

**Living Well**  
Consortium UK

# IMPACT REPORT 2022/2023

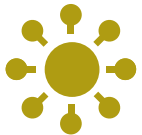




The group comprises Living Well UK – the CIO, and Living Well Consortium Ltd. (LWC) – the trading subsidiary. LWC generates income from government contracts in fulfilment of counselling services under the NHS Talking Therapies (formerly known as IAPT) pathways and incurs costs in relation to the fulfilment of this commissioned service.



Access to funding for Consortium members to grow their services/activities



Access to support from the central team to develop members' systems and reporting



Access to training, such as responding to knife crime, safeguarding, county lines, LGBTQIA+, and mental health and wellbeing education



Fundraising support, through both the internal team and an external fundraising consultancy, to help members grow and support their sustainability

# LWC Services

**NHS Talking Therapies provision is a core service for LWC, which is a leading provider of the service in the West Midlands delivering to Birmingham and Solihull.**

LWC offers pathways that support people with psychological and mental health distress to learn new ways of improving their mental health and wellbeing.

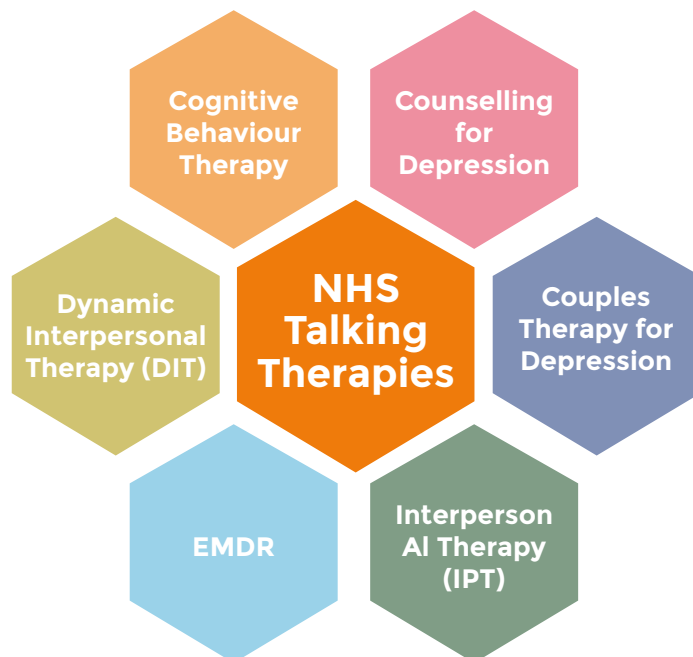
LWC's services and approaches range from one-to-one counselling services; to culturally sensitive support, guided self-help, relaxation techniques, telephone counselling services, and many other accredited talking therapies.



**Living Well Consortium  
Talking Therapies Service**  
part of NHS Talking Therapies  
for Anxiety and Depression



**Birmingham and Solihull  
Integrated Care System**  
Caring about healthier lives





**LWC is proud  
of its low  
waiting times.**

**National  
Target**

**75%**  
of clients  
to be seen  
within six weeks

at LWC for 2022/2023 the  
average was for 92% of clients  
to be seen within six weeks.

**95%**  
of clients to be  
seen within  
18 weeks



At LWC for 2022/2023 the  
average was for 99% of clients  
to be seen within 18 weeks.

## What makes the LWC service unique:



### Offering evening and weekend appointments

so that children and young people can access LWC services at times that suit them, and do not interfere with their education or employment.



### Offering flexible delivery of services

including face to face appointments, online appointments over Teams or Zoom, telephone appointments, and access to online CBT where appropriate making LWC services more accessible.



### Offer of a gender specific therapist

Users have the option to request the gender of therapist with which they're most comfortable.



### Offering face to face appointments

LWC can see the service user close to where they live if they want to reduce travel (and cost of travel) barriers.



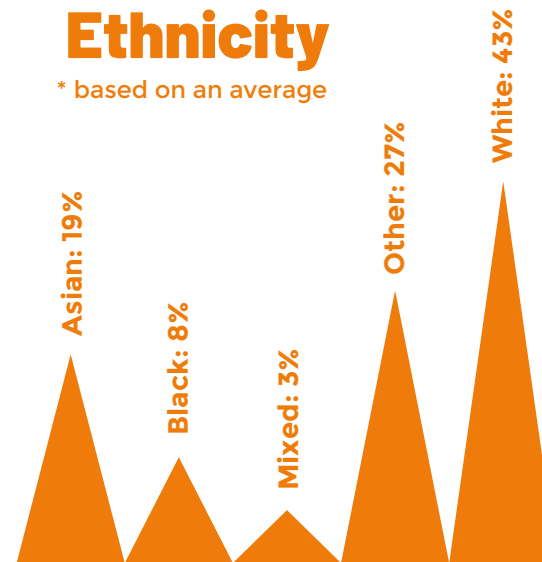
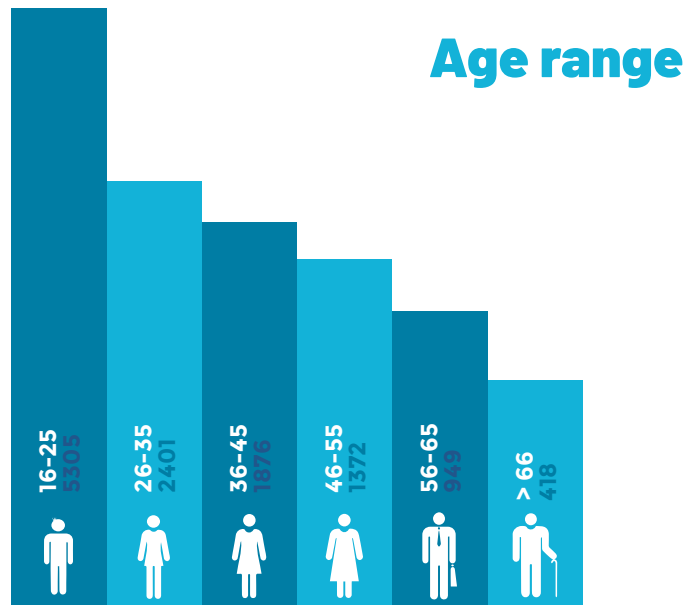
### Building a diverse workforce

LWC can offer a therapist from a similar cultural background, where the service user requests this, and the service is available in different languages.



### Shorter waiting times to get support

# The Impact LWC Made



# 57%

of LWC clients  
achieved recovery  
by the end of their  
treatment.

The national expectation is for 50% of people being treated by the NHS Talking Therapies Service to Move to Recovery (MTR) by the end of their treatment. Over the 2022/2023 year, an average of 57% of LWC clients achieved recovery by the end of their treatment.

over  
**14,000**  
clients seen

During 2022/2023, LWC successfully triaged/assessed over 14,000 clients, enabling them to access the correct treatment in a timely and effective way.

**11,500**  
started  
treatment

Of that number Over 11,500 clients started treatment and were seen 1-to-1 for NHS Talking Therapies Provision.

**4&5**  
sessions  
of help

Clients received, on average, between 4 and 5 sessions of help.

**90%**  
of clients were  
extremely  
satisfied

Based on patient feedback surveys, over 90% of clients were extremely satisfied with the service that they received from LWC during 2022/2023.

# FTB Young Peoples Services

Around 35% of LWC's Talking Therapies delivery is done alongside the Forward Thinking Birmingham (FTB) partnership, which is comprised of Statutory, VCFSE (Voluntary, Community, Faith and Social Enterprise), and independent organisations who work together to collectively provide a dynamic approach to mental health services for children, young people and young adults (CYPYA) living in Birmingham (16-24 year olds). During 2022/2023, LWC supported 4,743 CYPYA through this service.

Around  
**35%**

of LWC's Talking Therapies delivery is done alongside the Forward Thinking Birmingham partnership.

LWC  
supported  
**4,743**

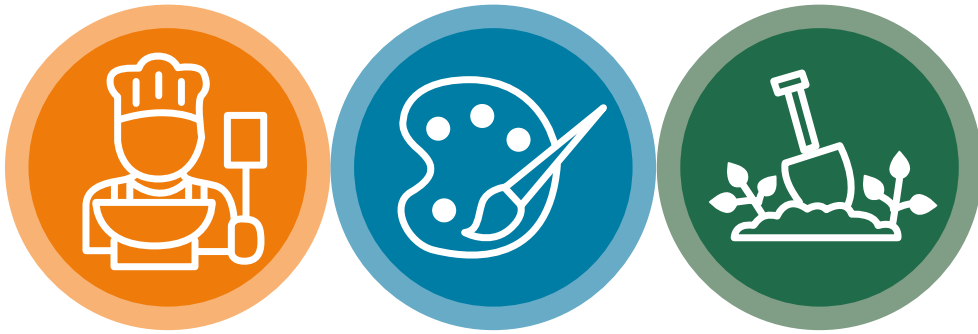
CYPYA through this service.

**Step 4 is a bespoke model,**  
created by LWC that supports Young People with complex needs who require a level of support beyond what Talking Therapies/Counselling can provide. Through this service, LWC worked with a total of  
**576 people during 2022/2023.**

Forward Thinking  
Birmingham



# Counselling/ Wellbeing and Social prescribing services



As part of the FTB partnership, LWC run the service that provides counselling for 11-24 year olds across Birmingham and Solihull. LWC provided support for around 125 young people a month throughout the 2022/2023 year, hitting totals well over 1000 across the 12 months. The service provides intervention for Young People for whom Talking Therapies may not suit clinically.

**125**  
young people  
supported a month

.....  
**Over**  
**1000**  
across the year

## DRC's contribution to the consortium has helped expand its reach and effectiveness.



By way of provider partnerships, the Consortium extends its services to areas that were previously underserved or lacked access to quality mental health care. DRC's diverse communities has enabled the Consortium's collaboration with local organisations and professionals make a notable difference.

Through its counselling services, the DRC has played a crucial role in addressing the mental health needs of its clients. Counselling provides a safe and supportive environment for individuals to explore their emotions, cope with challenges, and develop strategies to improve their wellbeing. By offering counselling services, the DRC has empowered clients to better manage their mental health and lead more fulfilling lives, and we are proud to be part of that journey.

Furthermore, the DRC's involvement in the Consortium has helped reduce the stigma associated with mental health issues. In many societies, including the DRC, mental health problems are often misunderstood or viewed as taboo. However, by actively participating in the Consortium and promoting its counselling services, the DRC has played a significant role in raising awareness about mental health and challenging societal stigmas.

This has encouraged more individuals to seek help and support when facing mental health challenges, contributing to the overall wellbeing of the population. Through expanded access, reduced stigma, capacity building, and research collaboration, the DRC made a significant impact. In conclusion, the DRC's contribution to the Living Well Consortium and its counselling services has had a profound impact on the wellbeing of its clients.





# Children and Young Peoples Grant Funded and Charitable Activity

LWC received funding from StreetGames to run summer holiday activities to support the wellbeing of children and young people. Working in partnership with Consortium members, the Charity delivered nature therapy, sports and creative activities, and one-to-one support for low intensity mental health needs such as anxiety and depression.



## 439

children and young people were supported through this partnership.



## 330

### Online Wellbeing Sessions

LWC delivered over 330 Online Wellbeing Sessions. The Therapy Room is a virtual wellbeing pop-up space, packed with a huge variety of mental health resources and wellbeing content for free.





# Listening Services

In partnership with the NHS and Consortium members, LWC created an 'active listening' service for those for whom Talking Therapies or other mental health services are not appropriate. The service trains practitioners to provide up to 12 listening sessions to people who need somewhere to talk. In 2022/2023, over 300 people used this service.



**Bethel Health & Healing Network**

## Listening Service Case Study

I'm Robert, a 45-year-old living in Birmingham and working in the Education sector.

### Robert's challenges with mental health

I experienced intense work-related stress that triggered panic attacks in specific situations. Following a severe episode, I became unable to work. Seeking help, I consulted my GP, who recommended trying the Listening Service with Karis Neighbour Scheme to manage my stress and anxiety.

### The listening sessions

The intervention spanned a year, comprising 12 phone sessions.

I'm incredibly grateful to Mr. Patel; his service was exceptional. Thanks to him, I feel wonderful and more like myself again. I truly needed someone who would listen without passing judgment, and that's precisely what I found in Mr. Patel. Talking to him created a judgment-free space where I felt safe. I had been feeling guilty about certain things I shared, but he consistently reassured me that there was no need to feel that way. Besides providing a non-judgmental environment, Mr. Patel genuinely listened to me, identified my issues, and offered valuable advice. Initially, due to the language barrier, sharing my experiences was challenging. However, Mr. Patel made me feel at ease, eliminating room for overthinking.

### The impact

Even though I've completed my intervention, I am thriving. I now believe I can effectively manage my issues, a statement I wouldn't have been able to make a year ago.



**Listening Service Partnership**

**KARIS NEIGHBOUR SCHEME**

Over  
**300**  
people used  
this service in  
2022/2023





# Healing Circles

LWUK first introduced Healing Circles in collaboration with Consortium members. Healing Circles are a way of bringing together those from African and Caribbean backgrounds for group discussions on the impact of race on their mental health. This service has continued to grow, with nearly 350 people accessing it in 2022/2023.



**350**  
people have  
continued to use  
this service in  
2022/2023

**This is my first time attending this circle. I didn't know such a thing existed for Black people, so glad I came along. Very comforting to share my challenges in a safe place and get so much support.**



# Training and Development

LWC contributes towards the training and qualifications of practitioners and therapists, whilst also providing education for organisations and professionals in the mental health field. Through LWC contracts, the group continues to hold one of the highest NHS Talking Therapies placements in the West Midlands with 40 IAPT (NHS Talking Therapies) trainees placed across the Consortium, endorsed and funded by Health Education England and BSOL ICB.

LWC has gone further to increase its capacity by funding additional trainee posts under the same National IAPT curriculum. In addition to trainees, the group utilises around 90 NHS Talking Therapies qualified therapists who are directly employed by members of the Consortium, enabling them to meet 100% of commissioned targets and service demand. LWC remains one of the leading Talking Therapies providers in England.

LWC is proud to have finished the 2022/2023 year with nine graduates in Cognitive Behavioural Therapy High Intensity and ten Psychological Wellbeing Practitioners, who all secured jobs within Consortium organisations following the completion of their university courses.

## Challenges with mental health

My name is Shagufta and two years ago I was very disturbed and extremely stressed. Life felt meaningless, making it difficult for me to even get out of bed. I was neglecting my physical health and felt trapped in an endless, vicious cycle.

## The therapy sessions

Fortunately, my GP referred me to the Living Well Consortium for therapy. After a thorough assessment, I was matched with a therapist who understood my mental health struggles and life situation. Their kindness and understanding became my guiding light. Through their support, I learned to process my thoughts and emotions, gradually improving my mental wellbeing. I began to rediscover joy and found a newfound sense of purpose in life.

## The impact

Today, I am a first-year student studying counselling and psychotherapy at university. I am living a meaningful, content life, and most importantly, I have discovered my true self.



**90**

**Qualified NHS Talking  
Therapists directly  
employed by members  
of the Consortium**

**100%**

**of commissioned  
targets and services  
met by therapists**

**Continued  
Investment**

**in clinical training  
programmes for its  
members**



# Long-term Conditions (LTC)

LWC is commissioned to deliver the integrated pathway for people with LTCs who need Talking Therapies. Based on the results of pilots from previous years, the conditions that were chosen to pilot the service with were Diabetes, COPD and Medically Unexplained Symptoms (MUS). The service continued to run successfully during 2022/2023 with 1,289 clients being treated during the year. LWC remains the only commissioned organisation delivering this in the West Midlands.

# 1,289

**clients with Diabetes, COPD and Medically Unexplained Symptoms were treated during 2022/2023.**



**Living Well Consortium  
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# Walking Therapy

In the prior year, LWC responded to client feedback requesting the option to receive Talking Therapies/counselling whilst outdoors or walking. To meet those needs, LWC employed three dedicated Walking Therapists who provide sessions whilst walking with the service user around green spaces in Birmingham. The service continues to be very well received and often carries a waiting list. In the 2022/2023 year, LWC has had nearly 120 people receive a course of treatment while walking. For Talking Therapies, this is the first service of its kind in the UK.



## NHS Walking Therapies Case Study

I'm a 64 year-old living in Birmingham.

### Challenges with mental health

I experienced a breakdown and battled COVID three times, leading to persistent fatigue. Alongside these challenges, I also faced health issues such as croup, irregular heartbeats, and problems with my oesophagus. I used to work in a highly fast-paced environment. However, I didn't feel well. I visited my doctor, explained my symptoms, and shared that I had observed a friend go through a similar breakdown, fearing I might be heading down the same path. My doctors connected me with Living Well Consortium, where I was offered walking therapy.

### The walking therapy sessions

I have experienced significant improvement. The walking therapy helped me confront repressed emotions and the impact of wearing a brave face for others. Talking through these issues with a stranger was transformative, putting my life back on track and helping me rediscover myself.

### The impact

I wholeheartedly encourage everyone to consider this therapy for themselves. Inspired by my own healing journey, I am now passionate about volunteering to support others in their paths to recovery.



**120**  
people receive a course  
of treatment while  
walking in 2022/2023

# Providing grants to organisations in the mental health field

# £60,000

received in funds from  
organisations within the  
VCFSE sector

During the year, the group received funds to be distributed as grants to organisations within the VCFSE sector, to help bring to life mental health programmes for people in Birmingham and Solihull. The grants – totalling almost £60,000 collectively – were to be distributed to seven causes, including SIFA Fireside and Aston Villa Foundation.



**Disability Resource Centre**, which will be debuting a mindfulness walking project, combining walking and meditation.



**Sudden Productions** will be running ISOLATED, a drama project about the impact of the pandemic on mental health, that is created both by and for young people.



**St Paul's Community Development Trust**, which is establishing an angling club for young people with mental health issues and learning difficulties.



**Servol Community Service's grant** will go towards developing a communal garden at its Janet Fay House in Balsall Heath, allowing residents to grow vegetables, take part in yoga and tai chi classes, and socialise with each other.





# Promotion and Partnership

In the year ended 31 March 2023, over 22,500 patients received services from LWC or its member organisations under NHS contracts in Birmingham and Solihull.

Member organisations receive business support, clinical governance, operational support, and trading opportunities through contracts, which are all managed by LWC.

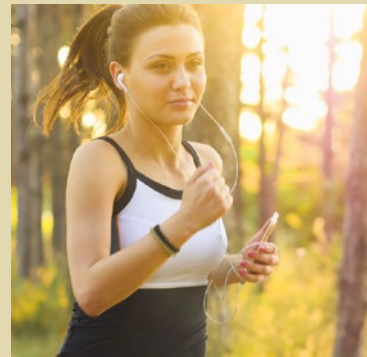
LWC maintains a focus on supporting the Black, Asian and Minority Ethnic community and the group is pleased that it was again able to assist over 4,500 individuals from this community with treatment, who would also recommend the service to a friend or family member

LWC operated a Customer Satisfaction survey, with a response rate of 97% during the year, which was consistent with the prior year. 95% of respondents recommended our service, had trust in our staff, and felt involved during the process.



## Solihull Moors

LWC continued its partnership with Solihull Moors Football Club, which led to them promoting and advertising LWC services to all their Junior and Senior football teams. This saw over 1000 players across Birmingham wearing kits supported by LWC.



## Running Therapy

In partnership with a specialist running charity, LWC have continued to provide Running for Wellbeing courses that people struggling with their Mental Health can attend.

**In 2022/2023 over 200 people attended.**

Over  
**22,500**

patients received  
services from LWC

**4,500**

individuals from  
the Black, Asian  
and Minority Ethnic  
community were  
pleased to be assisted

**97%**

of customers were  
satisfied during  
the year

**95%**

of respondents  
recommended  
our service

**We aspire  
We create  
We deliver**



## **Thank you to our funders:**

NHS Birmingham and Solihull Integrated Care Board  
NHS Talking Therapies Service  
Forward Thinking Birmingham  
National Lottery Community Fund  
DWP

## **Thank you to our Consortium members**

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