way!”

Senior staff at HMP Dartmoor

“Smooth delivery of CSCS courses at HMP Dartmoor always leads to positive outcomes for the prisoners”

Dorset Trade Skills

“The multi-agency work between CFO3 and Interventions Alliance has really benefitted me and the support we give clients”

Probation staff

“With the exemplary work that the [CFO3 Case Workers] carry out it shouldn't really be any surprise that they have made it to their 85th anniversary. The care and consideration that goes into their work and the efforts made to ensure that people are treated with respect and given that second chance should be celebrated every year, not just every 85th.”

HMPPS Staff

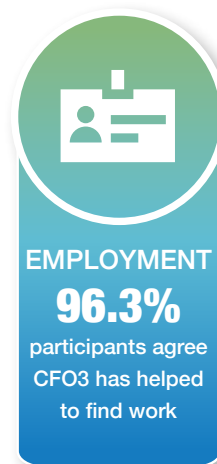
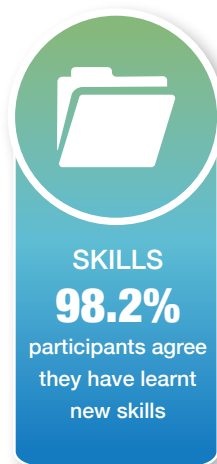
“I have never had support like this while serving any of my sentences. If I had, I wouldn't be back now.”

Service User

CFO3 Project continued

When participants were asked what the most beneficial aspect of the CFO3 project was for them, out of finance, education, employment, specialist support, the clear winner was the 1:1 case work which is the core aspect of the project and includes mentorship and motivation for support.

It is clear from the data that the CFO3 team have been incredibly successful in achieving their objectives over the year 2021-22. This data is backed up by client and partner feedback.



Step One Initiative: Integration Toolkit

The Integration Toolkit is something we offer as a way to add real value to the CFO3 scheme. It includes a hardship fund - allowing for the purchase of essential items such as ID or clothes for interview - as well as the means and resources to enrol on skills training courses such as digital accessibility or construction skills certificates. Step One Charity is uniquely positioned to maximise the impact of this toolkit as we can support people while still in prison and then continue this support in the community - something few other organisations in the region have the capacity to do. Thus, the toolkit offers

a practical resource to improve tangible outcomes such as increasing education and training to secure, meaningful, sustainable employment. This is critical as in 2020, 88% of ex-offenders available to work were unemployed. As prison populations continue to rise, we must act now to increase the opportunities available and to break the cycle of crime.

£100 per participant to purchase practical items or a place on a training course.

The Integration Toolkit is funded through voluntary donations

Impact of Covid-19

Before the pandemic began, the prison population was over-crowded and under-funded. Self-harm was at a record high and health levels were already well below the average population. Since 2015, CFO3 has been working to support prisoners with their mental health in an attempt to mitigate some of these issues at an individual level and increase employment and engagement across the Devon community.

Covid-19 brought internal lockdowns and severely reduced educational opportunities as well as social support. Project case workers shifted to telephone delivery of sessions as many prisoners were given mobile phones to keep in contact with support workers and family members. This impacted mental health which was a particular concern as the complexity of problems amongst the prison

population rose dramatically. Throughout 2021, our team of four case workers dedicated their time to physical, emotional, and mental support and continued trying to find educational or employment placements for those who were soon to leave any of the three major Devon prisons and return to the community.

Since early 2022, case workers have been able to re-enter prisons and work face to face with service users again, maximising impact and rebuilding those stable relationships through listening and meaningful dialogue which are such a huge benefit to clients.

It is a testament to their hard work that during this period, with such dramatic changes to working practice and participant wellbeing, the team were still able to achieve such incredible results.

OUTLOOK

Health and Safety in a Construction Environment courses continue to run both at HMP Dartmoor and in both Plymouth and Torquay community areas. In addition, CFO3 is also looking at kitchen management and food safety certificates and training, ensuring that these opportunities are available for anyone who wants to learn. The aim is to build inclusivity into the foundations of the project and really focus on maximising accessibility for the final year of our CFO3 case workers being resident within the prisons themselves.

BeWell@StepOne

Launched in April 2021 as a response to Covid-19, BeWell@StepOne represents the charity adapting to contemporary need, and taking a proactive and preventative approach towards mental health in our community.

BeWell@StepOne is an interactive education programme which aims to support people with mental health problems through offering integrated resource. Delivering both online courses and in-person peer support, the project is open to anyone and focuses on self-management strategies. Alongside this direct and immediate aid, BeWell@StepOne works with existing community networks to improve accessibility and unity across mental health services across Devon.

Since April 2021, approximately eight courses have been delivered per quarter and in September 2021, our Torbay-based Community Hub launched which offers in-person resource, integrating peer support groups into digital learning.

The project creates a service which increases access to mental health support and helps prevent the rapidly rising number of people with low-level mental health needs from falling into crisis.

Key achievements:



“Very useful and informative. Excellent course leader, really understanding and optimistic.”

Student

“The group that i was with were great. I was lucky as we all gelled and participated and wanted to benefit and improve our health and well being. We all had different reasons for being on the course and it worked we were all sensitive to each others needs.”

Student

“Amazing course! Really informative and laid out clearly so everything can be understood properly. Thank you!!”

Student

“Thank you Dom, Sharon and whoever else put this together. I found it interesting and it helped a bit with my understanding of me. I wish I could have gone through this years ago but I’m more hopeful than I was a month ago, so thank you.”

Student

“Initially I had sought bereavement counselling only to be told there was nothing suitable, so joined this course as an alternative! I was not sure to begin with whether I could talk about such personal feelings in a group situation but Dom, the tutor, was very patient, supportive and understanding, and the group diminished to just three of us so I felt quite comfortable (especially being able to take part via Zoom in my own home). The content was very interesting and there are definitely some tips I will take away from it. Thank you.”

Student

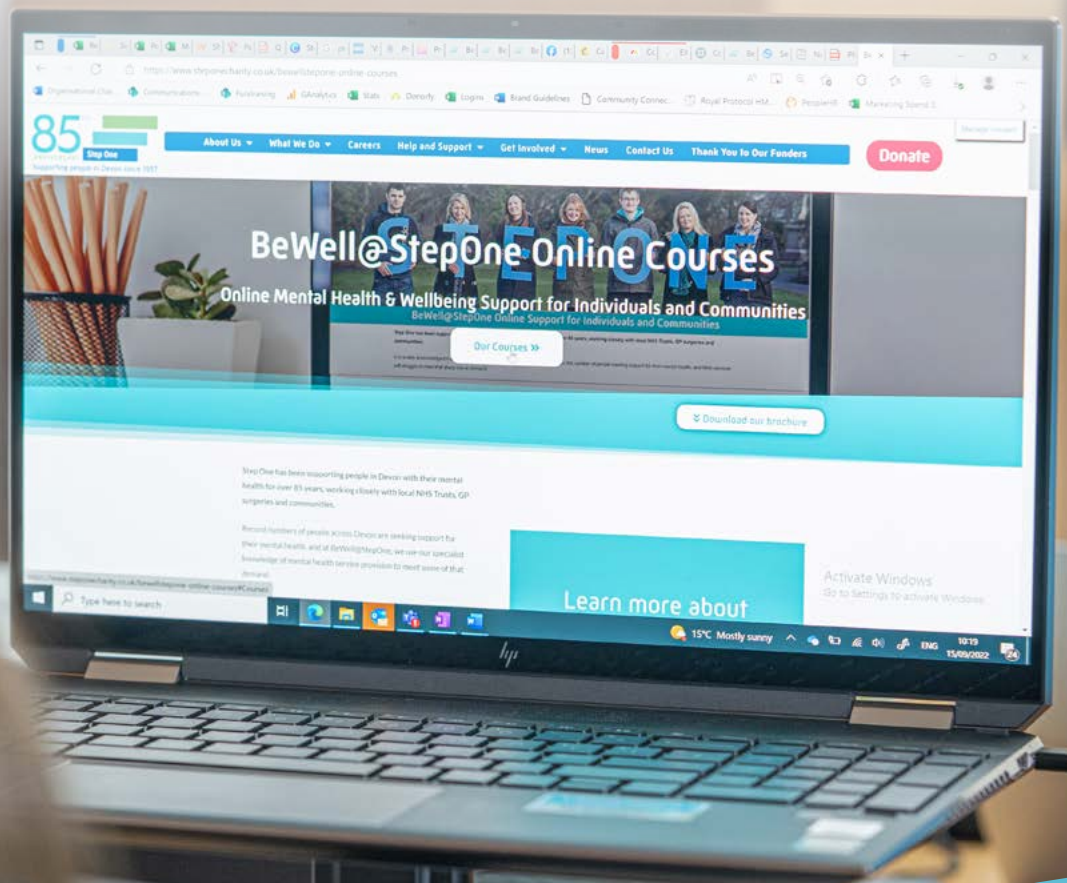
BeWell@StepOne continued

The project achieves the following objectives:

- Improve community mental health
- Help people to live independently and manage their mental health
- Create employability pathways for volunteer Peer Mentors
- Reduce admissions to NHS services

This service is 100% funded with voluntary donations and without, community support would not be able to reach our aims. We are so grateful to everyone who has supported BeWell@StepOne since its launch.

The project is improving employability in Devon as people who engage with the project seek employment at Step One.



Case Study:

Becky, 37 years old from South Brent, tells us why she came to BeWell@StepOne:

"I have suffered with my mental health, with anxiety and depression for many years. The last few years, with Covid hitting, left me unemployed from a well-loved job as well as building social barriers because of isolating. I became homebound and my mental health got to the worst it's been."

"I received help from Talkworks and then Pluss where an employment advisor gave me a leaflet for BeWell@StepOne."

Becky found that the online courses and in-person peer support made a real difference to her mental health. She says:

"I have benefitted from the courses and group so much. They made a huge impact to my life/mental health. Being with Step One I

have taken away so much information such as understanding my mental health, learning loads of techniques/tools to use to help.

The courses and group have helped me to break the cycle and make friends in a social group. I have loads of support and forever learning new things. I feel completely safe and in a safe place."

About BeWell@StepOne, Becky says:

"Step One has been there for me. You can have a good or a bad day and Step One will be there for you with support and advice. This service is well-valued and a benefit to myself. I have already recommended it to others I've met through different support."



OUTLOOK

Based on the success of this year, 2022 sees the launch of Phase Two of BeWell@StepOne. This phase focuses on developing volunteer engagement plans and replicating our pilot Community Hub in two new local areas. Hubs will work in conjunction with online courses to offer holistic and community-based care in areas that currently lack accessible mental health resource.

This will offer multi-faceted benefits which include forging stronger support networks, improving available resources, creating employability pathways and greater integration between services and the communities they serve.

Devon Mental Health Alliance



Led by Step One Charity, the Devon Mental Health Alliance is a coalition of six charitable organisations commissioned by Devon Partnership Trust (Devon Mind; CoLab Exeter; Improving Lives Plymouth; Re:Think Mental Illness; Shekinah; Step One Charity). Its aim is to revolutionise mental health service delivery across the county by encouraging connectivity, commissioning new practice, and delivering services.

Working across primary, secondary and tertiary care networks, the VCSE Alliance opens up the opportunity for real change by pioneering new regional practice and participating in a nationwide effort to scale up the provision of mental health support.

Key activities of the DMHA:

- Co-produce system change to promote the best possible outcomes for those with mental health problems
- Offer recovery navigation services
- Implement psychological therapies/psychologically-informed interventions
- Focus on supporting older people's mental health



Why is the Alliance needed?

Stagnation – community mental health development has not always been able to make the most of community resources.

Fragmentation – creation of separate specialist teams has, in most places, led to fragmentation and discontinuity of care.

Barriers – multiple services providing care multiple assessments. This causes distress and increases chance of drop-out. It is also a poor use of resources.

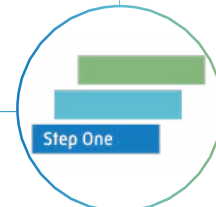
Rigidity – people are excluded from mental health teams as they do not meet rigid service specification or often arbitrary thresholds

'Too ill for primary care, not ill enough for secondary care'

Aim: To fundamentally transform how people access mental health care in the community

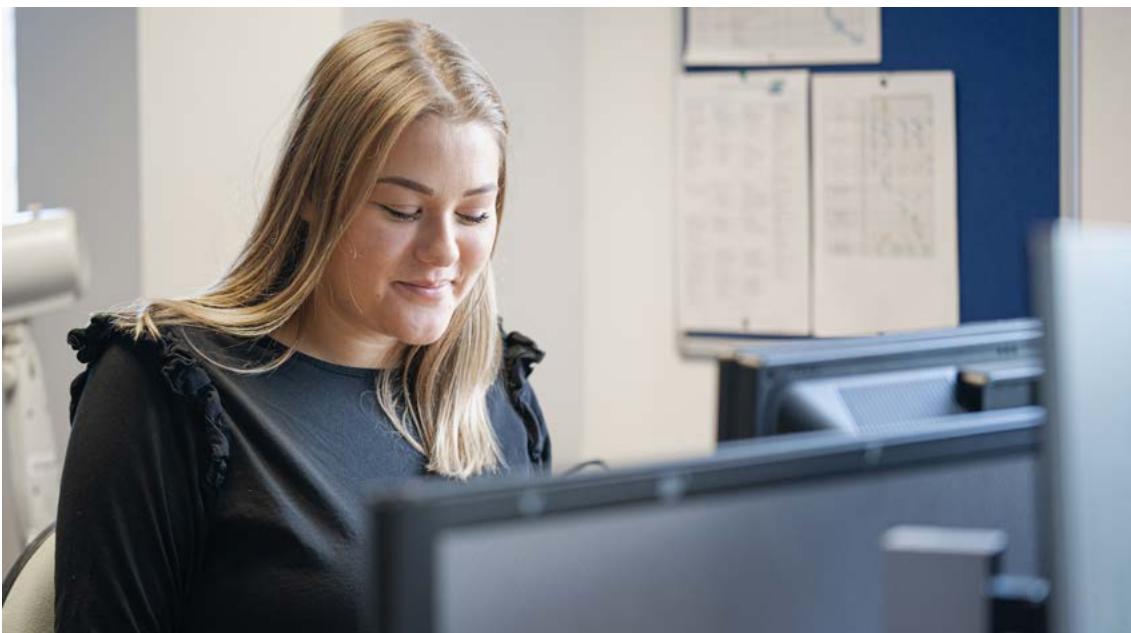


Devon Mental Health Alliance
Working together for better mental health across Devon



Financial Strategy

This year, Step One Charity began to feel the broader societal impacts of Covid-19 which had an acute effect on our organisational operations and thus our finances and financial strategy.



Covid-19 impact on practice:

- Loss of Beaufort House office tenants
- Staff absence and sickness raised our reliance on agency staff
- Immediate need to invest in digital equipment

The pandemic highlighted the need for flexibility in working. When sudden crises require rapid adaptation, it is essential that we are able to respond so as to remain viable. Thus, in early 2021, we launched a five-year strategy for diversifying our income: a new Fundraising and Marketing Strategy.

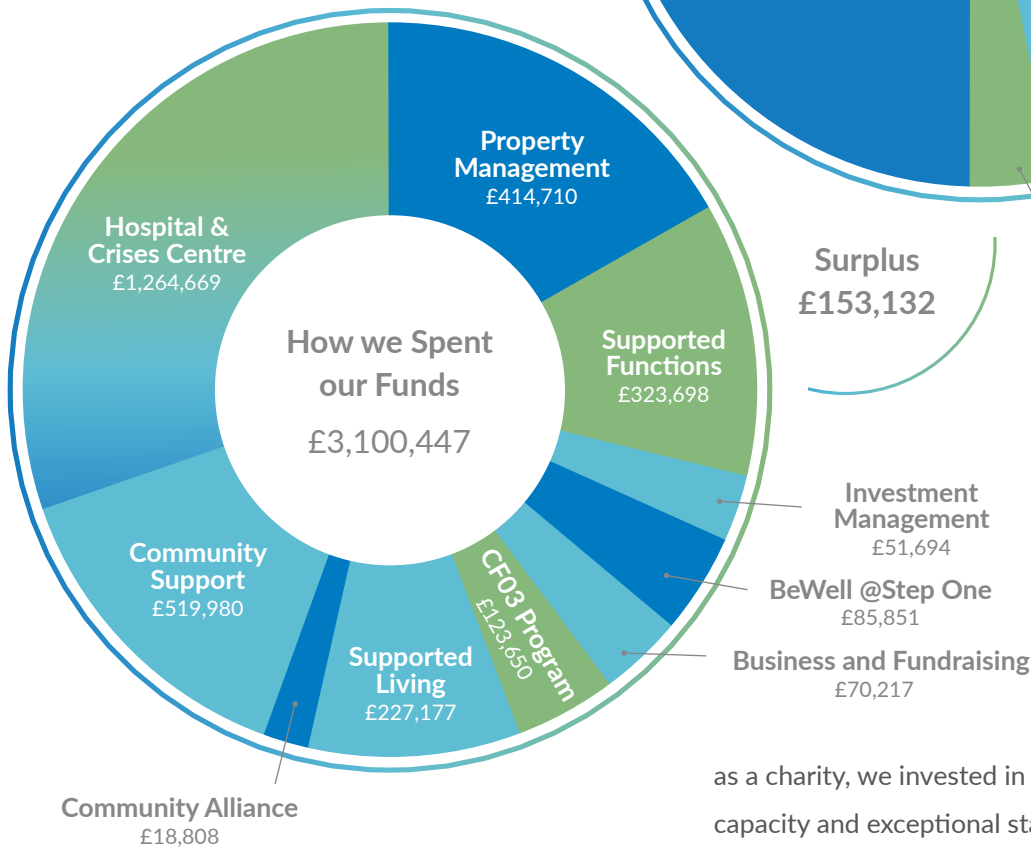
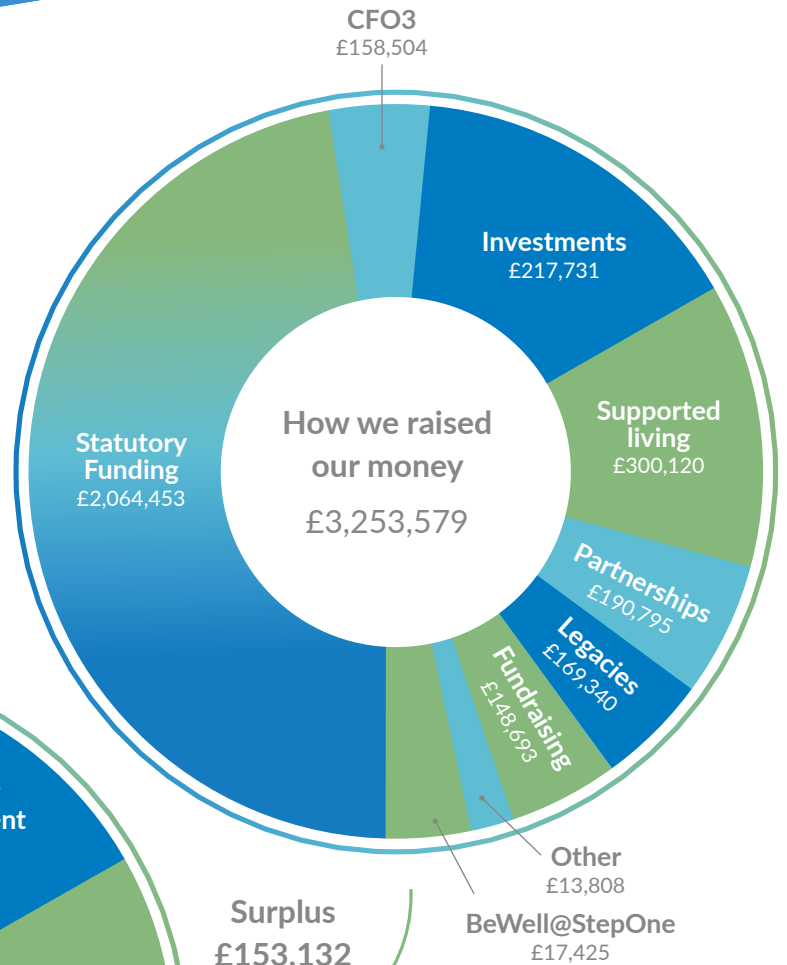
The strategy aims to ensure that we remain resilient against crises and are able to develop services which are responsive to societal change, helping us to continue to reach our charitable objectives and remain as leaders in our field.

“To take full control of my mental health and to explore the factors affecting it amongst other self-motivated people, the only natural choice for me would be Step One”

BeWell@StepOne Participant
and now Employee

Key financial developments:

- Launch of new fundraising strategy
- Set up JustGiving and portable payment capacity
- Change of working practice caused risk of financial deficit
- Integration of a CRM to automate Gift Aid



Funds received through charitable activities and/or statutory contracts have been used to deliver services during one of the country's largest mental and physical health crises. Statutory contracts part-funded our community and crisis resources while,

as a charity, we invested in maintaining our delivery capacity and exceptional standard of care. At the same time, we put resource into developing an all-new online mental health self-management service which would meet Covid-19 guidelines and offer a widely accessible format for people to find mental health support and also build community with others online or in person (when able to do so).

Fundraising Strategy

The launch of our Fundraising Strategy in 2021 represents one aspect of the wider shift towards developing our community-facing services. This shift will offer us autonomous flexibility and resilience to complement our core commissioned services and help protect us against unforeseen challenges, such as a global pandemic.

The Fundraising Strategy initially focuses on securing grant funding for specific areas of our services and so freeing up income for unrestricted development. We will also seek unrestricted income from community sources which we can re-invest into pioneering approaches to addressing mental health problems, for example BeWell@StepOne.

This approach to income generation requires a longer-term view with a crucial understanding of the need to develop our profile within our community over many years. The full impact of COVID and the cost-of-living crisis remains to be seen however we are confident that there is a passion for addressing mental health across our community.

Within the adopted strategy there are some fundamental steps to take as we prepare our foundation for this approach;

- Develop website for active community engagement and donations
- Develop a more active and dynamic social media presence across a wide range of platforms
- Adopt a CRM system which can grow and adhere to GDPR standards
- Develop sustainable and responsive community relationships

“I will say there is a need for more help with people with anxiety, depression and other mental health issues over the long term, perhaps for people who self-manage but would like a social dimension, peer support or help/assistance but are below the threshold for other services.”

Chloe, Exeter Community Connector

This year we have made good progress against the strategy, having recruited internal resource and received £315,000 across grant, legacy and community sources; integrated a CRM system and enhanced our social media presence, and begun to reach out to community representatives.

Strategy Timeline:

2021	Initiation of our grant and legacy fundraising strategy
2022	Establishment of internal processes as well as the launch of active campaigns
2023	
2024	The launch of our public fundraising strategy

London Marathon

Amy, Project Manager at BeWell@StepOne put on her running shoes in aid of Step One and ran the London Marathon in October 2021. Her incredible efforts raised £1225 for the charity and she completed the challenge in an amazing 5 hours and 32 minutes. Her engagement and commitment to such an incredible challenge demonstrates the passion for the cause that exists amongst our staff and offers insight into events fundraising for the future.



Gifts in Wills

Leaving a gift in your will is fast becoming a popular way to give to a charity close to your heart. 100% of your donation goes to the charity of your choice and it is quick and simple to set up. In 2021 we began to lay plans for our first legacy fundraising campaign, to be launched in January 2023. We approached local solicitors to form partnerships for a Free Wills Campaign and partnered with the SRA-approved online will-writing company, Kwil. To find out more please visit: www.steponecharity.co.uk/gift-in-will or contact Carey.mackenzie@steponecharity.co.uk.

THEORY OF CHANGE

OUTLOOK

As mentioned previously this an incredibly exciting year for Step One, as Covid-19 galvanises action towards tackling the rising mental health crisis. 2021-22 sees the charity make a shift towards a proactive, engaging and innovative approach to addressing the mental health problems which pervade across local communities, actively seeking to tackle complications before they become crises.

We are proud to announce Step One's Theory of Change, a condensed strategy which lays out local issues and our response to tackling them as we move forward into this new era.

Context

- Disparity in deprivation – Devon has higher levels of deprivation than the national average and extreme disparity in disadvantage
- High levels of social isolation across the county
- Long waiting lists – number of people on mental health waiting lists have more than doubled over the past year
- Long waiting times – People can now be waiting for over one year to receive support
- Covid-19 and other global events have had serious impact on people's health and wellbeing

Vision

Build access to real support for people across Devon, enabling communities to flourish.

Strategy

- Develop an integrated service model
- Advocate for the right solution
- Secure and grow from the core of the charity
- Prioritise action and inclusivity
- Engage with new and existing audiences

Actions

Improve our portfolio of proactive interventions

- BeWell@StepOne
- Developing specialist resources and supported accommodation
- Leading research and innovation
- Partnerships driving change
- Evolving with the societal landscape
- Investing in pioneering approaches

Consider equality and diversity in all we do

- Diversify charity management
- Consult with representatives of different communities regarding media, messaging and strategy
- Targeted focus groups for charity development
- Outreach into communities e.g., presence at LGBT+ pride events
- Ensure resources for visual or hearing impaired

Build partnerships

- Build VCSE networks
- Build on existing relationships with CCG (ICS)/DPT
- Contact and engage local community groups

Introduce research and development arm

- Recruit psychology lead
- Introduce online resource portal
- Workforce development
- Internal and external training opportunities
- Develop technology and hybrid offers
- Invest in outcome monitoring and intervention evaluation

Goals

- Increased community capacity and resource
- Equal access to inclusive services
- Early intervention to prevent mental health crisis
- Flourishing communities with accessible support
- Independent living and real enablement
- Social participation and real opportunity
- Build a culture of innovation

To achieve our aims of:

- Reduce feelings of isolation
- Reduce attendance at GP/Emergency services
- Give an increased sense of hope and purpose
- Help improve confidence
- Reduce episodes of poor mental health
- Improve knowledge and provide tools to manage health and wellbeing

Thank You

Step One would not be where we are today without the incredible hard work from each and every one of our staff and volunteers. The second year of Covid-19 brought new challenges in the form of uncertainty, lockdowns, international war, and food and staff shortages. The reasons to feel down were many yet the incredible people of Step One Charity gave their time and energy to making our services positive places to be, raising the morale of those who were at crisis point.

We thank you for your patience, your positivity, your care and your love for the work you do and the people you support. We would not be able to achieve such incredible results without you.

It has taken more than a village to keep our charity going through the second year of the pandemic, it has taken a team.





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