

City Bridge Trust – Monitoring Visit Report

Organisation: Changing Faces	Grant ref: 10766 (Ciaran Rafferty)	Programme area: Improving Londoners' Mental Health\b) Children & young people
Amount, date and purpose of grant: 07/09/2011: £130,000 over three years (£30,000; £50,000; £50,000) towards the cost of establishing the training programme for Changing Faces Practitioners in year 1 and the salary and related costs of the London-based Practitioner in years 2 and 3.		
Visiting Grants Officer: John Merivale, accompanied by Deputy Chairman Wendy Mead and Deputy Joyce Nash.	Date of meeting: 18 th December 2012	
Met with: James Partridge, Chief Executive; Sally Fairhead, Grants and Fundraising; Elizabeth Noble, Head of Client Services.		
1. Introduction to the organisation: Changing Faces (CF) is the charity which aims to support, represent and improve the lives of those who have disfigurements, whatever the cause (e.g. birthmarks, burns, facial paralysis, skin conditions) – the organisation also works with soldiers returning from Iraq and Afghanistan. Almost half of the estimated 1.3m people in the UK who are affected have significant facial disfigurement. For these, life can be very challenging owing to the unconscious prejudice resulting from the discomfort and uneasiness of others. Members will remember the organisation's charismatic CEO, James Partridge, who has previously been a guest speaker for you and who hosted Channel 5 news for a week as part of a campaign to raise the issues. James also won the 2010 Beacon Prize for Leadership.		
2. The project funded: Changing Faces is a national organisation but, not surprisingly, struggles to meet the needs of all its potential beneficiaries directly with the resources at its disposal. Current support services (mostly using psychologists and art and play therapists) are London-based and only available in a reduced form to other parts of the UK via telephone and online. CF believes that its support can be delivered more widely by training a series of locally-based, accredited, practitioners. These will be specialists who have considerable experience in related fields (e.g. counselling, psychology, social work, teaching, play therapy) and who will be trained by the organisation to use in-house models of intervention. The plan has been to pilot and market the training scheme in London in year one, so that it can then be rolled out across the country with practitioners employed in regional settings able to deliver face-to-face support. The grant will then support the costs of the London Practitioner in years 2 and 3. The work focuses on the mental health of children and young people with disfigurement, and on the related needs of their parents. Research and the organisation's own experience identify that these young people risk developing mental health problems which in some instances can lead to self-harm and suicidal tendencies.		
3. Work delivered to date:		

General delivery has been through workshops, schools, family groups, and to individuals. Other specific developments have been:

- Changing Faces Practitioner (CFP) Induction Pack – This has been developed as a comprehensive introduction to the work with young people. The CFP employed via this grant is the first person to pilot the pack, which is now established as the basic resource to equip practitioners with a programme that is proven to work.
- Awareness – CF has improved access to psycho-social treatments for children who are receiving medical treatment. Over 200 GP practices now have material to display in surgeries, sessions have been delivered in London schools, and there are plans to place a CFP in Great Ormond Street Hospital.
- Mechanisms to encourage young people to seek help for themselves – The Young People's Council identified the need for more online support, and has helped develop an interactive e-resource '*Coping with Other People's Reactions*'. This uses video, audio and text to support 14-18 year olds. All the children's publications are being refreshed as online guides. CF is also developing its facebook presence and trialling support sessions on Skype.

4. Difference made:

Evaluation depends on feedback, and uses goals set by the client. This allows the children to define the specific things they wish to change, and then to rate their progress on a simple scale. CF's evaluation system is still being improved, but direct reports show clearly how a child's mental health is helped – very often with gaining the confidence to face school life, or changing challenging behaviour. CF has found that, over time, a child will return for support to negotiate milestones such as starting a new school or entering puberty – which itself demonstrates trust in what has been offered.

CF also found during this first year that referrals into their help were far fewer than expected. Analysis indicates that this is due not only to lack of awareness, but to fears that they are still remote, difficult to engage with, or suffer from the stigma associated with many mental health interventions. These realisations have led CF to target and explain the work described at 3, above all the more carefully.

5. Grants Administration:

CF's accounts acknowledge all grants over £10,000, and indicate that restricted funds are properly allocated against the specific staff and other costs. CF also supplied payroll information for the year 2011-12 indicating which staff salaries had been supported by this grant.

6. Concluding comments:

This is an unusual and well run charity, which provides an interesting and much needed counter-influence to the prevailing culture of conformity to commercially promoted norms. In doing so, it fills an important gap in giving children and adults confidence in their individuality. CF greatly appreciates your flexible and collaborative approach to grant-making, and feels that this is an ideal partnership.