

# Annual Report 2015-2016



**This annual report covers a period of 18 months from April 2015-September 2016, in order to include some of NIWE's more recent developments and work.**

## Chair's Introduction

The King's Fund tells us that estimates suggest that the cost of treating mental health problems could double over the next 20 years. Mental ill health represents 23% of all ill health in the UK – and is the largest single cause of disability.

NIWE has been providing services for people affected by eating distress for 28 years, and we are proud to have maintained our involvement in influencing and sharing the improvement of ED services using our extensive knowledge and expertise to shape local and regional developments and practice.

The eighteen months covered by this report have been a time of great change for NIWE. Despite the ongoing effects of austerity on both the need for and funding of mental health services, we are continuing to evolve and reach more and more people.

The theme of partnership informs all our efforts, as we work not only with other organisations but also with people who use our services, so that they can shape our work. We are delighted to be able to better respond to the needs of people who use our services by offering a range of therapeutic interventions for women and men.

The number of men using the service, although still small, is growing, reflecting the increase in eating disorders amongst men across the UK.

Our ambition strategy has come to fruition. We have expanded the organisation and developed new services that offer a more eclectic range of support to service users and professionals. We have creatively built capacity within the services, which means we have increased the roll out of our 1:1 counselling service and run an inflated number of psycho-education sessions, alongside providing a comprehensive workshop and training programme.

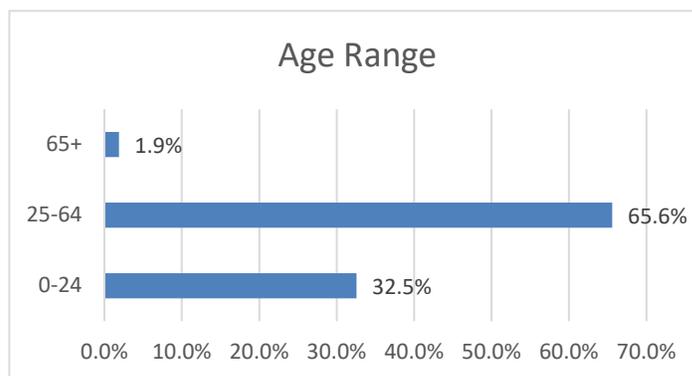
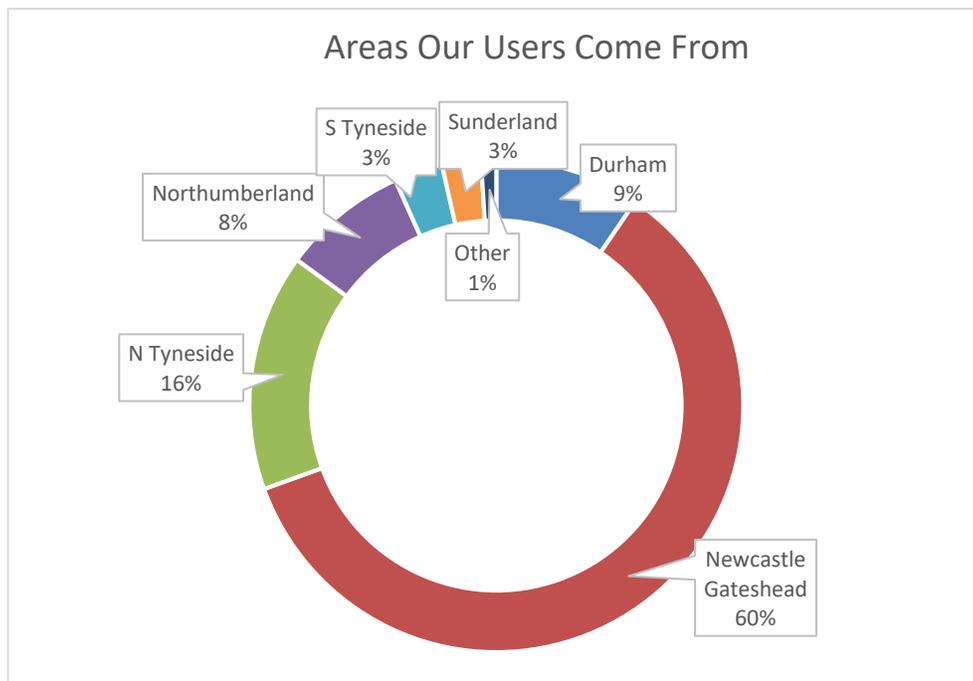
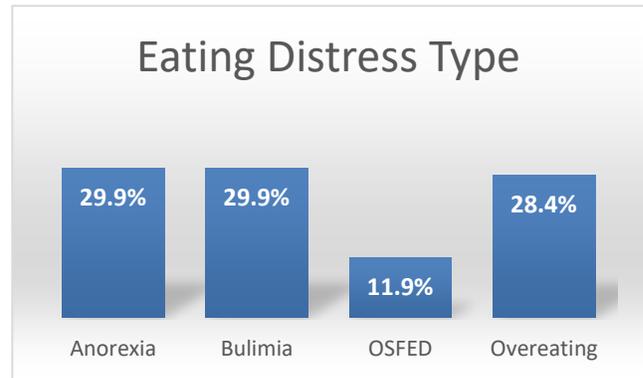
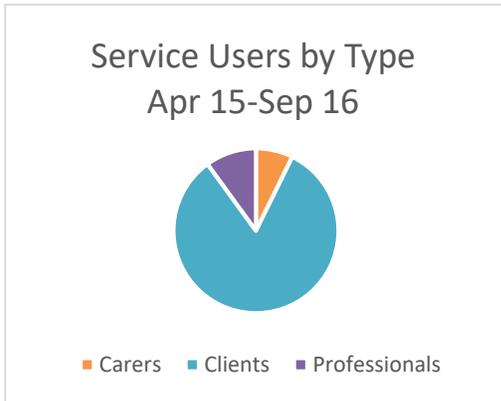
I would like to thank all our funders for their support and the staff partners and volunteers who work so hard throughout the year to support those who need NIWE. We will continue to strive and do our best to achieve the best possible services and support for anyone experiencing eating distress.

Sincerely

*Claudia Venosa*

Chair of Trustees

## 2. Service User Information



### 3. Counselling

NIWE offers a free one to one counselling service which is delivered by qualified counsellors. Our counsellors maintain good practice by attending clinical supervision and by keeping their training/CPD up to date, e.g. by attending the NHS Eating Disorders Forum, reading current research and attending professional workshops. They are required to satisfy the conditions of their registration and accreditation with their professional organisation (BACP/UKCP) and are bound by their organisation's code of ethics.

The counsellors work with people who have mild-moderate eating distress, which may be accompanied by mild-moderate mental health difficulties. We offer a range of humanistic interventions, working in a brief focused way (6-10 sessions) and over a longer time (up to 20 sessions) depending on the clinical needs of the client.

As a specialist eating distress service, we offer a deep understanding of eating behaviours and of the issues which underlie and drive disrupted eating, which can start as a strategy to regain control in an unsafe or chaotic world and develop into an everyday struggle impacting on work, health and relationships.

We have found that presenting issues include:



Our aims include:



### Placements and provision

Due to increasing interest and demand in our service, we are working towards increasing our counselling provision to provide appointments from Monday to Friday. We are in the process of recruiting and interviewing for sessional counsellors and for placement opportunities for qualified counsellors studying psychotherapy at the Northern Guild.

### Work on systems

The newly-established counselling service has required the development of appropriate systems including appointment bookings, information governance and the provision of a therapy room.



The therapy room is a quiet calm space which contains a variety of creative materials to allow clients to express themselves non-verbally as well as through talking.

**What our users have said**

Thank you for 10 weeks of the best therapy I've received. Your service is amazing and an essential lifeline.

I wanted to say the biggest thank you ever. I feel proud of what we have achieved ...without your help I wouldn't be where I am now.

Thank you for all your help. You have taught me a lot. I really appreciate it.

Thank you so very much for a brilliant experience. You all do an amazing thing for us women!

**5. Group Therapy**

Therapeutic groups run for 10 weeks and are facilitated by two counsellors. The groups comprise a maximum of 10 women aged 18+ and are closed once the group has started. The work is semi-structured around the issues of the group members and offers the opportunity to explore, understand and process experiences of emotional distress impacting the eating behaviours of group members, whatever these may be.

Number of groups	5
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Group members have also valued the peer support they gain from the group and the reduction in isolation which comes from acknowledging a commonality of experience.

### What participants said

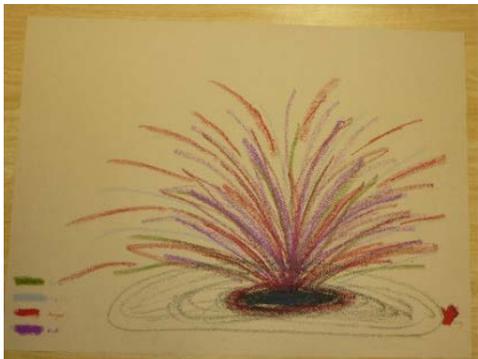
I have felt a huge amount of comfort from this group. The therapists are amazing. I have finally felt the release of some very heavy baggage.

Everyone was very accepting of each other.....very supportive and encouraging..... I felt safe

..the non-judgmental way the group was run was really important in allowing people to discuss difficult areas openly.

### Art Therapy

People with eating distress can find it impossible to express their feelings and distress in words. Art therapy is a form of psychotherapy that uses art media as its primary means of expression and communication, when art is used to address confusing and distressing emotional issues. We ran one art therapy group this year which was a very powerful experience for participants.



<p>Number of therapeutic hours delivered (counselling and group therapy):</p>	<p>1009</p>
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## 5. Training Delivery

Our training programmes have been highly popular and successful this year, reaching diverse audiences and providing varying levels of topic coverage.

These programmes are designed to prevent the onset or development of an eating disorder and have been delivered to young people, professionals and those caring for someone with an eating disorder.

### Packages

- ❖ One-hour Talk on Eating Disorders for Schools and Youth Organisations
- ❖ Two hour workshops on Eating Disorders for Schools and Youth Organisations
- ❖ Two hour workshops on Eating Disorders for Professionals
- ❖ One day CPD-certified training course

Number of Training workshops delivered:	54
Total number of beneficiaries:	2109

### Organisations who have received training



### What participants said

A refreshing inspirational delivery of a difficult stressful subject matter

Knowledgeable trainer who went above and beyond what was expected.

Brill, very interactive, well-paced, kept it interesting, good examples. Well done!

Open, friendly and delivered with humour

A fantastic session – it really made me feel empathy for people with eating disorders.

### 6. Psycho-education Workshops

These are a range of 2-hour workshops designed to strengthen the clients’ own capabilities, resources and coping skills to contribute to their own health and wellbeing on a long-term basis.

Topics have included coping with anxiety, healthier relationships, conflict management and self esteem & body image.

Number of groups delivered:	8
Total number of beneficiaries:	77

**What participants said**

Really good session. There is so much that we forget or just think about, so was good to pull it altogether - feel more confident now.

I was initially anxious about coming to the anxiety workshop (ironic) but am glad I did as it helped my understanding of coping mechanisms a lot more.

I enjoyed how it covered a lot of my personal anxieties whilst keeping it relatively light hearted so I felt comfortable and not overwhelmed

**7. Staywell/HOPE Group**



This is our monthly support, activity and social group for people at different stages of their recovery journey, including stepping down from therapy services.

Number of groups delivered:	15
Total number of beneficiaries:	50

The Staywell group had been running for 3 years and it was time for a review. So, in consultation with service users, we reflected on the work of Staywell, helping us learn what went well and what could be improved and to help us plan for the future. As a result, a new group was launched in September 2016. The HOPE (Happiness, Openness,

Positivity, Esteem) group meets on the first Thursday of the month and a programme of activities is in place from October through to July 2017. Details are on our website.

Staywell sessions during the period included an introduction to art therapy; developing resilience; willow-working; and a Tree of Life workshop.



*The Tree of Life is a recovery approach, based on narrative therapy that focuses on culture, heritage, spirituality, strengths and hope. It originated in Zimbabwe to help traumatised communities find a safe place before talking about their problems – ‘the riverbank position’. A tree is used as a metaphor for an individual’s life and each part represents different positive elements. It is about people’s strengths and the positive stories they have about their culture and heritage to give hope – the preferred story.*

### What participants said

Thank you so much!  
Cannot overstate how much I appreciate this space and time and your good company.

A restorative experience when we were able to examine issues without revisiting the sharp edges of the bad experiences and very helpful.

Safe environment, acceptance, reassurance, understanding and positive focus.

## 8. Influencing Services & Collaborative Work

NIWE is seeing increasing numbers of people who are experiencing long waits for other mental health services or who find themselves not able to access eating disorder services due to changes in provision and in eligibility criteria for services. We are also seeing higher numbers of people with significantly more complex presentations, affecting the overall number of people we can work with. Demand for mental health services is growing while resources are diminishing; and, particularly for people with ED, there are increasing gaps in provision. One of our key objectives on behalf of our users is 'To influence the development and improvement of services for people with eating distress.' It is important that we can contribute to work aimed at service improvement.

For the past two years, we have been working with NHS England Specialist Commissioning Team who commissioned a Health Care Needs Analysis for adults with severe eating disorders through Public Health England (2015). The report can be read at <http://necn.nhs.uk/wp-content/uploads/2016/12/Health-Care-Needs-Assessment-Severe-Eating-Disorders-Final-Report-2015-V3.pdf> . This was developed with input from a number of organisations including: Northumberland, Tyne and Wear NHS Foundation Trust; Tees, Esk and Wear Valley NHS Foundation Trust; NIWE Eating Distress Service; and the Northern England Strategic Clinical Networks. There is currently a level of variation in provision and use of services and in-patient and carer experience across the region. The intention is that there will be a regional approach to recovery-focused treatment and care for people with eating disorders. The work has been expanded to include all ages of service users. A steering group is now overseeing the implementation of the recommendations of the Health Needs Analysis for the North East and Cumbria, including running stakeholder events.

NIWE has been commissioned to carry out consultation work with service users and carers across all key areas covered by this work, e.g. recovery and transition, and we have run focus groups and conducted surveys with service users and carers from across the region.

In April 2016, NIWE helped to plan and facilitate a regional event attended by 100 people held at Durham Cricket Club which looked at increasing and developing recovery-focused work in all services. A report of the event can be read <http://necn.nhs.uk/wp-content/uploads/2016/12/April-2016-ED-Event-report-FINAL.pdf> .

## 9. Workers

Annemarie Norman - Counselling and Therapy Services Manager (retired March 2016)	Ann Dymyd – Chief Officer
Jill Whiteford – CTSM joined May 2016	Karen Hannah – Office Manager
Helen Allott – Counsellor	Maria Lavelle – Training Officer
Sue Leslie – sessional counsellor	Jan Bell – sessional counsellor
Maureen McGrath – sessional counsellor (retired July 2016)	Lorna McCarthy – sessional counsellor
Sheila Herrick – Clinical Supervisor	Debbie Carey – Clinical Supervisor
Lesley Roll – Clinical Supervisor	

NIWE's former Chief Officer Annemarie Norman retired after working for NIWE for 18 years. She successfully steered the organisation through some very challenging times, making a valuable contribution to NIWE's vital work.

We would also like to acknowledge the work of the counsellors who have run groups during the time covered by this report – Annemarie Norman, Sue Leslie, Lorna McCarthy, Maureen McGrath and Jan Bell - and we thank them for the valuable contributions they have made to the work of NIWE and to our clients' wellbeing.

We would also like to thank Sheila Herrick and Deborah Carey for the supervision and support that they have provided to the counsellors. Supervisors ensure that we maintain high standards of counselling and group therapy.

### Training

In order to maintain professional standards and keep abreast of practice developments, NIWE takes part in the NTW Eating Disorders Forum training events and the North-East Obesity Forum. This year also included topical training in self-harm, suicide awareness and sexual trauma. HAREF (the Health and Race Equality Forum) provided Equality and Diversity training for our whole team.

## 10. Board of Trustees

A recruitment campaign for new trustees, resulted in the successful recruitment of two new members and the Trust Board comprised:

Lyn Boyle (Chair)	Claudia Venosa
Katie Linden	Dr Natasha Walmsley
Jessi Maxwell	Dr Polly Washington (Treasurer)
Dr Joanne Neely	Lyn Cain
Shellann Moody	

The Board of Trustees has been working over this period to develop robust governance and financial policies and procedures, and in strategic planning.

## 11. Volunteers

NIWE has a dedicated group of volunteers who help our work in many different ways, from supporting our training work to counselling. Their support enriches all that we can do for our users and is of great value. A big 'Thank you' to Rachel Cowey, Denise Gibson, Monica Tuffs, Billi Rathbone, Neisha Finnigan, Claire Bullock, Olivia Rushworth, Teresa Driscoll, Vivienne Armstrong, Niamh Euers and Tom Kyle.

*We are sad to report that Tom Kyle has recently died. He was a supporter and friend to NIWE in many ways and he will be sadly missed.*

## 12. Research and Development

NIWE has been involved with the National Institute for Health Research in a research study request to take part in trials of a new treatment for eating behaviours occurring in bulimia nervosa. This would be working with women aged 18 – 60 years of age with a diagnosis of BN and at present we are awaiting the outcome of the application.

## 13. External Links and Collaboration

- ❖ Member of Newcastle Gateshead Clinical Commissioning Group (CCG) Mental Health Programme Board and CCG Community Forum. Member of Gateshead Health & Wellbeing Partnership.
- ❖ Participated in a free public marketplace event coordinated by Voluntary Sector Advisory Group – a network of more than 30 mental health organisations supporting adults in Newcastle and Gateshead who are experiencing mental health issues.

- ❖ Collaborated with HAREF to run workshop for medical students at Newcastle University.
- ❖ Provided stalls at Newcastle College Mental Health event and PRIDE.

### Thank you to our funders

❖ Gregg’s Foundation	❖ Newcastle City Council
❖ Gateshead Public Health	❖ Newcastle Gateshead CCG
❖ Lloyd’s Bank Foundation (NIWE was featured on p.21 of their Annual Impact Report 2015 ‘Breaking Disadvantage: Bettering Lives’ at <a href="https://www.lloydsbankfoundation.org.uk/news/impactreports">https://www.lloydsbankfoundation.org.uk/news/impactreports</a> )	❖ NHS England
	❖ North Tyneside CCG
	❖ Northern Rock Foundation

We want to make special mention of Michelle Davies from the Halifax group who was appointed as a mentor for NIWE via the Lloyd’s Bank Foundation ‘Enable’ scheme and has provided sterling advice and practical support.

### Fundraising



Runners in the Great North Run 2016 raised valuable funds for NIWE. Thank you to Shellann Moody (NIWE Trustee) and Lindsey Welburn and Diana Johnson (from the Halifax group).

We would also like to thank our supporters who make monthly donations by standing order, and those who organize events with the proceeds going to NIWE. Such continuing support is greatly appreciated.

### NIWE Eating Distress Service

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