

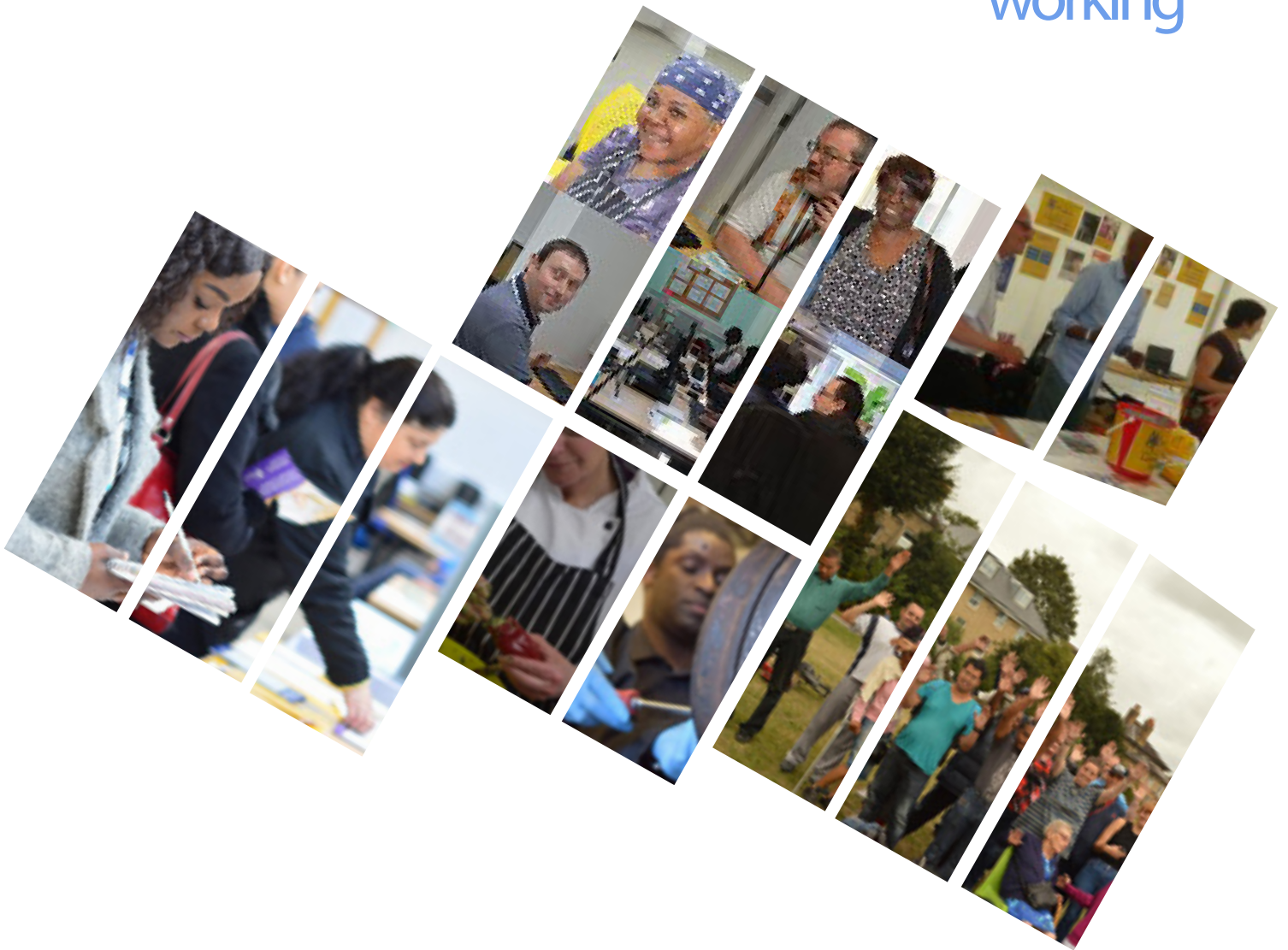


Creating opportunities,
Realising potential

Standard 36. 'The Clubhouse collaborates with people and organisations that can increase its effectiveness in the broader community'

Partnership

working



Clubhouses connect with

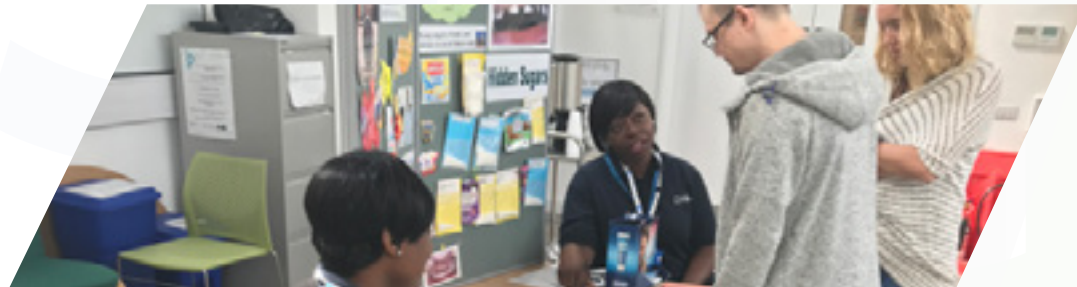
lots of different community activities & groups.

Partnership working

Clubhouses build strong links with their local communities and they foster strong partnerships with local groups and organisations for mutual benefit. This may involve 'signposting' to other activities in the community, identifying opportunities with local partners, or hosting organisations in the Clubhouse space for particular sessions and complementary work.

Employment partners are significant for Clubhouses, as the TEP programme is central to our model and develops connections with external organisations. There are other areas where partnering brings mutual benefit and can make a clubhouse stronger.

Mosaic Clubhouse works with many organisations in support of its members. The following case studies are examples of certain partnerships around particular themes and explain why they have been mutually beneficial and made the work we do more effective.



Health Partnerships

- Lambeth Living Well Network Hub (Third Sector and NHS)
- South London and Maudsley NHS Trust (SHARP Team)
- Cambian Churchill (Private)

In all three cases, senior staff in the above organisations were working alongside us as referrers to the clubhouse.

They were so impressed with our model and the positive impact it had on the individuals they referred, that they went out of their way to identify Transitional Employment Placements.

In several cases they were so keen to employ our members on TEPs that they created Supported Employment positions as well.

What do these partnerships do? Lambeth's Living Well Network Hub sits at the centre of a network of mental health services and organisations, which people in Lambeth can access when needed. It is often called 'the front door of mental health services'. South London and Maudsley NHS Trust - SHARP Team is a specialist team of mental health professionals focused on recovery and well-being for people using mental health services in Lambeth. Cambian Churchill is a private hospital for the treatment of individuals requiring inpatient stay.

What are the benefits to our members? The Living Well Network Hub offers five administrative assistant TEP posts and one Supported Employment post.

The SHARP team offer one general assistant, one gardening TEP, and one Supported Employment Post.

Cambian Churchill offer two Kitchen assistant TEPs and one Supported Employment post.

What are the benefits to our partners? All three organisations had a desire to employ individuals living with a mental health condition. The unique TEP model means that the clubhouse "owns" the jobs. Staff are trained first and then the jobs are open to members who express an interest in working. Staff train the members on the job and cover the role if there are any absences. Staff maintain a very close relationship with the employers throughout the period of each placement. Employers are confident that support is at hand and consistency is maintained in terms of cover and performance.

Testimonial Quote "I was offered a Transitional Employment Placement (TEP) at Churchill Hospital; this was July 2014, as a receptionist. I took the placement unsure if I wanted it but the support I got was priceless. Upon starting I soon realised this was what was missing and enjoyed the experience of working. I won't lie it was difficult, but the rewards were worth the struggle. A year later I was still working and I was offered the placement permanently. Through hard work I had been rewarded with a part time job. I never believed that with the illness I suffer from that I would be able to hold down a job or have this sort of opportunity and support".

James B. Mosaic Clubhouse Member

Young Adults' Partnership

- The Dame Kelly Holmes Trust

We were made aware of the Dame Kelly Holmes Trust 'Get on Track' programme through an email advertising opportunities for young people in Lambeth. Recognising the potential benefit for our young members we got in contact to discuss how we could work together.

One of the programme leaders then came to speak to a group of our young members about the project and what it involved which resulted in three of them signing up to the next programme.

What does the partnership do? Get on Track is a community-based personal, social and emotional development programme led by world class athletes over a 14-month period and is aimed at young people aged 16-25 who are facing disadvantage.

The programme helps young people realise the attitudes and behaviours they need to make long-term positive life choices.

We have plans to run this programme in partnership with the Dame Kelly Holmes Trust to deliver a programme unique to our young members at Mosaic Clubhouse.

What are the benefits to our members? The 'Get on Track' programme is centred around five key attitudes and behaviours: determination, focus, resilience, motivation and confidence. Our young members not only get the opportunity to develop in these areas but to work alongside world class athletes and access on-going employment, education and training support.

What are the benefits to our partners? We are able to refer our young adults into the 'Get on Track' programme, which often had minimum attendance targets. Mosaic is also able to offer additional support to our young members engaging with the programme through site visits and journey planning.

Testimonial Quote "An important aspect of the programme is the unique experience of learning from professional sports athletes and hearing about their own struggles in their lives and how they overcame them. Not only is this a good opportunity for young people who want to get into sport because it allows them to get the contacts to help make that happen but it is also a great opportunity for young people who want to build up their confidence and get some basic fitness knowledge for free to get involved".

James K. Mosaic Clubhouse Member



Information & Advice Partnership

• Every Pound Counts

The partnership with Every Pound Counts developed at a time when Lambeth was facing severe austerity cuts combined with a rising need for a form filling service. Mosaic Clubhouse's close links with the council helped bring about the partnership. It was recognised that both organisations played a vital role at the forefront of local services in Lambeth and their strategic goals to support vulnerable individuals complemented each other. Key to the success of the partnership has been in having a mutually beneficial arrangement for both parties which has allowed often complex circumstances for individuals to be resolved. We have communicated and adapted very effectively to changes externally in the welfare system in what has often proved to be a challenging environment.

What do they do? Every Pound Counts is a benefits advice service for Lambeth residents. They advise individuals on which benefits they are entitled to and how they can access them. They are funded to provide support for vulnerable Lambeth residents needing help to claim additional benefit entitlement. The arrangement with Mosaic Clubhouse involves a welfare benefits advisor working at the Clubhouse on Thursday afternoons. Staff are able to book appointments for members who might need specialist benefits advice.

What are the benefits to our members? Understanding the welfare system and managing benefits can be difficult for many of our members. Having the opportunity to discuss your finances in an environment you are more familiar with and more comfortable in, is hugely beneficial to members. Because of Every Pound Counts many of our members have been successful in their appeals and many have found out about financial support they were unaware that they were entitled to. The value of having the expertise of welfare benefits on-site has been a huge asset at a time when many of these services have been cut.

What are the benefits to our partners? It has provided Every Pound Counts with the opportunity to support their harder to reach client groups in the community through having access to an approachable and accessible environment delivering an outreach programme. It has therefore allowed Every Pound Counts to increase its reach for vulnerable individuals and financial support.

Testimonial Quote "You must persist with assistance and don't get knocked back each time. Every Pound Counts helped me fill in forms and encouraged me to continue with my appeal despite initially the DWP turning me down, by the time I went to court they had reassessed my case and reinstated my money, which was several months worth of benefits. None of that would have worked without Every Pound Counts". Anne F Mosaic Clubhouse Member



Education Partnerships

- Workers' Educational Association
- Morley College
- City Lit
- SLAM Recovery College

It's worthwhile for any clubhouse to explore the partnership potential offered by its local educational establishments since there are very definite shared objectives.

What do these partners do? Provide courses at the clubhouses – everything from Adult Basic Education, IT and Black History to Customer Service, Food Hygiene, Understanding Dyslexia and How to get a Good Night's Sleep.

What are the benefits to our partners? Funding for colleges tends to depend on the number of learners enrolled on their courses. Many colleges invest in outreach courses in order to attract non-traditional learners into their main sites.

The ways in which a clubhouse can support education are very attractive for colleges in, for example, helping keep student numbers on courses at or above the minimum attendance rates to ensure funding. Partnerships with clubhouses also help colleges build roots in their local communities.

What are the benefits to our members? Many clubhouse members will have had negative experiences of schooling and may be anxious about returning to education.

The provision of basic courses within the clubhouse will offer a safe and supported opportunity to build self-esteem and a new identity as a learner which can be carried forward to mainstream study at college and university campuses.

Educational provision can both enrich and support the work-ordered day, with posters and advertising materials to be designed and made, homework support and regular reach out calls to remind learners about their next class.

Courses at the clubhouse can help members develop the skills to better perform the tasks, such as running the reception desk or creating a website, that can help the whole clubhouse community. As a result of its partnership with Mosaic Clubhouse, Morley College created a TEP for us in their college library.

Testimonial Quote The Workers' Educational Association (WEA) recently held a committee meeting at Mosaic Clubhouse at which they defined their relationship with the Clubhouse as "a genuine partnership with mutual benefits" and suggested establishing a branch of WEA at Mosaic Clubhouse to be run by members.



Employment Partnership

- Public Health England

The CEO of Public Health England met the CEO of Mosaic Clubhouse at an awards event & expressed an interest in finding out more about the clubhouse; he subsequently visited and made a commitment to offering TEPs.

What does the partnership do? Public Health England is one of Mosaic Clubhouse's TEP employment partners.

What are the benefits to our members? Currently, eight of our members have benefited from a TEP with Public Health England and two of them have progressed into Supported Employment positions with PHE. As a national organisation, PHE is making presentations about the benefits of Transitional Employment to its teams throughout England, as well as to other employers.

What are the benefits to our partner? Public Health England aims to lead the way and be the UK's most inclusive employer by 2020, as well as encouraging other employers to adopt more inclusive HR practices. Mosaic Clubhouse's TEPs are helping this process.

Testimonial Quote "Mosaic's transitional employment programme is an excellent example of bespoke and dedicated support which helps to develop transferable, work-related skills" Abdul Ghafoor, Partnerships Manager, Diversity & Inclusion and Staff Health & Wellbeing, Public Health England.



Our members are always happy to arrange tours of the Clubhouse. For further information, please contact us at:

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