



ANNUAL REVIEW 2018-19



NAVIGO

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Welcome to our 2018/19 Annual Review, which sets out another year of successful achievements for NAViGO.

I remain so proud of the work our staff, members and volunteers do to support people to live better and healthier lives, and in the unique ways in which we continue to work with our service users, carers and their families often in the most difficult of times.

Our continued delivery of safe care for our service users is only possible with the enthusiasm, dedication and compassion of our outstanding staff.

It is pleasing to see that the way we provide care is reflected in consistently good satisfaction ratings from service users, their families and carers through the Family and Friends Test, as well as in the many compliments our teams receive.

In the past year, we have been well supported by our elected representatives who play a vital role in helping to shape our future direction. Ahead of our 2019 AGM, and the membership elections, I would like to give my thanks to them for their time and dedication.

In particular my thanks go to Julie Salt and

Richard Melling for their commitment and support to the board over the past two years.

In the conclusion to my foreword to last year's review, I cautioned against the then-current fashion in the NHS to reorganise and restructure organisations and to develop larger and larger organisations which take decisions about service further and further away from service users. That trend is still ongoing.

Our challenge for the future remains: to ensure that we continue to promote and maintain the NAViGO model of service delivery and our unique construct

whilst all of this external organisational change is taking place.

The people of North East Lincolnshire deserve and have a well-developed mental health service which responds to and meets local need. We must ensure that together we do all we can to preserve and develop it.



Tom Hunter
Chair

It's been another outstanding year for NAViGO as we continue to go from strength to strength delivering high-quality care.

Building on last year's excellent CQC results, community mental health services in North East Lincolnshire have been rated as amongst the best in the country by the people who use them.

The rating was revealed in this year's national Community Mental Health Survey carried out by the Care Quality Commission, with our high scores placing us amongst the top organisations in England.

It is really important to our members that NAViGO continues to make innovative improvements and the last year has been a busy

one. We have successfully launched our new SystmOne electronic patient record system, a new adult autism and ADHD service in partnership with Care Plus Group and we continue to develop our specialist community rehabilitation service, opening a second house in December.

We have been working in partnership with other mental health organisations within the Humber region to increase the range of services we can provide by working together – this is why local women are now able to access a specialist community perinatal mental health service.

Two years ago at our AGM, members voted for the development of a crisis café.

Delivered in partnership with Mind, Safespace has now opened its doors.

“We're rightly proud of the services we deliver across North East Lincolnshire.”

NAViGO also provides a new Coffee House and another of our successful AGM projects – Simply You – has also moved to a new suite of therapy rooms at NAViGO House – our central Grimsby office.

At this year's AGM, members will have a chance to hear about the fantastic journey NAViGATE has been on and what a powerful story it is. Starting as an idea from Monika - a member of our finance team; winning AGM Project of the Year to now being fully established

and having such a positive impact on everyone who is involved be they service users, staff or volunteers.

This year we have also relocated our specialist eating disorder unit.

I'd particularly like to highlight the significant changes that have taken place in the work of our broader community mental health teams (for both adults and older people) and to thank the staff in these areas for completely transforming the way they work with one objective in mind – to improve the way we respond to people who need our support at a very vulnerable time in their lives.

With excellent results from our NHS staff survey and an appearance in the national Sunday Times 'Top 100 Not-for-Profit organisations to work for' list for the fourth year in a row, it's been another year to celebrate.

Our staff, service users, carers, members and volunteers never fail to astound me with their passion, hard work and commitment to making our services the best they can be and their ideas on what we can do to keep improving are limitless.

Our approach to treat the whole person rather than their condition and to 'provide services we would be happy for our own families to use' remains at the forefront of all we do.

I look back over the year with thanks and look forward to continuing on the NAViGO journey with you.

“Our approach to treat the whole person rather than their condition and to 'provide services we would be happy for our own families to use' remains at the forefront of all we do.”



**Jane Lewington
Chief Executive**

Jane Lewington

PROFESSOR DAVID JOBES

The keynote address of our two day conference was given by Professor David Jobes from the Catholic University of America in Washington D.C.

Prof. Jobes is the creator of CAMS (Collaborative Assessment of Management of Suicidality) and used his appearance in Grimsby to give a live demonstration of the framework.



CELEBRATING BEST PRACTICE

NATIONAL CONFERENCE 2019

“It seems fairly clear that NAViGO staff have been able to do something quite different to mainstream healthcare services. For me, that’s a dream.”

That was the opinion of Andrew Molodynski, consultant psychiatrist at Oxford Health NHS Foundation Trust, who chaired the second day of our first two day national mental health conference in March.

Hundreds of attendees eagerly listened to and participated in two days’ worth of lectures and workshops from staff and external speakers, sharing best practice and discussing improvements to services.

STAFF AWARDS 2019

In February 2019, we celebrated our third staff awards ceremony.

An evening to give thanks and recognition to our colleagues who have made outstanding contributions to the care we provide, whether they work directly with people who use our services or in a supporting role.

A fantastic evening,
thank you NAViGO!



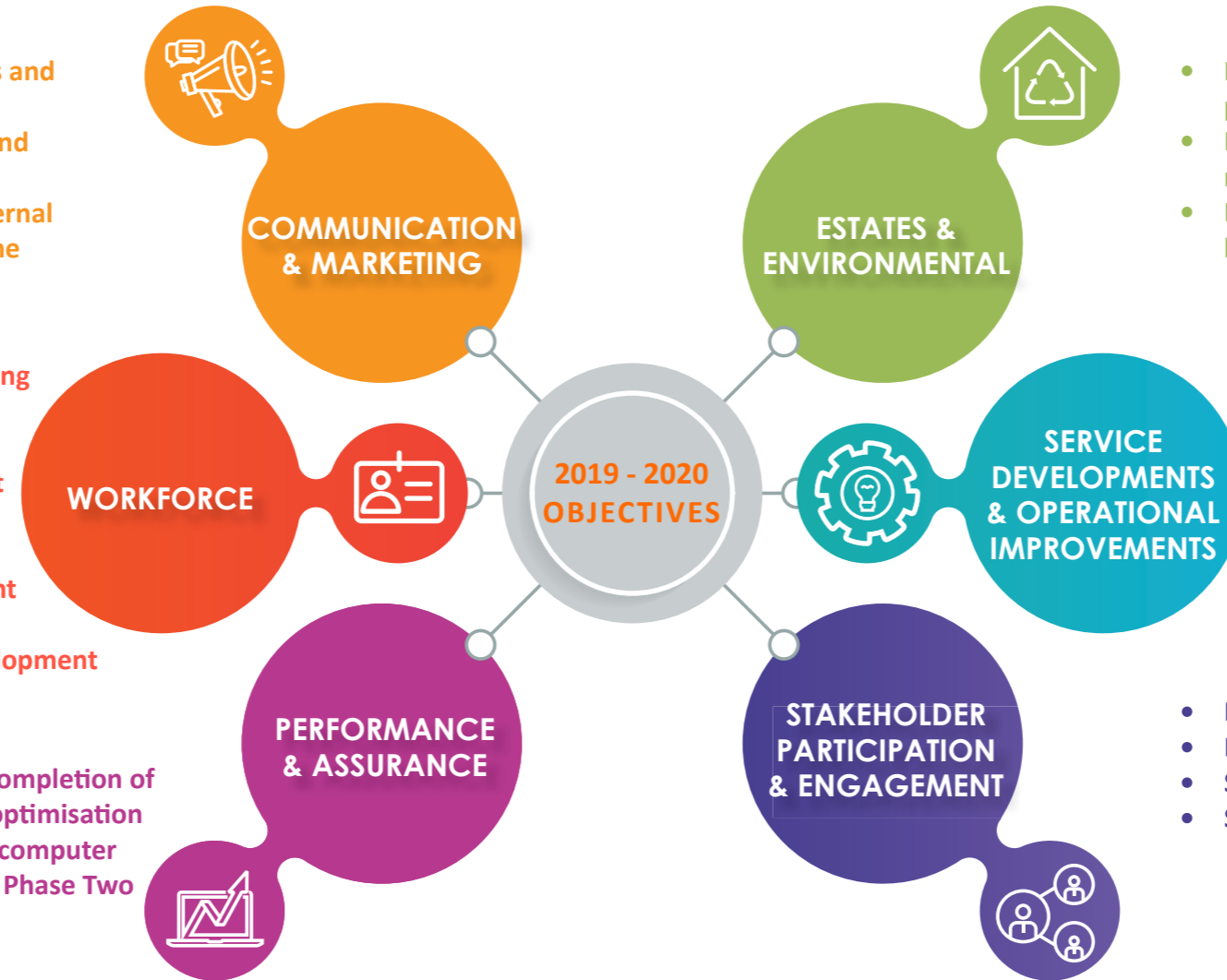
**LOOKING AHEAD...
2019-20 OBJECTIVES**

Every year we engage with our community members and staff to identify our key objectives for the year ahead.

Over 250 responses were provided and we have, again built our work plan around what members want us to focus on.

Progress is monitored by the CIC Board, relevant sub-committees and supported by individual work plans where appropriate.

- Deliver a communications and marketing strategy
- Conduct a brand review and website audit
- Initiate a review of all internal communications within the organisation
- Create an internal wellbeing strategy
- Review policies and procedures to ensure best practice
- Establish an internal management development plan
- Review training and development opportunities
- Following the successful completion of Phase One, continue the optimisation of SystemOne - the clinical computer system - by implementing Phase Two



- Review procurement arrangements to ensure effective purchasing across NAViGO
- Deliver NAViGO's environmental policy including recycling and a reduced carbon footprint
- Delivery of the estates strategy including planned building developments

- Delivery of the Long Term Plan
- Expand employment support services
- Establish social landlord status
- Improve pathways and integration across services

- Establish a stakeholder and participation and engagement plan
- Deliver NAViGO carers' strategy
- Service user wellbeing strategy
- Support the development of elected member roles

TUKES SEVEN SOW SEEDS FOR SUCCESS

Seven members of Tukes - our employment, education and training scheme - completed a horticulture qualification thanks to a grant from The Gardiner Hill Foundation.

Members attended classroom sessions in nearby Market Rasen, with weekly practical sessions also taking place at the Grimsby Garden Centre.

The Gardiner Hill Foundation agreed to cover the costs of site visits, transportation and placements having found that the therapeutic properties of working outdoors in a social setting benefitted members' mental health and physical wellbeing, as well as their employment prospects.



GARDINER HILL FOUNDATION

NAViGO's official charity - The Gardiner Hill Foundation - was established to enhance and enrich the lives of people with mental health problems and promote good mental health.

Working alongside and supplementing core funded essential services provided to people with mental health problems, the charity's principle aim is to support people with mental health issues in ways which empower them.

From creative writing to the Safespace crisis café; Bright Blue Monday events to Christmas community activities, the last

year has seen the Foundation support local people and organisations through its grants programme providing support, training and education.

Pennies from Heaven – our staff donation scheme - was also launched with generous employees aiding fundraising activities.

The Gardiner Hill Foundation continues to offer our deluxe caravan exclusively to NAViGO service users, their carers, community members and staff at a reduced price throughout the entire holiday season.

“The Gardiner Hill Foundation really helped me to get to and from job interviews by providing me with a bike. I’m so grateful and wanted to let others know what brilliant things they do.”



£24,418.86
raised, granted or donated

17
grants awarded with

£4,288
spent on grants for training, trips, items for service users homes and more.

38
caravan bookings





SOCIAL ENTERPRISE

Many people believe that it's just our garden centre or cafes that are the social enterprise parts of NAViGO.

But actually, the whole of NAViGO is classed as a not-for-profit social enterprise.

That's not that unusual. Lots of organisations that have emerged from Primary Care Trusts and other public sector organisations have established themselves as independent social enterprises.

So while we've emerged from the NHS to run all local mental health and associated services in North East Lincolnshire, we've also developed income-

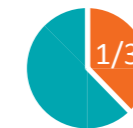
generating, commercially viable businesses that provide training, education and employment opportunities including Grimsby Garden Centre, People's Park Floral Hall and three cafes.

We also have a voting membership giving service users and carers equal rights to staff.

Social enterprises are critical to parts of the NHS -

1/3 of community services **and**

2/3 of out-of-hours services are delivered by social enterprises.



You may have spotted this symbol at our garden centre or one of our cafes.

What does it mean? Well, Buy Social is Social Enterprise UK's flagship campaign.

It challenges all of us to think about where we buy our goods and services from and the social impact of our purchasing decisions.

Buying social is about using your money to create a positive impact on the world we live in. When you buy from a social enterprise like NAViGO, you are choosing to spend your money with a business that is giving something back and reinvesting their profits to address the most pressing issues.

CQC

We are currently rated as 'GOOD' overall following our last comprehensive inspection in December 2017, in which we were also very pleased to receive a rating of 'OUTSTANDING' for the standard 'Caring'.

NAVIGO's core services - acute inpatient services for older people and the specialist eating disorder service - were both rated 'outstanding' in their own right.

Well led	GOOD
Responsive	GOOD
Caring	OUTSTANDING
Effective	GOOD
Safe	GOOD

ONE OF THE BEST

Community mental health services in North East Lincolnshire have been rated as amongst the best in the country by the people who use them.

The high rating was revealed in this year's national Community Mental Health Survey carried out by the Care Quality Commission (CQC) when we received scores putting us amongst the top organisations in England.

Service users were asked questions about various aspects of their care, leading to a standardised score out of ten.

NAVIGO achieved the highest

score nationally in seven out of the 11 areas covered.

In addition, a bigger proportion of service users – almost two thirds (63%) – chose the most positive option when answering the questions than anywhere else in the country.

As a result, we are one of only four service providers to be rated overall by the CQC as being better than the national picture.

The survey covered our community mental health services for adults, plus those for older people with dementia or another diagnosed mental health issue.

QUALITY OBJECTIVES

Safety

- Maximise safety of prescribing mental health drugs
- Improve safety following inpatient discharge

Service user and carer experience

- Improve access to crisis services
- Engage with Experts by Experience to review inpatient environment

Clinical effectiveness

- Ensure services are accredited
- Develop services
- Develop workforce
- Monitor restrictive interventions
- Explore development of carer support

PRIORITIES FOR IMPROVEMENT

Quality objectives were developed based upon themes that emerged from:

- Engaging with service users and carers, staff and other stakeholders via workshops, Your Voice@NAVIGO membership forum and online surveys
- Reviewing themes arising from complaints, surveys and incidents
- Reviewing the areas for improvement identified by the Care Quality Commission (CQC), Clinical Commissioning Group (CCG), National Institute for Clinical Excellence (NICE) and NHS England.



DEVELOPING SERVICES AND SYSTEMS



ADULTS WITH AUTISM

Autumn saw the launch of a new adult autism and ADHD service we are delivering in partnership with the Care Plus Group.

Developed in response to feedback from people with autism, their families and professionals who felt there was a gap in support for those over 18 years of age, the commissioning of this service by North East Lincolnshire CCG fills a significant gap for our locality.



EVERY MUM MATTERS

Mental health services for new and expectant mums in the Humber region continue to be developed.

Having secured a share of a £23 million nationwide investment, the Humber, Coast and Vale Health and Care Partnership – a collaboration of 28 health and social care organisations including NAViGO – delivered specialist community perinatal mental health services in Hull, East Riding of Yorkshire, North Lincolnshire, North East Lincolnshire, Scarborough and Ryedale, and the Vale of York.



ELECTRONIC PATIENT RECORD

September 2018 saw the implementation of the new electronic records system - SystmOne.

This was a magnificent achievement led by our head of performance and business support and our SystmOne programme manager.

However, every member of staff contributed to the successful delivery of this highly complex project and work in 2019/20 is focussed on optimising our use of the new system to best support the delivery of integrated care.

RELOCATIONS AND EXPANSIONS



COMPLEX CARE COMMENCES

In 2018, the Board approved significant investment in the development of a new complex care unit which will be operational from June 2019 and provide support to people unable to live independently or be cared for within local care home facilities.

The new ten-bedroom complex will offer enhanced care and support, meaning individuals will no longer need to leave North East Lincolnshire as their care needs become more complex. Each bedroom will also boast overnight facilities for family members and carers.



RHARIAN FIELDS RELOCATION

Plans and building preparation get underway for the relocation of Rharian Fields, our specialist eating disorder service. The service will be moving away from the local general hospital site to Stanage Lodge, Grimsby.

The new site will have seven individually designed bedrooms – five of which will be commissioned by NHS England - all including private en-suite facilities. We will also be able to offer a self-contained, en-suite apartment that can be used as a step-down facility before service users are discharged.



CRISIS CARE ENHANCEMENT

We have continued to enhance our crisis and mental health liaison services to cope with the increased demand, by redesigning our crisis response to ensure that our senior mental health practitioners are focussed on assessing and supporting those people who need specialist response.

At the same time, we recognise the need to support those who present in crisis but do not require specialist input, securing non-recurrent funding for support staff to meet and greet everyone presenting at crisis.





COFFEE AND A CAKE

Lattes, espressos, a flat white or a cup of tea and a slice of cake; the third addition to NAViGO's coffee shop portfolio officially opened its doors. And it's a café with a difference.

For the Coffee House in the centre of Grimsby not only turns profit for good by day, with proceeds going back into supporting mental health services across North East Lincolnshire.

But by night, transforms into Safespace crisis café – a joint initiative between NAViGO and North East Lincolnshire Mind offering out of hours support to the lonely, isolated and emotionally vulnerable who

find themselves in crisis or need support with their mental health in the evening.

The bustling café also offers training and employment opportunities to people from disadvantaged backgrounds and individuals with mental health difficulties.

Building on the success of our People's Park café and the popular Grimsby Garden Centre Café Blue, the Coffee House is the third eatery run by NAViGO.

Open to all ages, the friendly venue offers take-out or eat-in options with a range of toasties, sandwiches, beverages and cakes while helping raise the visibility

of mental health support services in the community.

Jo Keen, head of employment and commercial services at NAViGO said: "Not only do we serve great coffee and good food in lovely, relaxed surroundings; but when you buy from us, you are also helping to support people in your local community with mental health difficulties."

The inclusive Coffee House also plans to host events and drop-ins to aid NAViGO's wider work in talking about mental health and providing individuals with support. So grabbing coffee to-go can mean coffee for good.



EMPLOYMENT EXPANSION

Launched in March 2019, our Open Minds IAPT service is hoping to build on its workplace support for service users, with an appreciation that employment worries – like stress, grievances and discrimination – can be the source of these problems.

Our aim is to support people currently employed, where the employer may not know how to support the employee.

The new service can work with the employers to look at a return to work action plan, and get the employee back to sustainable employment and full productivity.

WHY IS WORKPLACE WELLBEING IMPORTANT?



Improves morale



Reduces stress



Increases productivity

COMING SOON...



Career development is set to join the suite of employment services offered by NAViGO in 2019. Working alongside already existing training development and employee and employer workplace mental health support, our IPS service will help individuals develop their career and access skills and training through a personalised support programme.

Offering support to service users looking for employment opportunities, the dedicated team will offer a one-to-one service providing assistance with job applications, individualised job searches, contact with prospective employers and access to training, skills and qualifications.

“Since starting with NAViGATE I cannot believe how I have turned around. The captain has put his trust in me and taught me how to be a first mate.

“I feel like I am really part of something - I am relaxed and happier and feel really good about myself.

“This has been a fantastic project for me and is a big part of my life. I am now really enjoying helping others to get involved and learn how to be sailors.”



Local resident and newly qualified first mate - John Paduch

NAVIGATING POSITIVE MENTAL HEALTH

Life on the ocean wave proved popular with the launch of our innovative sailing therapy NAViGATE.

The brainchild of finance manager Monika Buffam and voted for by staff and community members at NAViGO's AGM, the scheme was awarded the Project of the Year 2018 title, with a development team assigned to bring the idea into reality.

Offering free sailing sessions to service users through care co-ordinator referral, NAViGATE explores the positive link between water, health and wellbeing with the sailing sessions helping to improve

both physical and mental health. Each session also provides a unique experience for service user 'crew' members in teamwork, confidence building and personal development.

The 43 foot NautiBuoy sailing yacht is skippered by commercially endorsed yacht master Barry Flintoft who, prior to sailing around the world, had a twenty year career in mental health services.

Complementing our other therapies, the opportunity allows trained employees to engage with their clients in a different unique surrounding.



AWARD WINNING

NAViGO continue to achieve national recognition for innovation and excellence.

WINNER

- Medipex Innovation Award 2018
- Grimsby Heart in the Community Awards 2018

HIGHLY COMMENDED

- Positive Practice in Mental Health Awards 2018
- James Legal Inspiring Business Awards 2018

SHORTLISTED

- BMJ Awards 2018
- HSJ Awards 2018

ACCREDITATIONS

Over the past year, NAViGO's services have achieved and maintained national recognition with accreditations from the Royal College of Psychiatry, evidence that our staff are demonstrating commitment to providing excellent services.

Royal College of Psychiatry accreditations:

- Accreditation for Inpatient Mental Health Services (AIMS)
- Quality Eating Disorder (QED)
- Memory Services National Accreditation Programme (MSNAP)
- HTAS (Home Treatment Accreditation Scheme)

The staff are supportive and very knowledgeable.

This is a flexible service, with a person-centred ethos, and staff think creatively.

This is a very compassionate team. They are flexible, and provide person-centred care.



Safespace

If you find yourself in crisis or need support with your mental health in the evening - we are here. We will listen. We will help in your time of need.

Our Safespace crisis café is open to anyone regardless of whether you've accessed our services before.

Professional mental health workers will support you in managing your mental health and wellbeing.

No need to call. Just pop in for tea and a chat.

SAFESPACE

Based in the centre of Grimsby; Safespace is open three nights a week providing shower, laundry and refreshment facilities alongside practical mental health assistance from dedicated staff.

Funded by the Department of Health and Social Care's Beyond Places of Safety Fund and NAViGO's Gardiner Hill Foundation, Safespace is already helping to reduce pressure on local A&E departments and police services.

NAViGO Safespace project manager Ali Cook said:

"People aren't always sure where to go at a time of distress. They don't necessarily require emergency NHS or police intervention but they present themselves at A&E because they don't know where else to go and are often sat waiting to speak to someone.

"Safespace offers a welcome alternative where an individual can walk through the door and talk to someone straight away, while relieving the strain on other, already in demand, services."



SURVEY SEASON

QUALITY HEALTH NHS SURVEY

The 2018 staff survey produced excellent results that we, as an organisation, are very proud of. In the context of national scores and mental health trusts we continue to score very favourably.

Some of the headlines compared to 233 other provider organisations:

- ▲ 12 highest response rate
- ▲ 27 highest engagement score overall
- ▲ 33 highest staff motivation
- ▲ 25 highest recognition by managers
- ▶ 34 lowest score for violence against staff

BEST COMPANIES

For the fourth year in succession, we made the prestigious Sunday Times 'Top 100 Not-for-Profit Organisations to work for' national list.

Creating a culture where people love their work, NAViGO boasts a variety of wellbeing initiatives including Keep Fit Fridays, staff choirs, cycling groups and an in-house occupational health service; all accompanied by a multitude of local and national health discounts from gyms and yoga studios to spas, hairdressers and holistic therapy centres.

COMING SOON... WORKPLACE WELLBEING

As part of our 2019 focus on wellbeing, we will be rolling out roadshows and dedicated campaigns - tailored for staff working across all NAViGO sites; capturing everyone from front-line clinical employees, to admin and infrastructure staff.

The aim is to continue with ongoing promotion of existing initiatives, benefits and support whilst gathering new and innovative ideas to encourage and develop a healthy and stress free workforce.



Positive feedback received from service users, carers and their families:



- 288 compliments and thank you cards



- 1371 Patient Reported Experience Measure surveys (PREM), Patient Experience Questionnaires (PEQ) and Acute Liaison Patient Satisfaction Scales

WHAT PEOPLE SAY ABOUT US

We received a grand total of **1659** compliments and positive responses from the patient Friends & Family Test in 2018/19, which includes individual compliments forwarded to us by service users, carers and families; and also positive comments from the Patient Reported Experience Measure survey (PREM) and the Open Minds Patient Experience Questionnaire (PEQ).

A very small percentage of non-positive comments were received. The patient experience lead meets with managers from service areas bi-monthly where actions are agreed in response to these and managers are asked to share these and the positive comments with their staff.

Thank you to all the staff who took such good care of our mum and treated her with such kindness. It was a great relief to know she was in good hands.

A member of staff has really helped me in my recovery, I can't thank them enough for all they have done. Every session has been thorough and helpful in all ways. Thanks again.



ANNUAL GENERAL MEETING

“One of the things I’ve noticed today is how much humour and goodwill there is; you look like people that enjoy working with each other and enjoy engaging with service users. Sometimes it was hard to tell who was staff and who was patient, and I think that is a very impressive thing. What I see are people who are creatively engaged in innovative ways of delivering the care people need... You’ve got a pub in the dementia unit! What could be better than that?”

Reverend Richard Coles, AGM keynote speaker 2018



“Becoming a volunteer at Grimsby Garden Centre feels like a weight lifted off my shoulders and gives me confidence to apply for any employment opportunities that come up.

“I feel like my experience as a member who started his journey in a dark place can be put to good use by supporting other people.”

Mark



PUTTING DOWN ROOTS

Grimsby Garden Centre was bought by NAViGO in October 2015. Brought up to date, the centre is still changing and expanding and continues to go from strength to strength.

Offering up her expertise as a successful entrepreneur specialising in horticulture, we've established a relationship with renowned florist and star of the BBC's Apprentice Elizabeth McKenna.

Elizabeth is helping our team to improve visual merchandising and give the garden centre's volunteers and members the opportunity to expand their skills through in-house training and public workshops.

NAViGO aims to get people from disadvantaged backgrounds and people with mental health difficulties back into work by offering them real working life skills, while providing support and education. This often leads to employment and further opportunities for individuals.

We have many volunteers at Grimsby Garden Centre, gaining experience in everything from greeting customers on the shop floor to working in a busy restaurant environment.

In addition, the enterprise has recently exceeded £1 million in annual turnover and also increased profits – all of which goes into the upkeep of the centre and in supporting mental health services across North East Lincolnshire.



THE SEEDS OF AN IDEA

Over the last four years, we've seen the centre thrive - a haven for green-fingered local residents (as well as a popular spot for regulars who can't get enough of our fish and chips).

But we're keen to grow where we've planted.

And we have exciting plans going to planning later this year:

- Create an independent shopping hub using repurposed shipping containers
- Build a sustainable green barn for activities and events
- Extend the garden centre to improve both our café and indoor shopping area.

Watch this space.

SIMPLY YOU

Our highly-trained experts at Simply You use holistic therapies to promote a sense of wellbeing and help to reduce stress for our workforce, service users, carers and the wider public.

Winners of the Grimsby Telegraph Heart of the Community Business in the Community Award 2018, Simply You has had a busy year of activity moving to new premises at our central Grimsby offices and preparing for a complete rebrand of the service.



TRANSFORMATION TO BEGIN | FLORAL HALL

Our plans to transform Grimsby's Floral Hall into a community venue have been approved by council planners.

This means 2019 will see work begin on the restoration of the heritage glasshouses into a multi-purpose venue and horticultural centre.

Approved plans will see us convert part of the existing greenhouse, create a bespoke Bridal House and replace three portable buildings to the rear of the site.

The revamped venue will host a range of events from children's parties to affordable weddings as well as charity functions and free community activities.

The hall will continue to be used in support of our wider work in helping individuals with mental health problems with 40 local service users already benefitting from training, skills and engagement opportunities at the hall each week.



FLORAL HALL

LOOKING AHEAD... RESPECT TRAINING SOLUTIONS

Respect Training Solutions are working with BILD ACT (Association of Certified Training) towards certification of our training as complying with the Restraint Reduction Network (RRN) Training Standards (2019). Certification will be live by the start of October 2019 and we are on target to be one of the first organisations to gain certification.

The standards have been written for training delivered to education, health and social care establishments across the UK, including services that support people with autism, learning disabilities, dementia and mental health conditions.



NEXUS YOUTH FORUM

NEXUS Youth Forum is a partnership working with a number of local agencies, aiming to give young people a voice about their mental health and the services we provide.

Over 200 young people - and counting - have worked with us to help reduce mental health stigma and raise awareness of available support services.

We use NEXUS Youth Forum to not only help young people but to also shape our services for the better.

Some of our activities include...



Arts and
crafts



Music
workshops



Sport and
fitness

VOLUNTEERS - MAKING A DIFFERENCE

Volunteers and Tukes members play a vital role within NAViGO offering a variety of support alongside our staff. A busy year of activity ended with preparations and plans taking place for our first ever Volunteer and Member Awards in recognition of the hard work and commitment of all involved.

Over the last year, we have worked with **67** volunteers and **161** Tukes members, who combined, have dedicated an amazing **2,471** hours to help our services grow.

Our volunteer opportunities include...



Domestics



Support
to groups



Catering



Horticulture



Customer
service

CARER INVOLVEMENT

We actively seek involvement from carers to help shape the services we provide.

Some of the ways we engage and involve carers...

- A carer from NAViGO's membership sits on the NAViGO CIC Board as an executive director giving high-level input
- We invite a carer to sit on interview panels when recruiting
- In 2018, we created a group of service user and carer 'Experts by Experience' to provide feedback on our services
- Carers provide support in the delivery of carer training to staff

COMMITTED TO CARERS

It is estimated that there are 15,993 carers in North East Lincolnshire. We and the Carers' Support Service want to help build a community which supports them.

NAViGO pledges to support all of our carers who care for service users with a mental health illness. The wellbeing, support and social inclusion of our carers is our priority and something we are always striving to improve on.

We hold many different support groups for our carers that have continued to offer support in many different ways.

Over the past year we have:

- Created a carers confidentiality guide for staff, service users and carers
- Trained 15 staff as Carer Champions who are deployed across NAViGO services
- Promoted online carer resources
- Jointly worked alongside the local Carers Support Service.

With NAViGO there is always someone I can talk to. I go to their coffee mornings and you know you are not alone.





PARTNERSHIP WORKING

We welcome the ambition set out in the recently published NHS Long Term Plan to improve mental health.

We continue to be active members of the Humber Coast and Vale Sustainability and Transformation Partnership, and the N E Lincs Integrated Care Partnership, both of which are prioritising investment in mental health services. If we are to realise our shared ambition, ongoing investment in mental health is essential if we are to grasp the opportunities to transform and join up care across organisations.

We will continue to advocate the equitable allocation of resources to achieve true parity of esteem to meet the needs of people in our communities who experience mental ill health.

We also look forward to working with our colleagues in Primary Care through the newly established Primary Care networks to sustain, develop and improve our community mental health services, a major priority in the NHS Long Term Plan.

Tom Hunter - Chair

NAVIGO EXTRA - CARE4ALL

We believe that effective partnerships with our staff, service users and organisations will create better services.

NAVIGO, Care4All and NAVIGO Extra joined forces to offer a holistic approach to care - drawing on each of the businesses expertise as a provider.

Our aims:

- Improve success of bidding on supported living and care frameworks
- Strengthen skills and attributes as a 'holistic partnership'
- Use the partnership to reinforce each individual brand and the services each offer.

MONEY MATTERS | 2018-19 FINANCIAL ACCOUNTS

In 2018/19 we continued to secure our financial position and yet again managed to post a surplus, which has helped our overall financial sustainability as an organisation.

We have continued our positive relationships with our main funders at North East Lincolnshire CCG and NHS England, which along with a very strong trading year in our trading operations, has meant we are able to present another surplus for 2018/19. Not only have we achieved this, but we have also been able to grow our local service provision and become a strong and trusted partner in the development of mental health services both locally and regionally.

The 2018/19 financial year also saw us deliver an extensive capital

programme, with significant spending on delivering our new Electronic Patient Record system - SystemOne - as well as delivering new and improved estates facilities at NAViGO House, an extension to the Cedars, starting our new complex care unit as well as moving Rharian Fields to their new property at Stanage Lodge.

As is the 'NAViGO way', we continue to look for creative and innovative ways to improve the lives of service users whilst also saving money. The savings we achieved in 2018/19 came from a number of areas, namely; additional income through trading at Grimsby Garden Centre which continues to go from strength to strength; increased referrals to both our eating disorder unit and

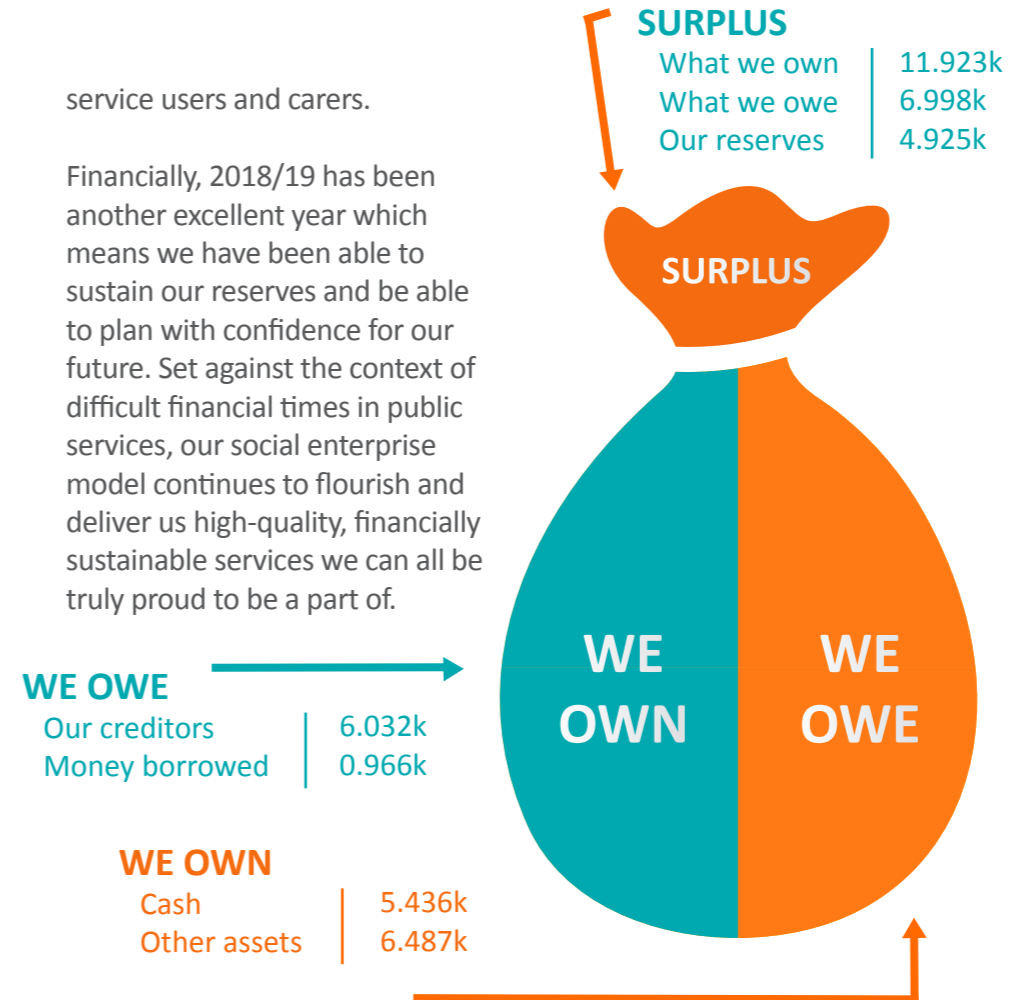
our older peoples' acute unit and rationalising our use of estates, which has required us to spend capital resources to save on future revenue costs.

For our NHS work, we have been successful in securing our main contract again in 2019/20 and are working to secure our future relationships locally and across the wider Humber, Coast and Vale Partnership.

In areas where we trade directly with the public, we have established ambitious development plans against which we can monitor and grow to ensure they continue to make us a surplus whilst, most importantly, delivering high-quality training, education and employment opportunities for our

service users and carers.

Financially, 2018/19 has been another excellent year which means we have been able to sustain our reserves and be able to plan with confidence for our future. Set against the context of difficult financial times in public services, our social enterprise model continues to flourish and deliver us high-quality, financially sustainable services we can all be truly proud to be a part of.



TENDERS AND GRANTS

As a social enterprise, it is important for us to generate income to continually improve our services. Below are some of our successful application outcomes.



NHS England Safespace
£75k

Data Analytics Innovation Voucher £5k

Yorkshire & Humber Enhanced Supported Living Framework
£20 million (share of)



See you next year!

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