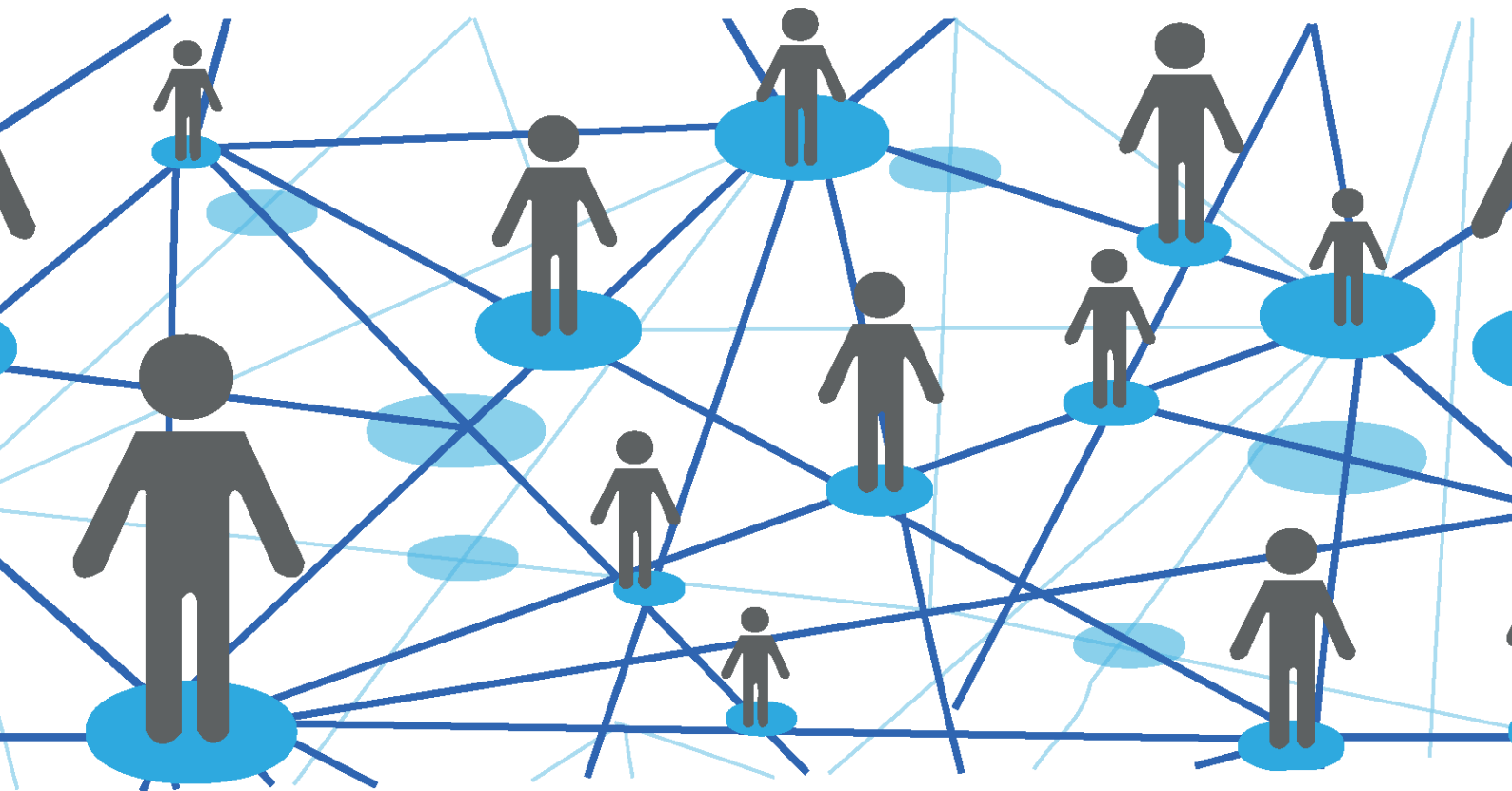


Crisis Café Grants

➔ Report

June 2022



Leicester City Clinical Commissioning Group
West Leicestershire Clinical Commissioning Group
East Leicestershire and Rutland Clinical Commissioning Group

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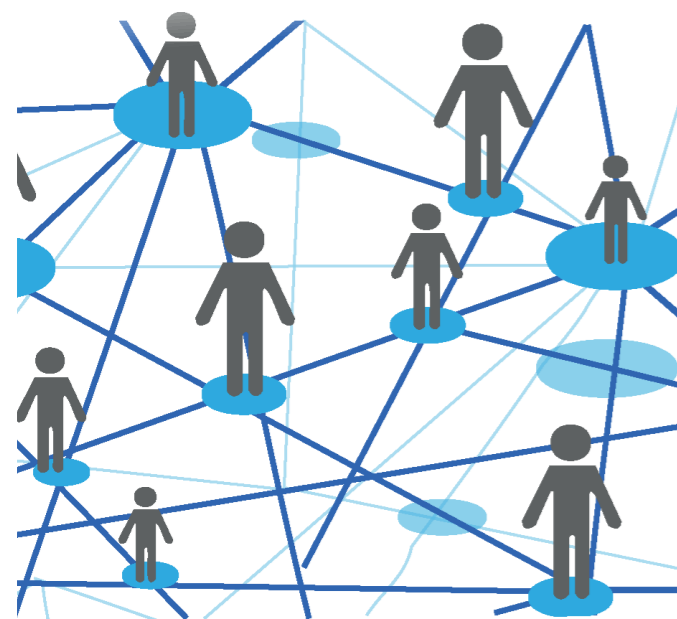
Voluntary Action Leicester registered charity (No. 509300) Company Limited by Guarantee (No. 1357513) Registered in England and Wales.

➔ Introduction

In 2021, Voluntary Action Leicestershire (VAL) was commissioned to support the development and running of the Crisis Café Grant Scheme across Leicester, Leicestershire and Rutland (LLR) in light of national guidance and local consultation.

The aim of the Crisis Café Grant Scheme was to establish spaces to provide a safe, supportive and collaborative alternative to accessing GP services or Accident & Emergency (A&E) departments for people with issues that may affect their mental health. The purpose of the Cafés is to ensure that people receive support and interventions in the least restrictive environment consistent with their health, safety and social care needs.

The project presented an opportunity to trial a new way of commissioning the voluntary sector to deliver services, by running a small and accessible grant scheme as opposed to a procurement process which might otherwise have limited the number and size of organisations confident enough to apply.



➔ Background

National Context

The Mental Health Crisis Cafés development is based on national and local guidance including:

- The NHS Long Term Plan (2019) and NHS Mental Health Implementation Plan 2019/20-2023/24
- Step up to Great Mental Health Transformation programme
- The Five Year Forward View for Mental Health (2016)
- Mental Health Crisis Care Concordat (2014)
- No Health without Mental Health: a cross-government mental health outcome strategy for people of all ages (2011)
- NHS Outcomes Framework (2014/15).

The NHS Long Term Plan (LTP) implementation guidance published in July 2019 outlines improvements that systems should be making to improve Mental Health Crisis Care and Liaison, including “A range of complementary and alternatives crisis services to A&E and admission (including in VCSE/local authority provided services) within all local mental health crisis pathways”.

Locally Defined Outcomes

The locally defined outcomes for this specification are:

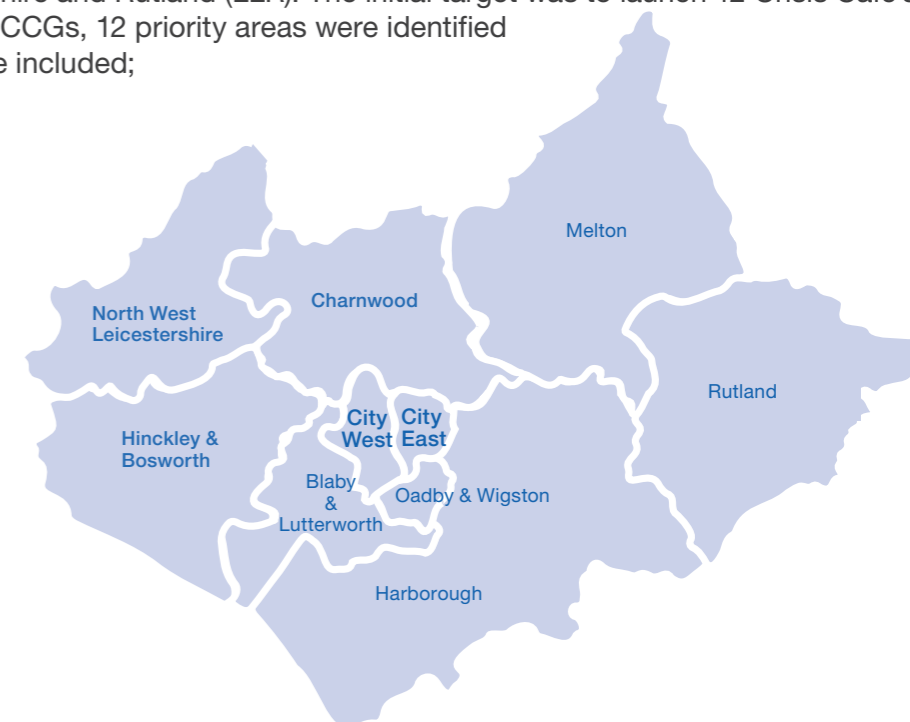
- A reduction in number of people requiring secondary mental health crisis input for the areas where crisis cafés are being delivered
- Increased numbers accessing crisis cafés in an informal setting using the ‘no wrong door’ concept (no one is turned away), ensuring it is accessible to local population needs.
- Recovery and safety plans developed with people and carers which include increased coping strategies to manage their mental health and reduce future crisis.
- Provide weekend and out-of-hours service.

➔ Project Scope

The aim of the grants scheme was to establish 12 crisis cafés across Leicester, Leicestershire and Rutland, in the first instance, with the long term goal of establishing 1 café in each of the 25 (now 26) PCN’s across the City and County.

The Clinical Commissioning Groups (CCG) along with Leicestershire Partnership Trust (LPT) provided a specification brief, which VAL used to design and develop a programme to disseminate £447,065.00 to groups across Leicester, Leicestershire and Rutland (LLR). The initial target was to launch 12 Crisis Café’s however, working together with the CCGs, 12 priority areas were identified for the initial round of funding, these included;

- De Montfort University
- Loughborough University
- University of Leicester
- Coalville
- Melton
- Rutland
- Hinckley
- East of City (Belgrave area)
- Aylestone
- West End (City)
- Blaby/Lutterworth
- Oadby



➔ Supporting the Process

To support the application process an application pack was sent out, this included the application form, a guidance briefing document along with a set of appendices explaining the Primary Care Networks. VAL also coordinated and hosted two grant information sessions. These sessions allowed organisations from across Leicester, Leicestershire and Rutland to find out more about the Crisis Café Grant Scheme, the background and context that lead to its development and how they could engage with the programme and ultimately submit an application. Over 60 attendees engaged with the sessions across 2 days.

Session Discussions

The sessions were attended by staff from Turning Point, the organisation currently delivering 4 crisis café’s across LLR. The staff from Turning Point were able to give applying organisations an insight into what is involved in delivering a Crisis Café, including the types of people and concerns

that commonly present and how frequently further clinical intervention has been required.

There were a lot of questions asked about the name of the scheme, and a number of groups raised concerns about the use of the phrase ‘crisis café’ and whether that would deter some people from accessing the service, if they didn’t in fact identify themselves as ‘in crisis’ or, if they did, what stigma may be attached in terms of accessing a service like that.

Staff from VAL, NHS, LPT and the CCGs tried to make it clear to applying organisations, that whilst there was a general model for how the cafés should look, as a partnership they were also aware that community focused organisations know best how to serve and support their communities.

Project Statistics

In total there were 42 applications submitted across the City, County and Rutland totalling over 1.2 million pounds. Of those applications 11 were successful in receiving an award.

Each of the priority areas was successfully allocated the funds to establish 1 Café, the only exception being Rutland, for which we did not receive a strong enough application. In total £325,715.00 of the budget was allocated to a total of 6 organisations.

Of all of the submissions, the majority of applicants were small community sector organisations embedded within specific community locations. Only two of the applying organisations were regional or nationals.

The panel awarded 7 of the café's to the larger organisations, and the remaining 4 to small, locally run community groups.



Café's awarded to larger organisations



Café's awarded to small, locally run community groups



42 applications submitted across the City, County and Rutland



The amount totalling to over £1.2million



11 applications were successful in receiving an award.



6 organisations were awarded £325,715.00 of the budget.

Priority Area	Organisation Awarded	£ Amount Awarded
De Montfort University	Mental Health Matters	£29,878.00
Loughborough University	Mental Health Matters	£29,878.00
University of Leicester	Mental Health Matters	£29,878.00
Coalville	The Marlene Reid Centre	£29,952.00
Melton	Sunny Skies CIC	£29,918.92
Rutland	Not Awarded	
Hinckley	Turning Point	£30,000.00
East of City (Belgrave Area)	The Peepul Centre	£27,055.00
Aylestone	Mental Health Matters	£29,878.00
West End (City)	Mental Health Matters	£29,878.00
Blaby/Lutterworth	Beacon Care and Advice Service	£29,400.00
Oadby	Turning Point	£30,000.00
TOTAL		£325,715.92

Lessons Learnt

For the CCGs, this has been an opportunity to trial a new way of establishing services across Leicester, Leicestershire and Rutland, as opposed to the more formal commissioning and procurement process traditionally used. The aim being that smaller VCSE organisations would have the opportunity to deliver localised services.

Things that worked well:

- The Scheme was happy to see the awards being disseminated to a mix of local organisations and regional/nationals. It will be interesting to have the opportunity to see if outcomes and Café success vary as a result of a more localised approach versus a larger and more experienced organisation
- The Scheme was successful in encouraging groups to engage who might not have engaged in a more formal procurement process
- The Scheme successfully Engaged and shared insight with Leicestershire and Rutland Community Foundation who were delivering a CCG Mental Health scheme 'Getting Help in to Neighbourhoods'

Things to improve for Round 2

- It was noted that the timeframe was short, with the Scheme only being open to applications for 3 weeks
- There were few joint applications or projects submitted by multiple groups in partnership. As this Crisis Café project involves support services in local communities, the partnership would like to encourage stronger partnership applications for future submissions.
- There is a need to ensure clarity throughout the process. Some of the NHS and technical jargon can be confusing for people that are not working in a clinical setting.
- There is a need for a stronger understanding between the VCSE sector and Health partners so that each side has a better understanding of how the other works so that we can explore the development of future partnerships and collaboration.

Recommendations

- There is a need for ongoing support and networking for organisations delivering café's, including opportunities to learn from one another, share experiences, network and strengthen support available for the communities they serve.
- There is a need and an opportunity for broader networking opportunities for Crisis Café Grant awarded groups and also those who were awarded funding for mental health services via the Getting Help in to Neighbourhoods grant scheme delivered by the Leicestershire and Rutland Community Foundation.
- There are opportunities to explore the need for specific cafés for some specific communities of interest i.e. the LGBTQ community, asylum seekers and refugees, sex workers, specific ethnicities etc.
- There would be significant value in investing in training for organisations/staff delivering Crisis Cafés across LLR.
- There is a need to include targeted work in Rutland to encourage more groups to apply for the second round of funding.
- Include Blaby District as priority area in Round 2, as the district has specific needs and opportunities to work with the local community.
- Consider rural locations or areas outside the main market towns as priority areas for Round 2 – e.g. Syston, Shepshed, Market Bosworth, Castle Donington. These would help connect rural communities to support services through outreach Crisis Cafés.

Opportunities


Following this first round of the Grant Scheme and discussions with key stakeholders and partners, VAL has identified a number of opportunities to undertake further work to support the crisis cafés and establish stronger partnerships and collaboration across LLR:

- Joint training sessions for staff and volunteers working in the crisis cafés
- Networking meetings and events to encourage partnerships and collaboration across the crisis cafés – essentially to develop a support network
- Creation of shared databases and information sources for referral pathways
- Development of connections with social prescribing link workers and social prescribing work across LLR
- Collaboration with district and parish councils
- Development of local networks to facilitate local referral pathways
- Recruitment and management of a pool of volunteers to support the crisis cafés across LLR

VAL is working in partnership with the NHS CCG's to disseminate these grants to groups across Leicester Leicestershire and Rutland.



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