

This report describes the activities related to the purposes of the charity from 1st September 2019 to 31st March 2020 being the new end date of PeerTalk's financial year. The audited and approved accounts are available separately.

PeerTalk support groups are attended by people who live with depression, anxiety and related conditions. The groups are facilitated by trained volunteers. PeerTalk currently hosts twelve support groups. PeerTalk's vision is to establish 100+ support groups across the UK in the forthcoming years.

Meg Munn - Chair of Trustees

This year we are reporting on work over 6 months, as from 2020 PeerTalk's financial year begins in April. This is so we better align with organisations with which we work.

During this period, staff have worked hard developing new groups, seeking funding and supporting our dedicated group facilitators. We are pleased to have started our first university group. We know that many students experience stressful times and we are working to establish more such groups.

Towards the end of March, the coronavirus lockdown meant we had to temporarily stop group meetings. Weekly e mails have instead provided a wealth of support ideas and we stand ready to re-launch our groups once regulations allow.



30th November 2019



11th February 2020

Facilitator Training events were held in November in Hampshire and February in Lancashire which provided a total of 23 new volunteers for our groups located in Guildford, Bordon, Preston, Warrington, Skipton and Settle. The clinical input was provided by Consultant Nurse Irene Muh in the South and by Dr Gary Sidley in the North. Suspension of our groups has meant many of these have not yet had opportunity to facilitate.

PeerTalk @ Universities

The most recently established PeerTalk group is located on the campus of the University of Central Lancashire and is dedicated for those aged 18 - 30. Since the group started in October 2019 there have been a total of 15 different attendees.

Plans remain in place to start two new PeerTalk groups on the campuses of the University of Sunderland and Leeds Beckett University.

Website

The PeerTalk website has been refreshed. The new design favours mobile phone and tablet usage. Pages set out our vision, our values and where to find our groups are meeting each week.
www.peertalk.org.uk

The PeerTalk Brand [®]

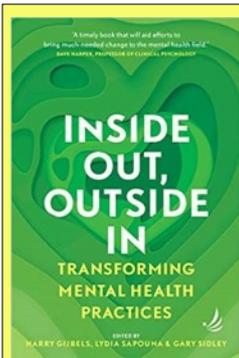
The name PeerTalk has now been registered as a trademark for Medical, Counselling and Training activities. We are in the process of adding the mark to all our publications alongside our logo.

New Support Group Coordinator

As part of a grant from the Lottery's Awards for All fund Mr Will Hannigan was appointed in February to a 3 hours per week role as Support Group Coordinator for our groups in the North East. This role encompasses the Whitley Bay and Gateshead groups and the soon to be Sunderland group.

Covid19 Pandemic

The Covid19 crisis impacted upon the last few weeks covered by this report. All our groups ceased to meet on 16th March. The disruption also required the cancelling of the training event planned for March at which we were due to train facilitators for what was to be the new group starting at the University of Sunderland in April.



PeerTalk were pleased to have a chapter included in the recently published, *'Inside Out, Outside In'*.

Launching the book at University College Cork in November Dr Malcolm Garland, a consultant psychiatrist and senior lecturer in psychiatry, said he 'especially enjoyed' our chapter.

The PeerTalk Charitable Foundation Trustees

Meg Munn (Chair)

Trained as a social worker, Meg served as MP for Sheffield Heeley 2001 – 2015, during which time she was also Minister for Women and Equality and a Foreign Office minister. Meg is a non-executive director and independent governance consultant.

Jeremy Foster

Nine years as a bank branch manager and then 12 years leading teams of Corporate Relationship Managers, including responsibilities for compliance and risk assessment.

Joanne Malcolm

Advanced Speech & Language Therapist working for an NHS Trust. Responsible for departmental training on current thinking, research and developments in relation to autism.

Emma Bradley

Now a consultant in Justice Health working with socially excluded groups, having been a Director of Nursing and Patient Experience and Deputy Prisons and Probation Ombudsman.

Roger Butterfield

Solicitor with 38 years experience working for local authorities and several years experience of providing advice and training to local authorities.

Kate Chartres

Kate Chartres is a Nurse Consultant and Network Clinical Lead for NHS England. Kate provides clinical practice and professional leadership for the nursing team, research, training and development.

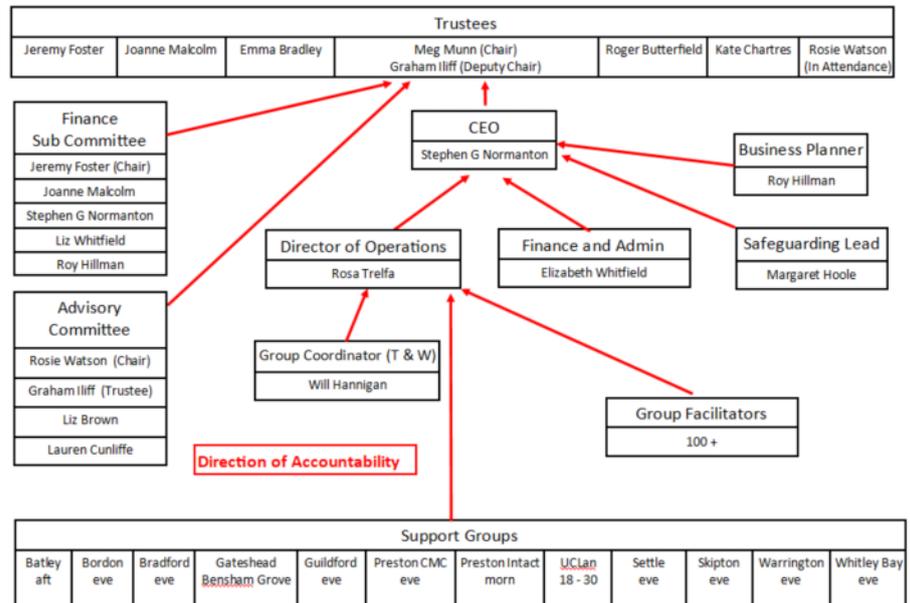
Graham Iliff

Graham has many years experience as a senior manager and Marketing Director in the telecoms industry and more recently has lectured in Marketing and Business in higher education.

Governance and Policies

PeerTalk is a charitable incorporated organisation with only the trustees as the members. The charity's governing document is its constitution which is based on the Charity Commission's model. Trustees are appointed to complement the organisational requirements based on knowledge, experience and skills. All trustees have been appropriately inducted and trained.

The PeerTalk Charitable Foundation Organisational Structure as at March 2020



Principal Risks

The availability of volunteers every week is critical to maintaining clinical credibility. Every week there is the risk of a volunteer becoming unavailable without a replacement substitute.

There is a risk that we don't have enough funds to deliver all our commitments for the next year.

There is a risk that staff become incapacitated with a loss of organisational intelligence.

Current PeerTalk Policies and Procedures

<i>Unchanged</i>	<i>Reviewed and Revised</i>	<i>Replaced previous</i>
Bullying and Harassment Policy		Receipt of Donations Policy
Complaints Procedure		Recruitment and Selection Policy
Confidentiality Policy		Safeguarding Policy
Conflicts of Interest Policy		Secure storage, handling, use, retention and disposal of Disclosures and Disclosure Information Policy
Data Protection Policy & Privacy Notice		Statement of Values
Disciplinary Procedures		Terms of Reference for Advisory Committee
Equal Opportunities Policy		Terms of Reference - Trustees
Equality, Diversity & Inclusion Policy		Trustee Code of Conduct
Financial Policy		Volunteer Code of Practice
Governance Risks		Volunteer Facilitator Role Description
Grievance Procedure		Volunteer Policy
Health and Safety Policy		Volunteer Facilitator Agreement
Induction for New Trustees		

Evaluation of Impact

PeerTalk offers a forum for sharing and listening, providing encouragement and, (more importantly), hope to attendees. This informs what we measure our effectiveness against and how we do it. As a result of practical suggestions on coping with depression offered by other participants, individual attendees report improvements in a number of areas, including well-being, (in particular, self-esteem), and the ability to manage depression on a day to day basis.

PeerTalk's monitoring and evaluation (M&E) processes are specifically designed to reflect and capture impact measurement. The data-return we can provide to funders includes collecting data on: the ability to manage difficult situations on a day to day basis (**resilience**); overall improvement in mental health (**well-being**); the ability to maintain relationships, avoid isolation, and participate in wider community activities (**friends and family**); and the ability to manage work situations and remain engaged in the workplace (**employment**).

To improve impact measurement PeerTalk has recently partnered with two research and evaluation organisations. Sheffield Hallam University are involved in a bespoke research programme to understand the benefits our groups have for attendees in the context of the reduced access to local mental health services and how, over time, attendance may reduce the need to rely on them. Think:Learn:Do are an independent impact and evaluation consultancy, www.thinklearndo.org, who are supporting PeerTalk to develop our longer-term capacity to measure impact on an ongoing basis. They are doing this by refining our measurement framework, and developing a suite of data collection tools to use in future evaluation. This ongoing evaluation will build on work to date. In November 2019 we asked group attendees three questions. We had 43 respondents all of which were positive and encouraging.

What is your experience of the group?

'I found the group very helpful and easy to take part in. I quite like the numbers involved as it is not too daunting to attend'.

'My experience with the group has been great because I sit with great people in the same situation as me, with this group I have felt really good'.

'Very positive! It is a warm caring, supportive environment, very ably facilitated. The freedom to engage, or not, is appreciated. The interaction and exchange of experiences between member has been useful to my understanding of how I feel and why I feel'.

How has coming to the group helped you?

'It has given me somewhere to express feelings that otherwise I have no outlet for. I feel better for attending'.

'It has helped me to realise that I am not the only person living with depression and that there is a group, where people can help and support each other, to me that means a lot'.

'It has give me more confidence in myself and the chance to talk has made me see that other people struggle too and everyone's experiences and grasp on life are different yet we can all help each other'.

What could we do to improve our groups and the support we offer?

'I think more groups should run in different places and on different days – there should be a limit to how many come to each session so that everyone gets a chance to talk'.

'Offer additional groups and support at other times of the week e.g. weekends. Online point of contact to discuss problems out of hours'.

'Advertise a bit better maybe? Everything else is excellent'.

It is intended that when the evaluation reports provided by Sheffield Hallam University and Think:Learn:Do are received they will be published at formal events in London and Sheffield in the latter part of 2020. These occasions will be used as a platform to make PeerTalk more widely known in the public sector.



Our Volunteer Facilitated Peer Support Groups

<p>Settle The Folly Victoria Street BD24 9EY</p> <p>Tuesday evening 7.30 - 9.00 p.m.</p>
<p>Skipton Skipton Town Hall BD23 1FJ</p> <p>Monday evening 7.30 - 9.00 p.m.</p>
<p>Bradford Aldersgate Hall Common Road Low Moor BD12 0TW</p> <p>Thursday evening 7.30 - 9.00 p.m.</p>
<p>Preston The Intact Centre Ingol PR2 3YP Thursday morning 11.00 a.m. - 12.30 p.m.</p> <p>Methodist Church PR1 2NL Thursday evening 7.30 - 9.00 p.m.</p>
<p>University of Central Lancashire 18 - 30s group Room GR170 Greenbank Building, Victoria Street, PR1 2HE</p> <p>Tuesdays (term time) 6.30 - 8.00 p.m.</p>

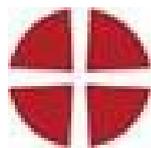


<p>Whitley Bay The Big Local 305 Whitley Road Whitley Bay NE26 2HU</p> <p>Wednesday evening 7.00 - 8.30 p.m.</p>
<p>Gateshead Bensham Grove Sidney Grove, Gateshead NE8 2XD</p> <p>Monday evening 7.00 - 8.30 p.m.</p>
<p>Batley The Community Room All Saints Church Stocks Lane, Batley WF17 5ED</p> <p>Wednesday afternoon 1.30 - 3.00 p.m.</p>
<p>Guildford The Spike Community Centre Warren Road GU1 3JH</p> <p>Wednesday evening 7.30 - 9.00 p.m.</p>
<p>Bordon Forest Community Centre Pinehill Rd, GU35 0BS</p> <p>Tuesday evening 7.00 - 8.30 p.m.</p>

<p>Warrington The Gateway 80 Sankey Street WA1 1SR</p> <p>Monday evening 7.00 - 8.30 p.m.</p>
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A huge **Thank You** to all the grant making bodies, trusts, businesses, community groups, churches and many generous individuals who support our work.

Donate here



The Methodist Church



The Tudor Trust



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for our work in
Tyne and Wear



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for our work in
Hampshire and
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Bradford CVS
for our work in
Bradford



The Beamsley Trust (Craven Trust)
for our work in North
Yorkshire



The Albert Hunt Trust