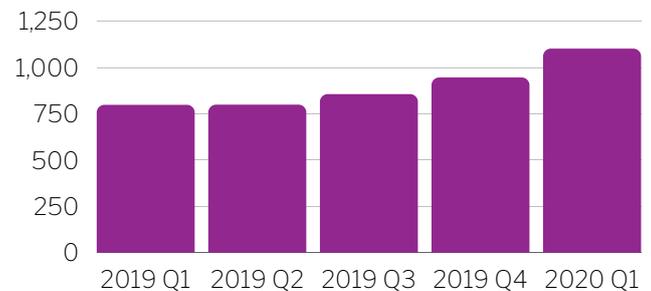


## Service statistics

Reachout delivers creative opportunities to local communities experiencing life's challenges, mental ill health and disability, using expressive arts to promote informed choices and mental health awareness, maintain wellbeing and prevent relapse.

- 134** total members
- 88** creative workshops delivered for members, community groups and the public through Change and Make programmes (to Q1 2020)
- 13** school outreach activities through our Inspire programme (to Q1 2020)
-  member drop-in Mon-Fri with arts, crafts, concerts, drama, movement and other workshops

Total attendance per quarter (to Q1 2020):



## Member outcomes \*

**75%** say that Reachout reduces isolation and loneliness

**75%** say that Reachout helps maintain wellbeing

**67%** have met friends through Reachout

**56%** find it easier to communicate with others

**33%** are able to manage their own wellbeing



At least 4 members returned to employment, 3 progressed to further education, 11 to volunteering with Reachout and 9 to other volunteer opportunities.

\*Reachout Questionnaire 2020 - 51 responses from members, carers, referrers, partners and volunteers

"Reachout has helped a lot with me achieving what I wanted- being less isolated and building confidence. I've become more confident in other areas of my life. For example, I've recently started using my cooker again to eat better..." - Extract from case study, Reachout member Graeme

"I teach 4 people now and it is helping me with my confidence...I have helped my students which is helping me" - Extract from case study, Reachout member and volunteer Petra

## How do you feel when you come to Reachout?



"I feel a sense of belonging as part of a vibrant creative community"

"If I am feeling anxious or worried, there is always someone I can talk to"

"I feel at ease and happy as soon as I come in the doors at Reachout because everyone's so friendly, everyone makes you feel wanted."

"I feel part of a social group who understand the needs of all who attend"

"I recently had had an episode of ill-health (mentally) and found Reachout to be the comfort I needed to recover and make new friends. Ever since, I've been able to cope with every day life"

## Partners and referrers

**37** Organisations have referred clients to Reachout

**5.2** Average monthly referrals (2019-Q1 2020)

**19** Citizens Advice Bureau drop-in sessions held (to Q1 2020)

"Reachout fills some of the local service provision gaps and allows people to gain new skills, improve confidence and self esteem and overall generally improves peoples health".

"I regularly signpost unpaid carers to Reachout... Carers tell me they've had a chance to try new activities, make new friends and feel that they have a life of their own away from caring".

"As a referrer I see the service as the first stepping stone to a participant having the opportunity to improve their health, wellbeing, [and] knowledge"

"The service at Reachout has become an important part of the recovery process"

We recently surveyed key referrers on how we will work together in the future:

**83%** of key referrers would consider referring clients to Reachout for online sessions, but all reported that at least some clients face barriers in accessing online-only activities

**100%** of key referrers will continue to engage with Reachout once studio-based services resume

## Responding to Covid-19

With all studio workshops, events and activities postponed from March 2020, Reachout moved to remote activities to enable members to stay creative and connected from home.

-  virtual solo and group exhibitions
-  remote yoga sessions
-  regular online updates & monthly printed newsletter
-  personalised creativity packs distributed by volunteers

Not all members have internet access or the skill and confidence to use online tools. We have sent out at-home creativity packs and developed projects that let people take part without joining an online session.

- 73** colouring packs sent out
- 27** members received a paint-your-own gnome kit to use at home for the 'Gnome Sweet Gnome' project and online exhibition.
- 12** handmade Gratitude Journals sent out
- 12** mindful photography projects in progress
- 20** members produced 'happy place' postcards for a virtual group exhibition
-  studio assistant recruited to deliver remote activities: focus on blend of online and offline



**100%** of members and referrers want Reachout service to continue

"During lockdown, the closure of Reachout has had the biggest single adverse impact on my mental health." -member