

Evaluation of the Delivering Differently Programme

List of Appendices

	Page
1. Governance structures for the Delivering Differently programme	2
2. Stakeholders involved in the governance of the Delivering Differently Programme	4
3. Delivering Differently evaluation framework and data gathering plan	6
4. Figure 3: Amalgamation of pilot projects and programme data gathering plans	11
5. Fife Voluntary Action guidance on core data-gathering requirements	14
6. Reflective evaluation workshop materials – Pilot fund projects	18
7. Reflective evaluation workshop materials – Team experience	20
8. Reflective evaluation workshop materials – Project team	22
9. Stakeholder interview questions	26
10. Pilot project client questionnaire	29
11. The Problem Tree	31
12. Outline of successful Delivering Differently pilot fund bids	32
13. Phase 1 report recommendation tracker	34
14. Phase 2 report recommendation tracker	36
15. Stakeholder survey respondents – descriptive data	43
16. Summary of pilot fund project outcomes	47

Appendix 1: Governance structures for the Delivering Differently programme

The following structures were agreed and their remits defined in Oct 2017 by the Programme Manager:

DD Joint Oversight Board: to include 2 members from the Health & Social Care Partnership (H&SCP) and 2 members from the Opportunities Fife Partnership (OFP) Executive. To meet 3 times during the lifetime of the project – at inception, midway and for the draft final report. Purpose of the JOB is to ensure that the project is meeting key stakeholder expectations, help inform project delivery with senior perspectives from key stakeholders and help manage any political/strategic implications from the project.

OFP Board/MH-SIG: OFP Board and the Mental Health – Strategic Implementation Group (MH-SIG) will both receive updates at key project milestones. MH-SIG will be responsible for feeding back information to the H&SCP as required.

OFP Executive: OFP Executive will receive project and financial updates at each Executive meeting. Responsibility to ensure project is meeting key milestones, working within budget and receiving the support needed from key stakeholders.

DD Project Team: Will support the delivery of 'Delivering Differently'. The project team will be formed from members of the OFP Health & Disability Delivery Group with additional input from: criminal justice, Fife Cultural Trust (mental health lead), NHS Fife clinicians and service user champions once trained. The Team membership may change as the project evolves.

The Project Team will meet monthly in the first instance and will be responsible for:

- Approving baseline data and project performance milestones
- Reviewing and informing the content of all project reports to give broadest possible perspectives
- Supporting the design and delivery of joint workshops
- Informing the design of the DD pilot challenge fund
- Informing and supporting the design of staff training programme and other elements as the project evolves
- Acting as the link point and ensuring appropriate communication with key colleagues in their organisations

DD Staff team: FVA Strategic Co-ordinator (2.5 days), Project Officer (1.5 days) and Project Admin (1 day) will be responsible for:

- Leading on all aspects of project delivery to agreed milestones and performance measures,
- Working with key stakeholders to ensure they are able to input appropriately

- Reporting to the OFP and Joint Oversight Board as required
- Working with the Project Team and undertaking relevant administration
- Commissioning and working with evaluation consultants
- Undertaking desk-based research as necessary
- Leading on researching and drafting all project reports
- Coordinating DD workshops
- Coordinating launch of DD Challenge Fund and provide oversight of all projects funded
- Commissioning training and support of the Service User Champions
- Managing the DD budget in line with OFP Exec requirements (See below)
- Other elements as the project evolves.

Financial Management:

FVA will have lead responsibility for managing the DD budget. OFP will release funds in advance in line with budget spend profile. FVA will have approval to sign off expenditure up to £5,000 after which any spend must be approved by the Chair of the OFP Executive.

The Challenge Fund element of the budget (circa £135,000) will only be released once the model for the Challenge Fund has been approved and is ready to launch.


Appendix 2: Stakeholders involved in the governance of the Delivering Differently Programme


Job title	Project Team	Evaluation Steering Group	Joint Oversight Board	OFP Board/MH-SIG	OFP Executive
OFP Partnership Manager	1	1		1	1
Health & Safety Advisor	1				
Occupational Therapist	1				
Team Manager, Supported Employment Service	1				
Work Coach Team Leader	1				
Not known	1			1	
Team Experience	1				
Employment Service Officer	1				
Work Coach Team Leader	1				
Engagement Worker - Employability	1				
Senior Ops Lead for East Scotland				1	1
Manager: Employability and Partnerships	1				
Team experience	1				
Chief Executive Officer	1				
Team Leader	1				
Not known		1	1	1	1
regional manager			1	1	1
Fife IPS Team Lead	1				
Not known	1				
Volunteer Coordinator	1				
Not known			1	1	
Mental Health Community Partner	1				
Health Promotion Officer	1				
Not known	1				
Employability & Progression Manager	1				
Project Manager	1				

Network Officer	1				
Not known	1				
Not known	1				
Area Manager					1
Team Experience	1				
Director			1		
Not known	1				
Manager, Inclusion and Support Team	1				
AHP Clinical Service Manager	1	1		1	1
Engagement Officer	1				
Head of Economy, Planning and Employability			1	1	1
Education Officer	1				
Not known	1				
Team Experience	1				
Not known	1	1		1	

Data source: RCO Analysis of Delivering Differently programme reach record

Appendix 3: Delivering Differently evaluation framework and data gathering plan

Impacts: Have you achieved the impacts that you need to?	1. Increase in healthy, sustained employment outcomes for people with lived experience of mental health conditions	2. Improved mental health outcomes for people using all services	3. Employers value emotional wellbeing in the workplace & are more confident in employing people with lived experience of mental health conditions	4. Reduced negative impact of education transitions for young people with mental health conditions	5. People will have greater ownership of their journey: they are part of the solution rather than the cause of 'a problem' and their voice is heard	Evaluation data
Intermediate outcomes (Mar 19): Do you have the building blocks in place to enable you to achieve the impacts that you need? 		6. All services & people who use them grow in confidence to manage own health & wellbeing			All services & people who use them grow in confidence to manage own health & wellbeing	<ul style="list-style-type: none"> Stakeholder survey, interviews & focus groups re confidence
	7. Employment rate for people with lived experience of mental health conditions increased by measurable rate					<ul style="list-style-type: none"> DD data on employment
	8. There is a person-centred employability pathway for people with lived experience of mental health conditions					<ul style="list-style-type: none"> The pathway Stakeholder survey, interviews & focus groups re the pathway
	9. There is an increase in specialist and general employability provision for people with lived experience of mental health conditions					<ul style="list-style-type: none"> DD records of provision Stakeholder survey, interviews & focus groups re service provision

	<p>10. Employability & mental health services have increased awareness of the interrelations between their services & have established referral patterns and referral pathways</p>			<p>11, Key stakeholders feel more confident to support students at transition points</p>		<ul style="list-style-type: none"> Referral patterns and pathways (i.e. referral data from FORT etc.) Stakeholder survey, interviews & focus groups re student support
	<p>12. The learning from pilot projects is embedded in service delivery moving forward</p>				<p>13. People with lived experience of MH conditions are involved in embedding the learning from pilot projects in service delivery moving forward</p>	<ul style="list-style-type: none"> DD engagement record Relevant service plans etc referencing learning from DD Stakeholder survey, interviews & focus groups re learning
	<p>14. Improved client pathways through services between H&SC and employability services in Cowdenbeath, Kirkcaldy and Levenmouth</p>					<ul style="list-style-type: none"> Stakeholder survey, interviews & focus groups re improved pathways
			<p>15. Employment Engagement Delivery Group buy into and sign off employer facing strategy</p>			<ul style="list-style-type: none"> Minutes of EED Group Stakeholder survey, interviews & focus groups re employer buy in
	<p>16. Delivering Differently team effectively supports pilot projects incl in using FORT</p>				<p>17. People with lived experience of MH conditions are involved in the delivery of the pilot projects</p>	<ul style="list-style-type: none"> DD engagement record Stakeholder survey, interviews & focus groups re DD support projects
					<p>18. People with lived experience of MH conditions are involved in all Delivering Differently conversations</p>	<ul style="list-style-type: none"> DD engagement record



	↑	19. The Delivering Differently programme results in a clear & shared definition of mental health within the locality in Fife				<ul style="list-style-type: none"> Stakeholder survey, interviews & focus groups re 'clear definition'
Immediate outcomes (Sept 18): Does the project do what you need it to?	↑	20. Delivering Differently ensures that relevant partners have been engaged in the development of the recovery-based information leaflet			21. People with lived experience of MH conditions are involved in the development of the recovery-based information leaflet	<ul style="list-style-type: none"> DD engagement record
		22. Delivering Differently team effectively disperses the pilot fund				<ul style="list-style-type: none"> Stakeholder survey, interviews & focus groups re perception of effective disbursement
		23. Relevant ¹ agencies use the MHWI to establish a baseline measure of participants who have rated their mental health as a barrier to employment				<ul style="list-style-type: none"> Stakeholder survey, interviews & focus groups re use of the baseline
		24. Employability services are better able to identify ² where there are problems in their own service delivery [for people with lived experience] & are able to adapt appropriately				<ul style="list-style-type: none"> Stakeholder survey, interviews & focus groups re identification of issue and adaptation
		25. Frontline employability staff are better able to understand how mental health is impacting on a client's journey ³ & ensure that people are appropriately supported				<ul style="list-style-type: none"> Stakeholder survey, interviews & focus groups re understanding and appropriate support

¹ 'Relevant' agencies include OFP partners and Fife Council funded agencies

² Through FVA data analysis using FORT

³ Through their use of the MHWI Indicator

					26. Delivering Differently team develops & delivers training on use of the new MHWI, reaching the right stakeholders			27. People with lived experience of MH conditions are involved in the training on the MHWI	<ul style="list-style-type: none"> • DD engagement record • Stakeholder survey, interviews & focus groups re reach
Activities & outputs					1. FORT is adapted to enable all pilot projects to analyse data on their performance with clients with mental health conditions				<ul style="list-style-type: none"> • Pilot project data on their performance with clients with MH conditions • Stakeholder survey, interviews & focus groups re experience of using FORT data
								2. Delivering Differently team establishes Team Experience to ensure that people with lived experience are involved in all Delivering Differently conversations	<ul style="list-style-type: none"> • DD engagement record
					3. Delivering Differently team establishes a transparent process for the pilot fund, incl clear selection criteria, monitoring processes & tools			4. People with lived experience of MH conditions are involved in the development of the process for the pilot fund	<ul style="list-style-type: none"> • DD engagement record • Stakeholder survey, interviews & focus groups re perceptions of 'transparent process'
					5. Delivering Differently team designs & delivers 4 workshops bringing together staff & people with lived experience of mental health problems designed to inform the Delivering Differently pilot fund and staff training programme			Delivering Differently team designs & delivers 4 workshops bringing together staff & people with lived experience of mental health problems designed to inform the Delivering Differently pilot fund and staff training programme	<ul style="list-style-type: none"> • DD engagement record • DD team analysis of workshop outcomes in relation to design of pilot fund and staff training

 	6. Delivering Differently team develops a new Mental Health & Work Indicator, which includes a clear definition of mental health as a barrier to employment.			7. People with lived experience of MH problems are involved in the development of a new Mental Health & Work Indicator	<ul style="list-style-type: none"> • The MHWI • DD engagement record • Stakeholder survey, interviews & focus groups re perceptions of 'clear definition'
	8. Delivering Differently team develops a 'problem tree' to identify challenges at individual, service and employer level that the programme will set out to address ⁴ .			9. People with lived experience are involved in the development of a 'problem tree' to identify challenges at individual, service and employer level that the programme will set out to address.	<ul style="list-style-type: none"> • The problem tree • DD engagement record
	10. Delivering Differently takes effective account of the strategic context at local & national levels				DD reports

Appendix 4: Figure 3: Amalgamated pilot projects and programme data gathering plan

Evaluation criteria	Pilot projects data									Programme data		
	Better for Work	Brief Solution Focussed Coaching	Curnie Clubs	Employ your Mind	Falling UP	Peer2Peer	Talking Café	Wellness and Empowering People	Wellness in Work	Current data gathering tools	Management info and monitoring tools	New tools
1. Increase in healthy, sustained employment outcomes for people with lived experience of mental health problems	?	X	?	X	X	X	N/A	✓	X	✓	X	X
2. Improved mental health outcomes for people using all services	✓	?	?	✓	?	?	✓	?	X	✓	X	✓
3. Employers value emotional wellbeing in the workplace & are more confident in employing people with lived experience of mental health problems	X	No	X	X	X	✓	N/A	X	✓	X	✓	✓
4. Reduced negative impact of education transitions for young people with mental health challenges	✓	No	✓	?	X	X	N/A	?	X	X	✓	✓
5. People will have greater ownership of their journey: they are part of the solution rather than the cause of 'a problem' and their voice is heard	✓	?	✓	✓	X	✓	✓	?	✓	X	✓	✓
6. All services & people who use them grow in confidence to manage own health & wellbeing	✓	?	✓	✓	X	✓	✓	✓	X	X	✓	✓
7. Employment rate for people with lived experience of mental health conditions increased by measurable rate	✓	N/A	✓	X	X	X	N/A	X	X	✓	X	X
8. There is a person-centred employability pathway for people with lived experience of mental health conditions	✓	✓	X	X	✓	X	✓	X	X	✓	X	X
9. There is an increase in specialist employability provision for people with lived experience of mental health conditions	✓	✓	✓	X	N/A	X	N/A	X	X	✓	X	X

10. Employability & mental health services have increased awareness of the interrelations between their services & have established referral patterns and pathways	✓	N/A	X	N/A	✓	N/A	✓	✓	X	✓	X	✓
11. Key stakeholders feel more confident to support students at transition points	X	X	X	X	N/A	X	N/A	X	N/A	X	X	✓
12. The learning from pilot projects is embedded in service delivery moving forward	?	N/A	?	N/A	?	N/A	X	X	✓	X	✓	X
13. People with lived experience of MH problems are involved in embedding the learning from pilot projects in service delivery moving forward	✓	N/A	?	N/A	?	✓	X	X	X	X	✓	X
14. Improved client pathways through services between H&SC and employability services in Cowdenbeath, Kirkcaldy and Levenmouth[1]	✓	✓	?	✓	✓	✓	✓	X	N/A	✓	X	✓
15. Employer Engagement Delivery Group buy into & sign off employer facing strategy	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	X	✓	✓
16. Delivering Differently team effectively supports pilot projects incl in using FORT & the new Mental Health & Work Indicator effectively	N/A	N/A	✓	N/A	X	N/A	✓	X	N/A	✓	✓	✓
17. People with lived experience of MH conditions are involved in delivery of the pilot projects	✓	X	✓	X	✓	✓	✓	✓	X	X	✓	X
18. People with lived experience of MH conditions are involved in the educational transition conversations	N/A	N/A	N/A	N/A	N/A	N/A	N/A	?	N/A	X	✓	X
19. The Delivering Differently programme results in a clear & shared definition of mental health within the locality in Fife	N/A	N/A	N/A	N/A	N/A	N/A	N/A	X	N/A	X	X	✓
20. Delivering Differently ensures that relevant partners have been engaged in the development of the self-management toolkit	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	X	✓	X
21. People with lived experience of MH conditions are involved in the development of the self-management toolkit	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	X	✓	X

22. Delivering Differently team effectively disperses pilot fund	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	X	✓	X
23. Relevant agencies use the MHWI to establish a baseline measure of participants who have rated their mental health as a barrier to employment	X	✓	N/A	X	N/A	✓	X	N/A	N/A	✓	X	X
24. Employability services are better able to identify[1] where there are problems in their own service delivery [for people with lived experience of mental health conditions] & are able to adapt appropriately	?	?	X	?	X	X	X	✓	X	✓	X	✓
25. Frontline employability staff are better able to understand how mental health is impacting on a client's journey & ensure that people are appropriately supported	?	X	X	X	X	X	?	✓	X	✓	✓	✓
26. Delivering Differently team develops & delivers training on use of the new Mental Health & Work Indicator, reaching the right stakeholders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	✓	✓	✓
27. People with lived experience of MH conditions are involved in the training on the MHWI	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	X	✓	X

Appendix 5: Delivering Differently pilot projects data collection requirements

Delivering Differently Pilot Fund projects - DATA collection requirements

The following document clarifies the core data gathering requirements relevant for the various and diverse Delivering Differently Pilot Projects.

We hope this is helpful to you. Please contact either the FVA team [clare@fifevoluntaryaction.org.uk] or RCO Consulting (rachel@rco-consulting.co.uk) with any questions. Between us we should be able to get you the answers you need

1. DD Reach Record

(ALL projects)

Information and contact details on all partner organisations you have engaged with in delivering your project will be captured on your project's Excel Reach Record, which the evaluation team (RCO Consulting) will provide you with in the next week.

This will allow the evaluation team to analyse who you have engaged with, and who you have struggled to engage with. They will also be able to contact these stakeholders when they undertake their Delivering Differently programme evaluation survey in January 2019.

2. Client Data for Drop ins and Café's

(Talking Café, Curnie Clubs – drop in only activity where completing full registration form would not be appropriate)

By Friday 7th September, Rachel (RCO Consulting) will email an Excel Reach Record to those services running café's and drop ins, which will enable you to capture the following core data collection requirements for client data:

- unique identifier
- gender
- postcode
- number sessions attended

At the end of the project this information will be given to Joe MacIntyre (joe@adviceinfrastructure.com), he can combine this data with FORT data to show unique client journeys from drop-in and café participants should they go on to engage more formally with other services.

3. Unique Identifier Codes

All projects will use a Unique Identifier for each client they engage with, in place of recording their name. The unique identifier codes to be used for each project are provided in the Word attachment - '*Delivering Differently Unique Identifier Codes*'.

4. Client Data on FORT (not relevant for Wellness in Work)

The following projects need to record client data on FORT as a matter of course: Falling UP, Peer 2 Peer, Better than Well, Brief Solution Focussed Coaching, Employ Your Mind, Wellness and Empowering People.

Talking Cafes and Curnie Clubs should register people on FORT if they are engaging in activity above and beyond attending the drop in for example becoming a volunteer or being referred on to an additional service.

There are two types of FORT data:

- a. Core data which will be visible to all projects using the Opportunities Fife Partnership Customer Relationship Management System (CRM) on FORT
- b. Delivering Differently (DD) specific data which will be visible only to DD funded projects.

Each project can capture the CORE data below (see 3.1) using your own existing forms. If your existing forms do not capture all elements of the core data listed in 3.1, you will need to update them to ensure this information is included.

All clients being registered on FORT must sign a GDPR statement consenting to their data being uploaded onto the system. A standard GDPR statement can be requested from FORT if you do not have one in place already.

The signed GDPR statement **MUST** be scanned and uploaded to FORT as proof of approval.

When registering someone on the system staff will need to check if their details are already there. If you or your staff are unclear how to do this then Joe is happy to provide training.

FORT already has 17000 people registered on the Opps Fife CRM alone. FORT also shows any services that a client has previously been involved in or referred to. There is a strong chance some people you work with will already be registered. This approach means we can identify people who are already 'in the system', or have been previously, and those that are totally new to it.

4.1. CORE 'client' data on FORT to be included on a signed form with GDPR statement

This data will be visible to all services and staff registered to use the OFP CRM on FORT:

Name		
Address		
Postcode		
Date of Birth		
Ethnicity – optional This is the standard list used on OFP on FORT. If you do not wish to use this you can select prefers not to say:		
White (Scottish White (English) White (Irish) White (Welsh) White (Other)	Gypsy/Traveller/Roma Asian (Bangladeshi) Asian (Chinese) Asian (Indian) Asian (Pakistani) Asian (Other) Black (African)	Black (Caribbean) Black (Other) Arab Mixed Background Other Ethnic Background

4.2. DD specific data on FORT – private to Delivering Differently Projects

The elements listed on the next page also need to be completed and will be visible only to staff on other DD funded projects and the DD project team:

Form on FORT	Data to be captured
DD Project Involvement Log (PIL) Shows start and end data for someone’s engagement in a DD project	<ul style="list-style-type: none"> ➤ project/organisation, ➤ support worker, ➤ Unique Identifier from drop ins and cafes, ➤ referral sources in: drop in/curnie club, JC+ , Health & Social Care, third sector, self ➤ start date (for Project Involvement), ➤ mh Barrier y/n, if relevant MHWI, ➤ end date of engagement with DD project, ➤ reason for ending involvement: planned exit, unplanned exit, moved out of area
DD Activity Form to log activities engaged in:	Brief Solution Focussed Coaching (BSFC) FALLING up Peer 2 Peer course Peer 2 Peer volunteering Better for Work course Employ Your Mind Other volunteering 1:1 support Off-Fort referral Wellness Recovery Action Planning IF you wish to record any additional outcome types let us know and Joe can add them in
DD Outcome Form:	referral onto employability service

	employment full-time part-time employment self employment education/training IF you wish to record any additional outcome types let us know and Joe can add them in.
Referral Lites and BIG Referrals (training will be provided by Joe for those that);	All referrals from these should be made using these systems so they can be tracked
Case notes: -optional (can be kept private to your organisation or shared across DD projects)	Organisations have additional facility to upload documents they feel relevant to the client journey

5. Client survey

The evaluation team has developed a simple, short paper survey will Rachel will email to all projects by Friday 7th September. We would like project workers to share this survey with clients on a case by case basis, as and when it feels appropriate.

We do not expect project workers to ask *every* client to complete the survey, given the vulnerabilities of the client groups. Sometimes it simply won't be appropriate to ask, and we recognise and respect that.

We'll provide Freepost envelopes for each project to send completed surveys to us, so no costs are incurred. We'll also provide you with a link to an electronic version of the survey in case some clients prefer to complete it online. The survey can either be completed by the client, or by the worker in conjunction with the client. If you have any questions on the use of the survey, please contact Rachel.

We hope this is useful to you.

Please don't hesitate to be in touch if you have any questions

Pegs Bailey

Appendix 6: Reflective evaluation workshop materials – Pilot fund projects

Delivering Differently Dissemination and Learning Event Pilot fund projects workshop - 02 April 2019

Group facilitator

Please identify a facilitator for your group. The role of the facilitator is to keep the group discussion focused on the issues that we are asking you to consider.

Group scribe

Please also identify a scribe for your group. The role of the scribe is to note the groups agreed response to each issue, and to note any key areas of disagreement, using the worksheet provided. **The worksheet should be used to note the conclusions of your group, and handed to the facilitators – you don't need to do any writing up after this event!**

1. In your group please use the worksheet overleaf to consider the following questions:
 - a. What are your views on the strengths of the Delivering Differently programme?
 - b. What are your views on the weaknesses of the Delivering Differently programme?
 - c. If the Delivering Differently programme were to run again, is there anything you would change about it?

2. Finally, thinking about your own project, please identify **one key** way in which the learning from your project is being embedded in service development/service delivery moving forward:

	Do you all agree?	What are your views on the strengths of the Delivering Differently programme?	What are your views on the weaknesses of the Delivering Differently programme?	If Delivering Differently were to run again, what would you change about it?	Please note any areas of disagreement
Whole systems approach					
Type of projects funded					
Timescales for evidencing outcomes (6 months)					
Support available to projects (i.e. FORT training, support from FVA)					
Access to evaluation support					
Other please detail					

Appendix 7: Reflective evaluation workshop materials – Team experience

Delivering Differently Dissemination and Learning Event Lived experience workshop - 02 April 2019

Group facilitator

Please identify a facilitator for your group. The role of the facilitator is to keep the group discussion focused on the issues that we are asking you to consider.

Group scribe

Please identify a scribe for your group. The role of the scribe is to note the groups agreed response to each issue, and to note any key areas of disagreement, using the worksheet provided. **The worksheet should be used to note the conclusions of your group, and handed to the facilitators – you don't need to do any writing up after this event!**

1. In your group please use the worksheet overleaf to consider the following questions:
 - a. What are your views on the strengths of the Delivering Differently programme?
 - b. What are your views on the weaknesses of the Delivering Differently programme?
 - c. If the Delivering Differently programme were to run again, is there anything you would change about it?

2. A key component of Delivering Differently has been involving individuals with lived experience of mental ill health as equal partners throughout the programme – for example within the Project Team, and through the workshops. What difference do you think this has/will make to the final outcomes? (If appropriate, ask if there are any ways that this could be done better)

	Do you all agree?	What are your views on the strengths of the Delivering Differently programme?	What are your views on the weaknesses of the Delivering Differently programme?	If Delivering Differently were to run again, what would you change about it?	Please note any areas of disagreement
Whole systems approach					
Type of projects funded					
Involvement of individuals with lived experience					
Reach – has it reached the people it's needed to?					
Identifying and addressing mental health and employability challenges					

Other please detail					
Other please detail					

Appendix 8: Reflective evaluation workshop materials – Project team

Delivering Differently Dissemination and Learning Event Pilot fund projects workshop - 02 April 2019

Group facilitator

Please identify a facilitator for your group. The role of the facilitator is to keep the group discussion focused on the issues that we are asking you to consider.

Group scribe

Please also identify a scribe for your group. The role of the scribe is to note the groups agreed response to each issue, and to note any key areas of disagreement, using the worksheet provided. **The worksheet should be used to note the conclusions of your group, and handed to the facilitators – you don't need to do any writing up after this event!**

1. In your group please use the worksheet overleaf to consider the following questions:
 - a. What are your views on the strengths of the Delivering Differently programme?
 - b. What are your views on the weaknesses of the Delivering Differently programme?
 - c. If the Delivering Differently programme were to run again, is there anything you would change about it?

2. The Delivering Differently programme has taken a 'whole systems' approach to improving employment outcomes for people with lived experience of mental health conditions. This approach joins up the many influences on employability and mental health that promotes transformative, coordinated action across multiple sectors to bring about change. The whole systems approach is also centred on people, their needs, their capabilities/assets and ultimately their role in understanding, designing, delivering and maintaining success.

If a similar whole systems approach were to be used in other programmes of work in the future, what would be the key elements required for success (i.e. up to 5 key messages based on the learning from Delivering Differently).

	Do you all agree?	What are your views on the strengths of the Delivering Differently programme?	What are your views on the weaknesses of the Delivering Differently programme?	If Delivering Differently were to run again, what would you change about it?	Please note any areas of disagreement
Whole systems approach					
Type of projects funded					
Timescales for evidencing outcomes					
Involvement of individuals with lived experience					
Strategic influence (local and national policy)					
Reach – has the programme reached the					

people it's needed to?					
Other please detail					
Other please detail					

Appendix 9: Stakeholder interview questions

Delivering Differently: Stakeholder Interviews – INTERVIEW QUESTIONS

The Delivering Differently programme, which has been funded by the Scottish Government, is working with strategic partners to improve support for people in Fife who are experiencing mental health issues. Its goal is to more than double the number of people with mental health problems who are supported into healthy, sustainable employment in Fife by March 2020.

RCO Consulting, who are undertaking the external evaluation of Delivering Differently, are conducting telephone interviews with a limited number of key stakeholders who have engaged with the Delivering Differently programme over the past 18 months. We are interested to hear your views on the Delivering Differently programme, and ways in which it could be further developed in the future.

During the following discussion we encourage you to be as honest and open as possible. With your agreement, one or more of your anonymous responses may be included in our evaluation report. Please do let us know if there is any interview content that you would rather NOT have used in the evaluation report.

After the interview, we will write up a summary of the interview content. You have the option to review the interview write up if you would like to, in which case we require any amendments to be sent back to us by email within one week of receipt. If you have any queries regarding the interview process, please contact Dr Rachel O'Donnell, at rachel@rco-consulting.co.uk

Name:

Job title:

Sector:

Number of years in current role:

1. Could you tell me about your involvement with the Delivering Differently programme?

The approach

2. The Delivering Differently programme has taken a ‘whole systems’ approach to improving employment outcomes for people with lived experience of mental health conditions. This approach joins up the many influences on employability and mental health that promotes transformative, coordinated action across multiple sectors to bring about change. The whole systems approach is also centred on people, their needs, their capabilities/assets and ultimately their role in understanding, designing, delivering and maintaining success.

What are your views on the strengths and weaknesses of using this approach for Delivering Differently?

3. Delivering Differently has adopted the following definition of mental health and well-being in Fife:

“A state of wellbeing in which every individual realises their own potential, can cope with the normal stresses of life, can work productively and fruitfully and is able to make a contribution to their community.” (WHO 2009). In Fife, we work on the understanding that this state of wellbeing can occur in the presence or absence of a diagnosis of mental illness or a mental health condition.

To what extent do you agree with this as a definition? Why?

4. A key component of Delivering Differently has been involving individuals with lived experience of mental ill health as equal partners throughout the programme – for example within the Project Team, and through the workshops. What difference do you think this has/will make to the final outcomes? (If appropriate, ask if there are any ways that this could be done better)

Reach and influence

5. To what extent do you think the Delivering Differently programme is strategically influencing local policy? Why?

6. To what extent do you think the Delivering Differently programme is strategically influencing national policy? Why?

7. From a strategic perspective, has the Delivering Differently programme reached the people that it’s needed to reach? (*i.e. health and social care, employability, mental health, education policy/decision makers*). Please tell us more about the reasons for your answer.

Delivery

8. To what extent do you think the Delivering Differently programme has identified key mental health and employability challenges in Fife? Please tell us more about the reasons for your answer.

9. Is the Delivering Differently programme successfully addressing identified key mental health and employability challenges in Fife? Please tell us more about the reasons for your answer.

Future development work

10. If Delivering Differently were to run again, is there anything you would change about the way in which it has been delivered? (i.e. was the strategic development side of the programme well enough resourced in terms of time and manpower; were any key stakeholders missing or not engaged with enough, if relevant *probe on the Delivering Differently projects too – did they have enough time to evidence outcomes?*)

11. To what extent do you think the whole systems approach to strategic change could be used as a model for working on other change programmes in the future (*for example, working on employability and housing*)

12. If a similar whole systems approach were to be used in other programmes of work in the future, what would be the key elements required for success (i.e. up to 5 key messages based on the learning from Delivering Differently).

Appendix 10: Pilot projects participant survey

Please provide us with feedback on your experience of [project name]. This will help us to learn about what has worked well, and it will help us learn about any differences that the project has made to you. Thank you!

1. In what ways has [project name] made a difference to you?

	Strongly agree	Agree	Disagree	Strongly disagree	Please add a comment
I feel more confident as a result of taking part					
I feel less lonely as a result of taking part					
I feel more listened to as a result of taking part					
I feel more able to cope with day to day living as a result of taking part					

Please tell us any other ways in which the project has made a difference to you:

2. Have you been given support to access other services/projects by [project name]? (please circle one response below)

YES

NO

If yes, please state which services/projects if possible:

3. Has your involvement with [project name] given you new ideas for things you'd like to do or try in the future?

YES

NO

I DON'T KNOW

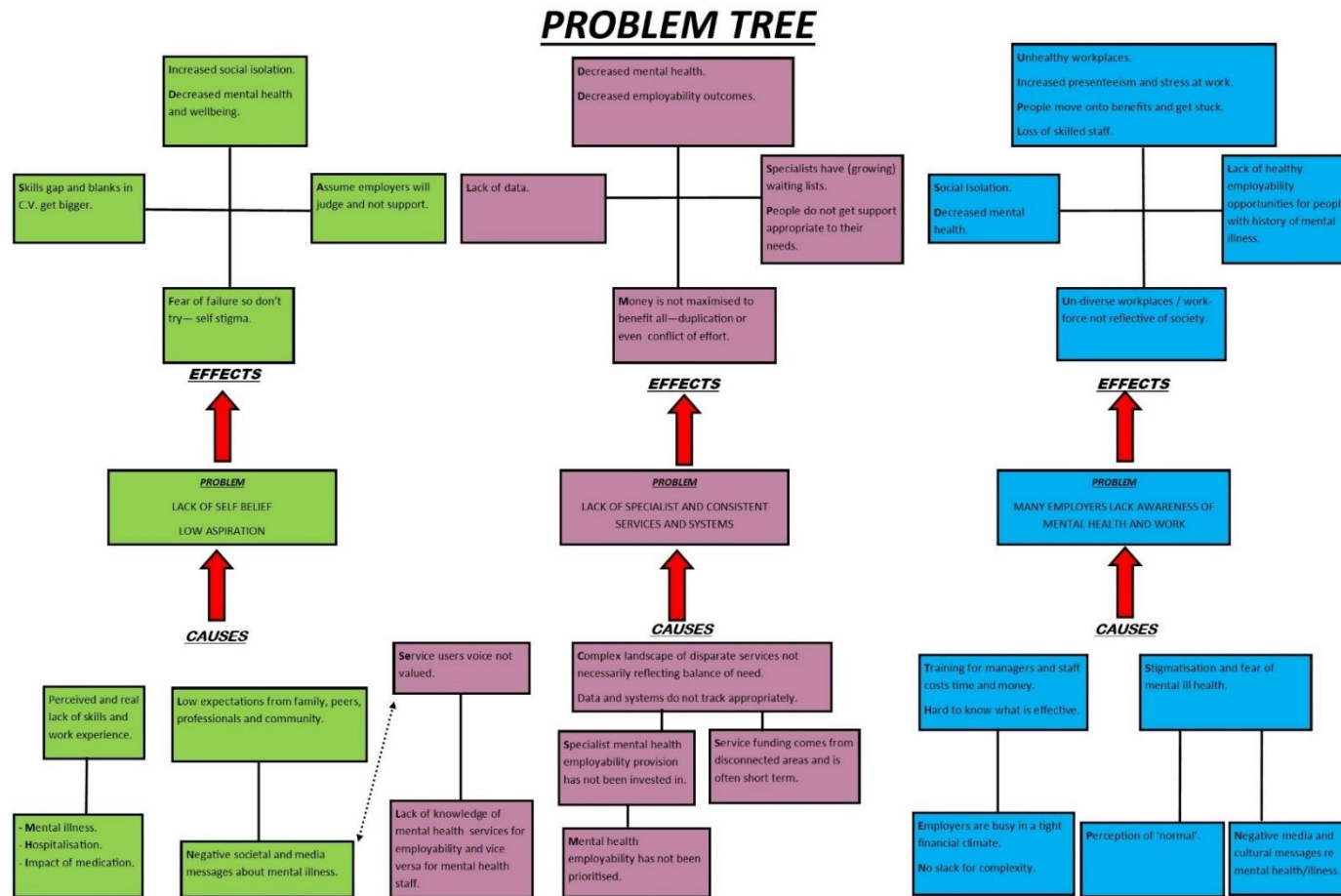
Please add any additional comments here:

Please put this questionnaire in the freepost envelope and post it to the evaluators (RCO Consulting www.rco-consulting.co.uk).

If you have any questions about this questionnaire please phone Rachel O'Donnell on [tel number]

THANK YOU!

Appendix 11: The Delivering Differently Problem Tree



Appendix 12: Outline of successful Delivering Differently pilot fund bids

1. **FEAT - Peer 2 Peer (awarded £22,152) – Fife-wide** Lead contact: Duncan Mitchell
FEAT will begin the process of establishing a programme of peer support in Fife through training 12 people with lived experience using the SRN Peer 2 Peer course. A Lead and Assistant facilitator with lived experience will be recruited. The work will be used to inform and enhance provision within Fife and the successful trainees will be given placement opportunities with relevant services. An event promoting the outcomes and findings will be held towards the end of the programme.

2. **Fife Council Supported Employment Service - Wellness in Work (awarded £9,000) – Fife-wide** Lead contact: Angela Hamilton
WIW will work closely with the DD Employer Engagement Working Group. It will engage with a selection of small to medium employers in Fife and around 5 people with lived experience of mental health issues. The purpose is to develop sector-specific toolkits that outline good practice around mental health and job retention. As well as development of the tool the bid also includes a launch including an event and wide distribution/promotion.

3. **The Richmond Fellowship Scotland – Wellness and Empowering People (awarded £9,837) – Fife-wide but prioritise our 3 key areas** Lead contact: Pam Butter
Brand new approach to employability working with people in community care setting. The proposed intervention is based on a peer support model and an adaption of the Wellness Recovery Action Plan (WRAP). X 7 cohorts in each of Fife's 7 localities. 6 people (42 in total) will participate in 6 sessions facilitated by a different staff member in each area.

4. **FEAT - Brief Solution Focused Coaching (awarded £8,550) – multiple area focus but priority Cowdenbeath** Lead contact: Elaine Richards
FEAT will develop and deliver a 1:1 coaching project drawing from Brief Solution Focused Therapy (BSFT) principles. Clients struggling to overcome mental health barriers in pursuit of employment will be offered up to 6 1:1 coaching sessions. Each block will centre on the clients' own goals.

5. **Fife Alcohol Support Service - Curnie Clubs (awarded £15,000) – Cowdenbeath**
Lead contact: Mhairi Owens
Curnie Clubs will expand its innovative and peer-supported service into Cowdenbeath. The project will target those far from the labour market, with mental health problems, who need support out of isolation and loneliness into community activity. It will offer multiple pathways to progress within the service and beyond.

6. **FEAT and Silverburn Park - Falling UP at Silverburn Park (awarded £5,980) – Levenmouth** Lead contacts: Martin McDonald and Drew Walker

Falling UP at Silverburn Park is an outdoor creative project that aims to improve the mental health and employability of participants. The project will be run by FEAT at Silverburn Park, in collaboration with Fife artist Drew Walker, and involves participants working together to build sculptures from natural materials found around the estate, from this they will be supported to access relevant employability services and courses.

7. **LinkLiving - Better For Work (awarded 23,759.29) – Kirkcaldy & Levenmouth** Lead contact: Nicky Paton

This project will support participants who have trauma-based mental health issues. 4 x 9 week programmes over 2 days with 8 participants in Kirkcaldy and Levenmouth. It will combine elements of LinkLiving's current 'Steps to Resilience Programme' with pre-employability support, in particular focussing on understanding the neurological impact of adverse childhood experiences.

8. **Clued Up (in partnership with FEAT) - Employ Your Mind (awarded £11,327) – Kirkcaldy** Lead contact: Laura Crombie

Clued Up and FEAT will trial an expansion of Employ your Mind beyond the NHS to provide an earlier intervention for people before they are actively engaged with mental health services. Clued Up will identify participants from their caseload of young people with substance use challenges, and join in the co-delivery of Phase 1 of the programme and support people as required throughout the remaining phases.

9. **Kirkcaldy Welfare Reform & Anti-Poverty – Mental Health Sub-Group - The Value of The Talking Café (awarded £24,393.82) – Kirkcaldy** Lead contact: Joanne Cairns

This partnership project will test the concept that soft touch, low level informal interventions make a positive and valuable contribution to the mental health and wellbeing of people experiencing barriers to employability and in doing so – improve their personal journey towards employment.

X3 drop-ins expanded in the Kirkcaldy area with a mapping exercise of the current mental health provision in the Kirkcaldy area (including service criteria and waiting times).

Partners involved include: YMCA, Clued Up, Fife Council Kirkcaldy Area Community Development Team, H&SCP, Psychiatry, NHS Fife Health Promotion / Locality Support, BRAG, Fife-ETC and Kirkcaldy Methodist Church.

Appendix 13: Phase 1 report recommendation tracker

Delivering Differently Phase One Report Recommendation Tracker

Updated November 2018

Recommendation/Action	Decision	Update November 2018
1. Recommendation: the Joint Oversight Board approve Cowdenbeath, Levenmouth and Kirkcaldy as priority areas for partnership action and pilot funding in 2018/19	Approved	COMPLETE: PB met with area managers/CLD leads for each area. CLD leads commented on DD Pilot Fund projects Presentation on DD given to locality and cluster planning groups for Cowdenbeath & Kirkcaldy. DD pilot funded projects prioritised in these areas.
2. Recommendation: The HSCP review of third sector mental health services incorporate Delivering Differently outcomes as key priorities for potential new service specifications.	Approved in principle discussion at MH Sig required	Pegs presented to the MH-Sig initial findings of report on Thursday 01 February 2018 DD workshop and Phase 2 Report findings shared with third sector review lead at various meetings. Recommendations being taken into consideration as part of third sector recommissioning and MH strategy 2019-23
3. Recommendation: ESiF underspend (if there is any) be re-profiled in consultation with the Delivering Differently Project Team towards services for those with moderate to severe mental health problems.	Approved	No underspend identified
4. Recommendation: ESiF operational application for 2019-22 aim to triple the amount of specialist mental health employability provision available in Fife.	Approved	COMPLETE: Commitment included in ESiF Challenge Fund Framework for 2019-22. Bids are now submitted and awaiting approval/allocation with OFP Executive by December 2018.
5. Recommendation: Mental health employability/gateway services be exempt from HSCP recovery planning in 2018/19 and be given priority exemption in the ESiF re-profiling exercise for 2018(19).	Discussion required	COMPLETE: Initially declined but subsequently approved.
6. Recommendation: Fife Council consider adopting a formal payment profile with Phase 2 ESiF provision from April 2019.	Approved	COMPLETE: In place for ESiF 2019-22 funding programme as part of contract agreement.
7. Recommendation: Fife Council continue to allow their employability SLA to be used as match for OFP funded provision and provider targets be increased accordingly.	Approved	COMPLETE: Pegs met with Gordon Mole and Lucinda McAllister to discuss further. SLA approved as matchable funds.
8. Recommendation: All activity and outcomes for SLA funded provision are recorded on FORT whether or not matched into ESiF provision.	Approved	Pegs met with Gordon Mole and Lucinda McAllister to discuss further. FORT is able to capture this. Update has been requested but no further information available currently.
9. Recommendation: In 2018/19 Fife Council reviews the structure and function of its Employability Service Level Agreements to ensure they add maximum value to the wider OFP employability service picture and the mental health employment outcome target.	Approved	SLAs under review in 2019. We have submitted suggestions and feedback from DD.

10. Action: Fife Job Contract ringfence 22 places for people who have identified mental health as a barrier in 2018/19	Approved	In place: 24 starts April – October 2018
11. Action: ALL projects committed to: ➤ Attending training on and using the new mental health Triage Tool in March and April 2018 which will include basic mental health awareness (see below) ➤ Participating in the Delivering Differently for mental health workshops in March 2018	N/A	COMPLETE: 7 workshops delivered and over 100 people participated. Review on impact of MHWI and training available.
12. Action: Complete testing and adjustments to Triage Tool by February 2018	N/A	COMPLETE: Renamed Mental Health & Work Indicator – updated and implemented Review on impact of MHWI and training available.
13. Action: FORT is adjusted to allow recording from April 2018	N/A	Complete and in place
14. Action: all frontline staff of Fife Council and ESiF funded provision be trained in using the new tool. Training open to interested others.	N/A	COMPLETE: 7 workshops delivered and over 100 people participated. Review on impact of MHWI and training available.
15. Action: Triage Tool is embedded in mental health awareness training for DWP work coaches and used to gauge need for additional services.	N/A	Not possible due to national structure of training> Agreed intention to pilot and refine Mental Health & Work Indicator and then share further.
16. Action: FORT has been adapted to allow all projects to analyse data on their performance with clients with mental health problems.	N/A	COMPLETE
17. Recommendation: Outcome sustainment at six and twelve months is routinely measured and reported on for all OFP funded provision from April 2018	Approved	Adam to ensure sustainment data is routinely included in OFP Board reports.
18. Recommendation: FORT be adapted to capture data on client engagement and employability outcomes from other non-OFP funded sources including: ➤ Fife Council Employability SLA ➤ HSCP funded pre-pathway activity Projects use this as a reporting system and new Triage tool from April 2018.	Approved for SLA. HSCP to discuss for wider gateway provision	Pegs presented to MH Sig. Recommendations for H&SCP pre-pathway activity included in Phase 2 report in more detail. Awaiting decision.
19. Action: Basic mental health awareness training to be embedded in Triage training for ALL OFP and Fife Council funded employability provision	N/A	COMPLETE
20. Action: All OFP and Fife Council funded employability staff participate in Delivering Differently Workshops in March 2018 and future training programme once launched	N/A	COMPLETE – participation information in evaluation spreadsheet
21. Recommendation: a short guide to accessing mental health services in Fife is produced and made available online specifically aimed at non-mental health specialists for April 2018.	Approved	Partially developed as part of the MHWI training – needs further refinement.
22. Recommendation: Fife Health and Social Care Partnership consider staff engagement with delivering differently, project team, workshops and analysis. DD consider appropriate training for HSCP and NHS staff.	Approved	COMPLETE: Excellent engagement achieved through Phase Two interviews. participation information in evaluation spreadsheet. Training in development.

Appendix 14: Phase 2 report recommendation tracker

Delivering Differently Phase Two Report - 'opportunities for growth' Tracker

		Action & Update
1.	Mental Health Services in Fife, across the piece, continue to build their recognition of the importance of hope and meaningful activity (paid or unpaid) in someone's journey to wellbeing, as noted in the current mental health strategy.	
	Future Mental Health Strategy for Fife focus on outcomes that matter to individuals; reflecting the importance of aspiration, meaningful activity and employment as part of a person's journey to health	Findings of Phase 2 report submitted to mental health strategy consultation. DRAFT strategy contains section on employability.
	DD work with H&SCP to develop and promote a 'pathway to work and wellbeing' relevant to mental health services	Meetings with community mental health team leads underway to discuss
	DD work with partners to identify funding to roll out Good Conversations training to employability staff and third sector partners.	Meetings with community mental health team leads underway to discuss. Funding proposal submitted to OFP for employability services
	DD and Team Experience work with partners to design and develop a short workshop for CMHTs on work, employment pathways and recovery	Planning underway. First workshop due June 2019
2.	Mental Health Services in Fife, across the piece, continue to grow the voice of service users with specific reference to how this can improve pathways to meaningful activity and work.	Action & Update
	DD consider how learning from Team Experience and shared workshops can inform other service user groups beyond the lifespan of DD funding.	See Me funding secured to continue work on growing voice of lived experience

	OFP consider how they can grow service user voice in employability service design and delivery using principles of human-rights based approaches to services	FVA working with OFP to consider how best to support this in strategic planning and service delivery
	Voice of lived experience is involved in the development and delivery of training and information sources on mental health and employment.	See Me funding will be used to recruit and train a team of volunteers to support this
	DD pilots and other providers share and promote good practice in service user involvement in service design and delivery	DD pilots will share their learning at joint mental health and employability Forum May 2019
	H&SCP consider value of peer support worker roles in improving health and employment outcomes for people accessing mental health services.	Findings of peer support networking event on 28 February have been shared with H&SCP partners. Peer 2 Peer Graduates will present to MH-SIG on 09 May 2019

3.	People are given the support and tools they need to manage their own journey to wellness, building resilience to enable them to gain and sustain employment when they are ready	Action & Update
	The H&SCP will be reviewing its commissioned services once the refresh of Fife's local mental health strategy is completed to inform this. There will be opportunities for new, innovative approaches to apply for funding based on Fife's refreshed strategy. New commissioning arrangements are expected to be agreed by December 2019 and implemented March 2020.	Findings of Phase 2 report submitted to mental health strategy consultation
	DD Team Experience develop a user-focussed leaflet and social media tool promoting access to community based services, self-management tools specific to employability support in Fife	Draft leaflet has been put out for consultation. Feedback very positive – due for launch May 2019

4.	We reduce the negative financial impact of benefit-related problems on staff time, people's health, therapeutic experience and journey to work	Action & Update
	DD convene workshop of key partners to explore opportunities and tests of change around benefits advice and support.	Benefits & Mental Health action plan been developed and shared with Fife Welfare Reform Action Group. Further work being taken forward.

5.	We promote and expand the range of supported opportunities for meaningful activity as a stepping stone to employment for people with significant mental health-related barriers to work.	Action & Update
	Improve promotion of existing provision with relevant mental health services through Fife Employability Services directory and work and wellbeing workshops	ongoing
	DD connect with Senscot to explore findings of research on mental health and social enterprise.	Meeting held March 2019
	DD convene a meeting to discuss potential options for growth of opportunities for people with mental health problems	Presentation at FSEN took place February 2019. Workshop to be included at joint mental health and employability forum. Additional training session to be coordinated by Senscot in June 2019

6.	Staff, service users and carers are provided with comprehensive, accessible information on employability and related mental health support services.	Action & Update
	DD to work with H&SCP to ensure On Your Doorstep and other information portals are up to date with regard to employability services in Fife	ongoing
	DD develop summary of key community-based mental health services for promotion to employability services	Work underway in conjunction with on your doorstep update
	Planned upgrade of MoodCafe in 2019 involves input from Team Experience and connects to OFP Employability Services Directory, includes a page on employability. Health & Work Support linked to from front page.	Meeting scheduled for May 2019.
	DD work with Team Experience to develop a recovery-oriented, informative leaflet, and social media link with info on the above directories.	Draft leaflet has been put out for consultation. Feedback very positive – due for launch May 2019
	H&WS Working Group track pathway referrals in and out of the service to community provision	ongoing
	Review impact of warm handover with Health & Work Support and share with H&SCP	ongoing
	To consider how the creation of the new Community Mental Health Teams make appropriate links with employability services.	ongoing

7.	The H&SCP will continue to build on the community assets approach and that people are supported and encouraged to access employment related support services.	Action & Update
	Circulate OFP directory of employability services to the WELLS and local area coordinators	complete

8.	H&SCP and OFP continue to work in partnership to simplify the landscape of mental health and employability services in Fife and create a shared and easily accessible pathway.	Action & Update
	Future Mental Health Strategy for Fife reflects the importance of aspiration, meaningful activity and employment as part of an individual's journey to health	Findings of Phase 2 report submitted to mental health strategy consultation
	Evidencing links between the OFP strategic plan and the revised mental health strategy for Fife	Findings of Phase 2 report submitted to mental health strategy consultation
	H&SCP consider working with FVA to create a third sector mental health forum to share learning, coordinate delivery and improve awareness of strategic changes (supported by the H&SCP)	Discussions with FVA underway
	Future H&SCP third sector mental health service commissioning consider approaches to encourage shared or collective service delivery to simplify the provision landscape whilst retaining specialisms	Findings of Phase 2 report submitted to mental health strategy consultation
	H&SCP are asked to consider extending funding arrangements for third sector providers to a three year cycle to address issues of sustainability	Findings of Phase 2 report submitted to mental health strategy consultation
	OFP and partners grow evidence for IPS and supported employment models for this client group.	Provision increased and monitoring underway
	Consider how a human-rights based approach can inform a shared approach to strategic planning and service commissioning in Fife	Further discussion required
	Fife Employability Forum and Know Your Network include regular themes on mental health	Joint MH and employability forum scheduled for May 2019

9.	H&SCP has the data it needs to understand how its services, and the services it funds, are supporting people in their journey to wellbeing through helping them to sustain or gain work	Action & Update
	Future Mental Health Strategy for Fife considers appropriate data requirements and outcome measures related to the Good Work and Good Health	Findings of Phase 2 report submitted to mental health strategy consultation

	Outcomes are individual and unique. Consider where people have chosen work or meaningful activity as an outcome and determine if this is measurable.	
	Consider making employment status at registration and exit a core data gathering requirement of all third sector commissioned mental health services	
	Pilot capture of employment status on registration (and on exit) with one CMHT and review learning	Approved by JoB to be piloted with one service in 2019
	Consider pilot of FORT with 1 or 2 key third sector mental health services to assess value of shared data for tracking clients	

Appendix 15: Stakeholder survey respondents – descriptive data

Most respondents (89%: 47) had engaged with DD through their work. Most (44%: 20) worked in the 3rd/voluntary sector, with almost a quarter (24%:11) working in the local authority sector, and 11% (5) in the NHS. Other respondents worked in

- University student (2)
- DWP (1)
- Education Establishment (1)
- Further and Higher Education provider (1)
- Health and social care partnership (1)
- Independent/private sector (1)
- Scottish Government (1)
- UK Government Agency (1)

An equal number of respondents (36%:16) worked in employability and/or mental health agencies, with 16% (7) working in education agencies. Other respondents worked in:

- Children's Services
- Communities and Neighbourhoods (CLD)
- Community Development
- Health & Social Care
- Health promotion
- Volunteering
- Youth and community organisation

More than half the respondents (57%: 25) who had engaged with DD through their work worked across all Fife. Of those who had more local remits, one quarter (25%: 11) worked in Kirkcaldy; almost one quarter (23%: 10) worked in Dunfermline; 16% worked respectively in Cowdenbeath and Glenrothes; 14% (6) worked in Levenmouth; 11% (5) worked in NE Fife; and 9% (4) worked in SW Fife⁵

Thirty-two (68%) respondents who had engaged with DD through their work provided their job titles. Of these almost two-thirds were managers (62%: 20) and 35% (12) were practitioners.

Have you engaged with Delivering Differently through your work?

	#	% answered this question	% heard of DD or not sure if heard of DD
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⁵ How does this relate to the demographics e.g. SIMD, ScotPHO profiles, spread of relevant agencies – hopefully Pegs’ reports will have covered this. If not then we need to report that no baseline analysis had been undertaken

Yes	47	88.7%	50.5%
No	6	11.3%	6.5%
	53	100.0%	57.0%

Please tell us which sector you work in

	#	% answered this question	% engaged with DD through work
Third/voluntary sector	20	44.4%	42.6%
NHS	5	11.1%	10.6%
Local Authority	11	24.4%	23.4%
Private/independent sector	1	2.2%	2.1%
Other (please specify)	8	17.8%	17.0%
	45	100.0%	95.7%

Please tell us what type of organisation you work in

	#	% answered this question	% engaged with DD through work
An employability agency	16	36.4%	34.0%
A mental health agency	16	36.4%	34.0%
An education agency	7	15.9%	14.9%
Other (please specify)	13	29.5%	27.7%

N=44

Total number of responses is more than number of respondents to this question because respondents invited to 'tick all that apply'

Please tell us which area you work in

	#	% answered this question	% engaged with DD through work
Cowdenbeath	7	15.9%	14.9%
Dunfermline	10	22.7%	21.3%
Glenrothes	7	15.9%	14.9%
Kirkcaldy	11	25.0%	23.4%
Levenmouth	6	13.6%	12.8%
North East Fife	5	11.4%	10.6%
South West Fife	4	9.1%	8.5%
Fife Wide	25	56.8%	53.2%
Other (please specify)	3	6.8%	6.4%

N=44

Total number of responses is more than number of respondents to this question because respondents invited to 'tick all that apply'

	#	% answered this question	% engaged with DD through work
Managers	20	62.5%	42.6%
Practitioners	12	37.5%	25.5%
	32	100.0%	68.1%

More than half (59%: 26) respondents considered that they had had lived experience of mental health conditions; with almost one third (30%) being carers of someone who has experienced mental health conditions.

Do you consider yourself

	#	% answered this question	% heard of DD or not sure if heard of DD
To have lived experience of mental health conditions	26	59.1%	28.0%

To be a carer of someone who has experienced mental health conditions	13	29.5%	14.0%
Prefer not to say	11	25.0%	11.8%
	44	100.0%	47.3%

Appendix 16: Summary of pilot project outcomes

Delivering Differently Pilot Fund

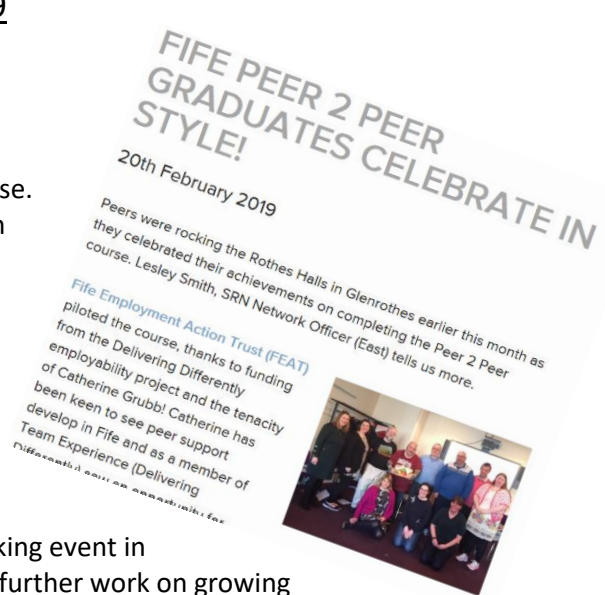
Project Outcome Summary April 2019

FEAT - Peer 2 Peer

FEAT worked with Scottish Recovery Network to train people with lived experience using the Peer 2 Peer course. The project was conceived and delivered by people with lived experience and employed a project lead and assistant facilitator. One person has already gained employment as a Peer Support Worker.

The Peer 2 Peer graduates will present to the local Mental Health Strategic Implementation Group in May 2019

In addition, the team co-hosted a Peer Support Networking event in February 2019. The findings from this event will inform further work on growing peer support in Fife.



Fife Council Supported Employment Service - Wellness in Work

WIW set out to engage with a selection of small to medium employers in Fife and around 5 people with lived experience of mental health issues. The purpose was to develop a toolkit that outlined good practice around mental health and job retention.

Today was an outstanding, informative, poignant and very real event

The end product of this is the [just ASK, LISTEN, TALK \(J:ALT\) toolkit](#). The toolkit provides free help to employers on three levels: 1. What to do if an employee is mentally unwell at work 2. What to do if an employee is mentally unwell and off work and 3. How to create a mentally healthy workplace.

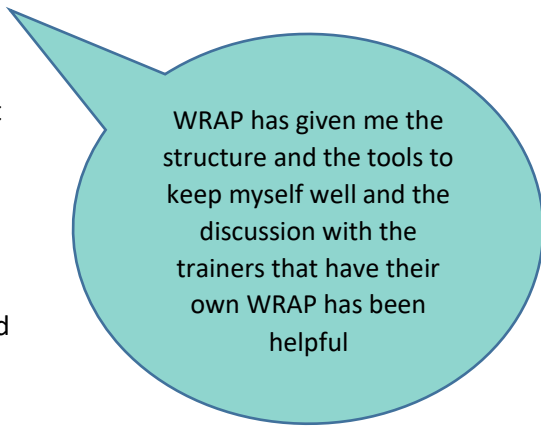
Your Wealth' seminar in March 2019. This seminar was attended by Jamie Hepburn MSP, Minister for Business, Fair Work and Skills, 70 people participated from 23 private employers and a range of public sector partners. 100% of participants said they felt more confident talking about mental health as a result.

The Richmond Fellowship Scotland – Wellness and Empowering People

Wellness Recovery Action Planning has been growing in use in Fife within Individual Placement and Support and also in a 1:1 clinical setting.

The Richmond Fellowship piloted delivering peer-led WRAP workshops in community group settings in different locations across Fife.

In total 13 people participated in the courses and all benefited from understanding the things they can do to manage and be more in control of their own mental wellbeing. The courses took place in Cupar, Glenrothes and West Fife.



WRAP has given me the structure and the tools to keep myself well and the discussion with the trainers that have their own WRAP has been helpful

FEAT - Brief Solution Focused Coaching

FEAT developed and delivered a 1:1 coaching project drawing from Brief Solution Focused Therapy (BSFT) principles.

Clients struggling to overcome mental health barriers in pursuit of employment were offered up to six 1:1 coaching sessions. Each block centred on the clients' own goals.

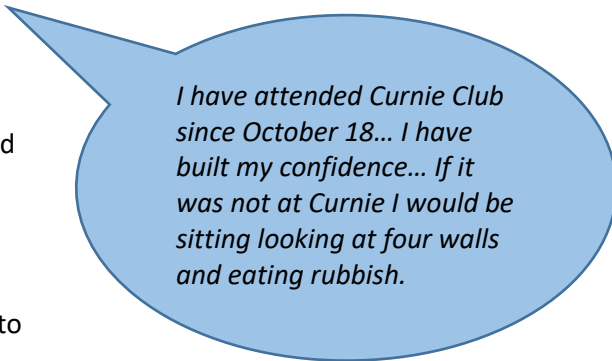
In total 9 people participated, 2 moved into employment and 4 were referred on to other organisations for specialist provision. FEAT are now embedding this in their ESiF employability funded pathway 2019-23.

Fife Alcohol Support Service - Curnie Clubs

Curnie Clubs expanded its innovative member-led approach into Cowdenbeath – an area with an identified gap in drop-in provision. The project targeted those far from the labour market, with mental health problems, who need support out of isolation and loneliness into community activity.

Over its short six months in the area the project engaged with 27 people who all benefited from activities such as group therapy, sessions on benefit dependency, goal setting and visits to local amenities such as the library, museums and gym.

Curnie Clubs supported 5 members to enter employment, 1 to enter college and a further 3 to obtain volunteering opportunities.



I have attended Curnie Club since October 18... I have built my confidence... If it was not at Curnie I would be sitting looking at four walls and eating rubbish.

FEAT and Silverburn Park - Falling UP at Silverburn Park

Falling UP at Silverburn Park was a family-led creative outdoors project, supported by FEAT.

Based on their experiences of supporting and dealing with mental health problems the father and son team used simple outdoor creative activities to provide informal therapeutic support to participants, who have varying experiences of poor mental health.



moved into volunteering

In total, 3 x 3-day sessions took place and 9 people completed the courses.

In addition, a session on Blue Monday was held for professionals to have a go and meet the Falling UP team. The project was also a learning experience for Drew who is currently completing his PhD studies on art and recovery.

2 people moved into other courses run by FEAT and one

LinkLiving - Better For Work

This project aimed to improve employability for people who have trauma-based mental health issues. Combining elements of LinkLiving's current 'Steps to Resilience Programme' with pre-employability support, in particular focussing on understanding the neurological impact of adverse childhood experiences. This project was led and supported by people with lived experience.

All participants took part in activities such as walking, photography and arts & crafts. The groups also completed classroom-based workshops on mental health awareness, nutrition and MH, the benefits of exercise and trauma awareness.

In total 4 courses were delivered and supported 22 people. 12 participants achieved the SCQF in preparing for employment. 7 went onto further training, 2 went into college, 7 started volunteering. 6 people were also referred onto additional specialist provision.

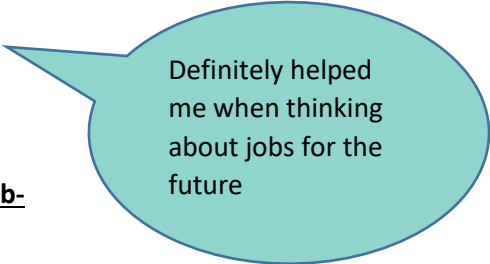
The feedback from each group was that they felt understood by the trainer and they felt more confident sharing their own experience. They also fed back they found it refreshing to hear a worker be so honest and open which in turn gave them 'hope'.

Clued Up (in partnership with FEAT) - Employ Your Mind

Clued Up and FEAT trailed an expansion of Employ your Mind to provide an earlier intervention for young people before they are actively engaged with mental health services.

Clued Up identified participants from their caseload of young people with substance use challenges and joined in the co-delivery of the programme and FEAT delivered the courses

15 young people were identified for the programme and 10 completed one or more phases.



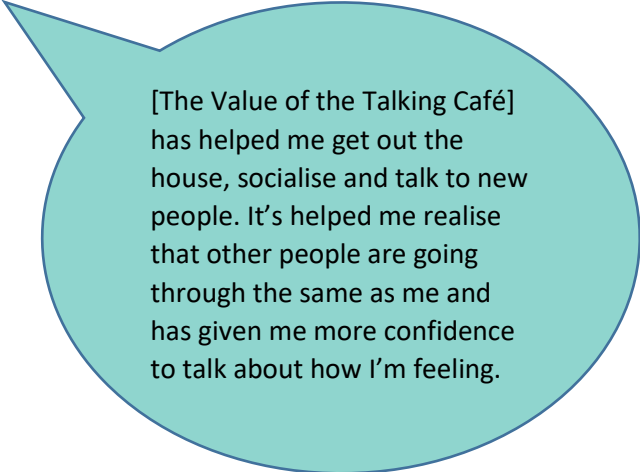
Definitely helped me when thinking about jobs for the future

Kirkcaldy Welfare Reform & Anti-Poverty – Mental Health Sub-Group - The Value of The Talking Café

This partnership project tested the concept that soft touch, low level informal interventions make a positive and valuable contribution to the mental health and wellbeing of people experiencing barriers to employability.

The funds were used to run 3 drop-ins in the Kirkcaldy area. 134 people in total engaged with the talking cafes, 37 people volunteered in the running of the café and 49 were signposted/referred to further opportunities.

The funds were also used to undertake a mapping exercise of the current mental health provision in the Kirkcaldy area (including service criteria and waiting times). The analysis shows that the very basic walk-in drop-in groups/ spaces such as Talking cafes are not as readily available.



[The Value of the Talking Café] has helped me get out the house, socialise and talk to new people. It's helped me realise that other people are going through the same as me and has given me more confidence to talk about how I'm feeling.