

**Learning visit report  
Spitalfields Crypt Trust 14541**

<b>1.1 Date of visit:</b> 13/09/19	<b>1.2 Name of visiting Funding Manager:</b> Tim Wilson	<b>1.3 People met with:</b> (initials only) JW (Fundraiser) SC (CEO) AH (Director of Services)
<b>1.4 Programme Area &amp; Outcomes:</b> Improving Londoners' Mental Health <ul style="list-style-type: none"> <li>• More homeless and transient people having access to mental health services and reporting improved well-being</li> <li>• A reduction in suicide and self-harm among the recognised at-risk groups</li> </ul>		
<b>1.5 Purpose of the award:</b> £138,000 over three years for the salary of an Addiction Counsellor and associated project costs.		
<b>Grant start date:</b> 15/10/2018		<b>Grant end date:</b> 15/10/2021
<b>Project progress and difference made</b>		
<b>2.1 Project Outcome 1:</b> Our beneficiaries' mental health has been maintained (or improved) meaning they lead healthier lives. <b>Progress made:</b> Reported at end of the first year: 69% of SCT's residents' mental health has been maintained for improved against this outcome		
<b>2.2 Project Outcome 2:</b> Our beneficiaries have increased networks of support meaning they have non-using friends and family to turn to when they are having problems. <b>Progress made:</b> At the end of the first year, SCT reported 88% of its residents had increased networks of support.		
<b>2.3 Project Outcome 3:</b> Our beneficiaries have increased self-confidence and self-esteem meaning they are better able to deal with any problems that arise. <b>Progress made:</b> At the end of the first year, SCT reported that 85% of its beneficiaries had increased self-confidence and self-esteem.		
<b>2.4 Project Outcome 4:</b> Our beneficiaries move into recovery leaving behind drug or alcohol abuse. <b>Progress made:</b> Reported at the end of the first year of grant, SCT stated that 53% of beneficiaries had moved into recovery.		
<b>Impact and learning: Funding Manager comments</b>		
<p>SCT is primarily a drug and alcohol recovery charity, offering long-term whole-person support to clients who come to them largely via their homelessness drop-in service. SCT works to address underlying needs that may be rooted in adverse childhood experiences. The visit took place both at SCT's social enterprise coffee shop and Acorn House, where the charity's recovery and residential services take place. I met several staff members. SCT works to maintain a friendly ethos with a sense of safety and welcome for clients, and this was palpable in the sites visited.</p>		

### **1. Impact:**

Based on the outcomes reported at the end of the first year and on the discussions held with SCT staff, work is proceeding very well. The charity has formed a working partnership with the East London Foundation NHS Trust, which in turn referred them to a specialist in psychologically informed environments and trauma informed care. This professional reviewed SCT's current services (and found many to be psychologically informed already), established a process to support staff manage vicarious trauma, and oversee client work. SCT reports that this has been beneficial for clients and has had wider benefits including reduced untoward incidents and evictions, as well as reduced staff sickness and turnover from burnout.

### **2. Learning:**

SCT initially trialled mental health support work with a Harley Street psychiatrist (funded by a grant from The Cutlers). This was intended to provide clients with timely appointments with a skilled professional. However, because the sessions took place at Harley Street, SCT found clients were uncomfortable with the setting and the charity reflected on more effective ways to deliver outcomes. This led it to the East London Foundation Trust and the specialist referred to in section 1 of this report (above).

### **3. Knowledge:**

The organisation has gathered excellent learning which could be of use in helping City Bridge explain to others what trauma-informed approaches look like in mental health support organisations working with homeless clients.

### **4. Total assets:**

If it's any form of reciprocation, SCT mentioned that it found the current grantee monitoring report template repetitive in places and we could therefore review it to eliminate unnecessary questions.