



changes

POSITIVE ABOUT MENTAL HEALTH

ANNUAL IMPACT

REPORT 2022-23



WELCOME

Caitlin Rogers, CEO

It has been another successful year for Changes, a year of growth, development and fun! The team has worked as hard as ever, responding to the flow of new requests for support as well as continuing to offer ongoing support to those who need it.

This report showcases our work from April 2022 to March 2023. In addition to delivering our annual programme of tried and tested support services, we introduced an array of new and innovative offerings, asking the community what they wanted, establishing what else was on offer locally and aiming to meet new demands.

A great example of this is our newly established partnership with Kim from Jump Edinburgh, an experienced fitness instructor specialising in community wellbeing. She brought a splash of colour, a tutu and boxing gloves (!) to Changes offering Silent Disco Fitness and Boxercise classes. These sessions offer much more than a regular fitness class, with a proper chance to check in with each other, forming new, supportive connections.



Our befriending programme launched and has gone from strength to strength. This need was identified during the lockdowns of 2020 – 2021 and it has been a joy to see this new service come to life, with an impressive response from local people volunteering their time and support and very positive feedback from all involved.

We worked alongside the Board of Trustees in November 2022 led by B&G Associates in reviewing year 1 of our strategic development plan. This was an excellent opportunity to come together and reflect on progress made and to refocus our attention and energy for the year ahead. We relish the opportunity to ensure that the work we do is done with compassion, welcoming, and community (Changes core values) at its heart.

I would like to thank our wonderfully committed and dedicated staff team who truly live and breathe Changes values, our amazing team of volunteers who give their time and support so generously, our Board of Trustees for guiding us with their skill and expertise and to our funders and partners for making our work possible. Finally, I would like to thank the East Lothian community for coming to us for support and for placing their trust in Changes.

THE BOARD

Gary Cochrane, Interim Chair

It is my pleasure to report that 2023 has been another exceptional year for the team at Changes East Lothian. As we continue to deal with the challenges brought about from the increasing cost of living and higher interest rates, the services provided by the team to the residents of East Lothian has never been more important. We have faced these and other challenges brought about from changes in regulation however the health and wellbeing of our local community has remained at our core. I am delighted to report, as you can read in the report, that the team have delivered more services and activities than ever over this past year and we continue to go from strength to strength.

There have been a number of changes within the team over the year with our CEO, Caitlin, going off on maternity leave and our Board Chair, Christine, retiring from role. Caitlin has now decided that the time is right for her to step down as CEO to focus on her new extended family and I would like to take this opportunity to thank her for her passion and commitment to the organisation over the past four years on behalf of all staff, clients and the board. We are now in the process of recruiting a successor to lead Changes in our next stage of development and growth.

Finally, I would like to thank the residents of East Lothian without whom we would not exist. It is our privilege to serve the local community and you have our ongoing commitment to providing the highest level of support and service it is in our gift to provide.

WHY WE'RE HERE

OUR VISION

is that everyone in East Lothian enjoys positive mental health and wellbeing.

OUR MISSION

Changes has developed from the community to enable people to achieve and maintain good mental health and wellbeing through; support groups and courses, therapy from experienced therapists as well as therapists in training, wellbeing activities and training our community to support others.

OUR VALUES

Underpinning everything we do, who we do it for and informing us how we go about our work:

Welcoming, Compassion and Community

SNAPSHOT OF SUCCESS

900+

people supported



60

volunteers



650+

new people who
contacted us for help



680

hours of groups and
activities delivered

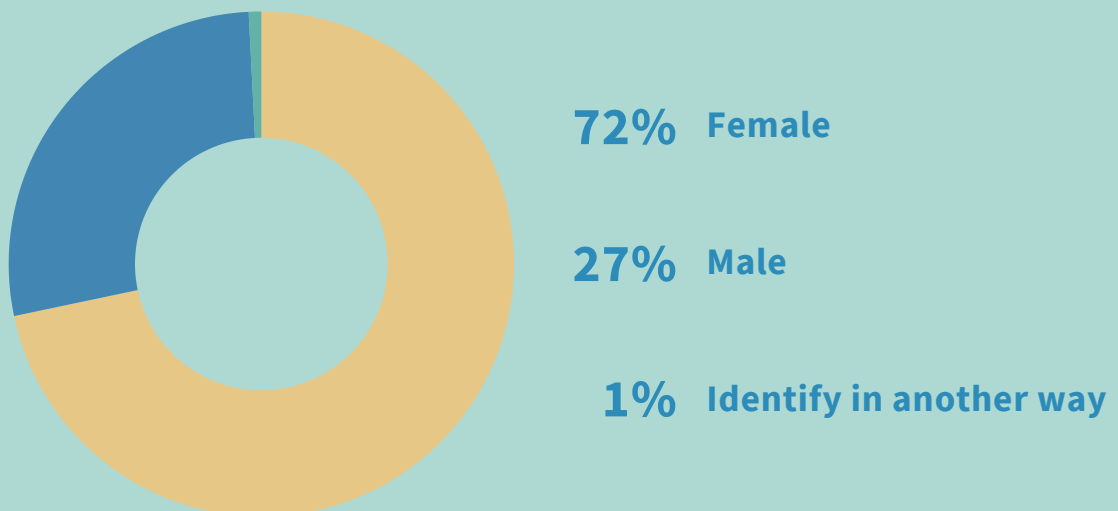
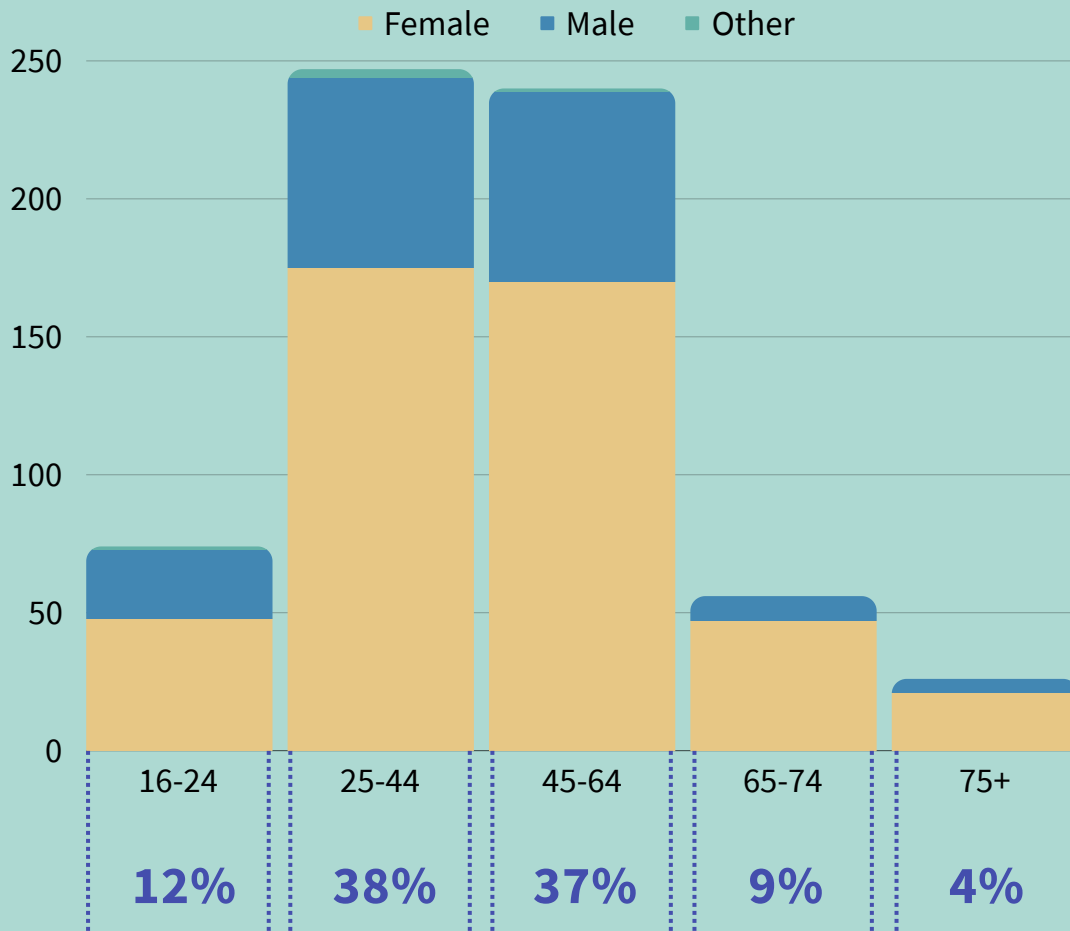


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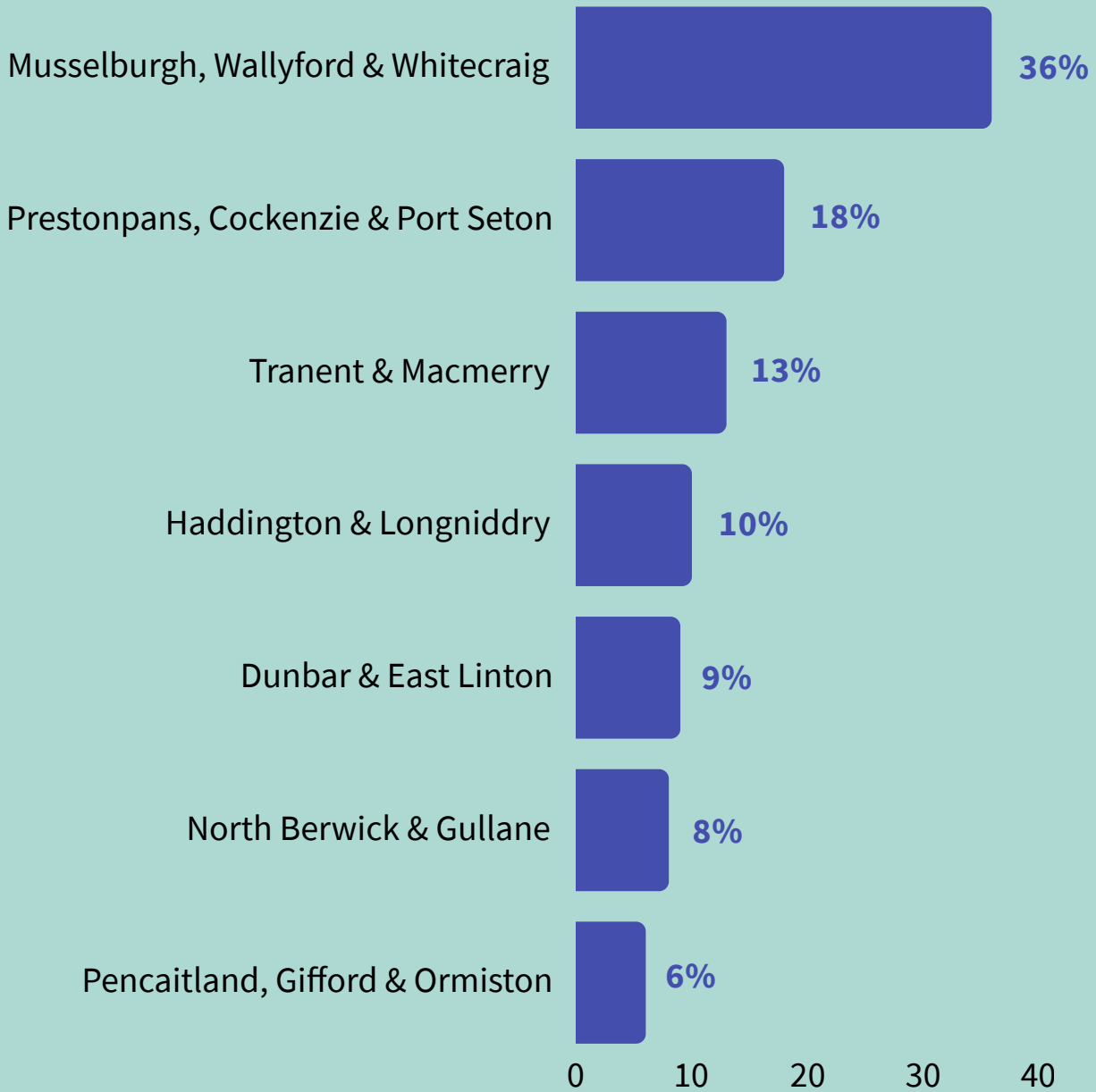
therapy hours



AGE & GENDER BREAKDOWN



LOCATION BREAKDOWN



OUR IMPACT

SUPPORT SERVICES

BEFRIENDING

The befriending project (funded by the Big Lottery) has filled a gap in service for those who need one to one support initially but are unable to access this in a group setting.

The volunteers are trained to support clients who are isolated and struggling with their mental health. Their time together is sociable and aims to help increase confidence, community connections and the ability to reach out for other support.

- **17 successful matches**
- **Around 100 volunteer hours**
- **Average improvement score on WEMWBS was 15 (greatest was 24)**
- **We celebrated our volunteers during Befriending week and hosted some fun activities**
- **We attended several events with our information stall**



OUR IMPACT: SUPPORT SERVICES

SUCCESS STORIES

Client AR joined a music group, grew in confidence, and performed her piano playing to her befriender: *‘So much about the befriending has been enjoyable. When getting coffees together it has been helpful to have a listening ear and meaningful conversations. It’s been so nice having weekly check ins and her support and advice has been amazing.’*

Client LJ was able to open up about her life and go on to get counselling which she realised she needed after speaking safely to her befriender: *‘it felt like talking to a friend, Christine is so nice, and I feel I’ve known her for years once we got talking. I was panicked at the start as I’m quiet, but I felt so open and natural with her.’*

The shared experiences between Client MS and her befriender have created a strong friendship: *‘she never judges she’s an absolute goddess, couldn’t have picked a better person.’*

It’s not just clients who benefit, but also the volunteers themselves:

Volunteer V was able to use this experience, the support of the coordinator, and further training to get a job in the mental health sector as a peer support worker, and she’s thanked us endlessly for helping her in her career. She continues to volunteer with us.

Volunteer A also used this experience and our support to get onto a counselling programme and is in his first year of his Diploma.

OUR IMPACT: SUPPORT SERVICES

BUDDY WALKING

We continued with our buddy walks and matched more people in the community with a volunteer. This has allowed clients to work toward small goals around confidence, fitness and connecting with others and their environment.

Walks happen locally and weekly over 10 weeks. Volunteers are matched based on geography and interests, where possible



“I found the support from my walk buddy was so helpful and I feel it has got my confidence back up”



“I liked every walk and I found it so helpful with feeling less worried. It was excellent”

OUR IMPACT: SUPPORT SERVICES

THERAPY SERVICES

184 people received counselling

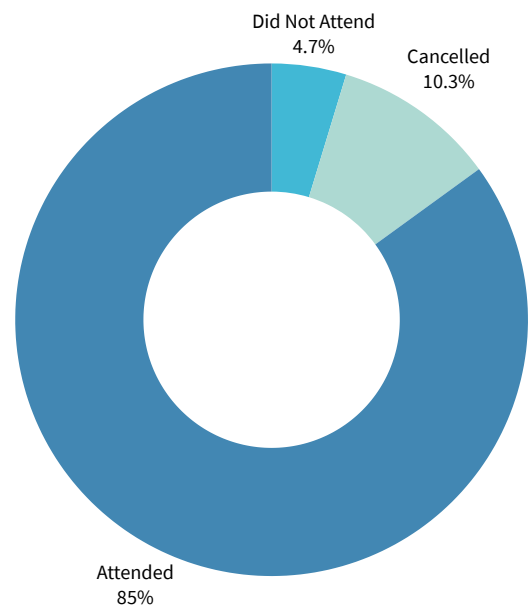
1067 hours of therapy

85%

of clients reports a positive change
(increase from last year)

COUNSELLING 1-1

Average wait for counselling = **20** weeks
(decrease from last year)



We provided training to **3** trainee therapists



OUR IMPACT: SUPPORT SERVICES

THERAPY SERVICES

GROUP WORK THERAPY

In March 2022 we expanded our group-work therapy service to offer Compassion Focused Therapy (CFT) and Building Self-Esteem. We were joined by a new group therapy co-ordinator in November 2022 to further develop group therapy at Changes, which now includes:

- Nature Therapy Group
- Understanding and Managing Anxiety course
- Mindfulness taster and course

We provided:

100

hours of group
therapy
to **91** clients

50

hours of
mindfulness
to **28** clients

*I enjoyed engaging with
other people in the group
and sharing our
experiences together*

OUR IMPACT: SUPPORT SERVICES


THERAPY SERVICES

UNDERSTANDING & MANAGING ANXIETY

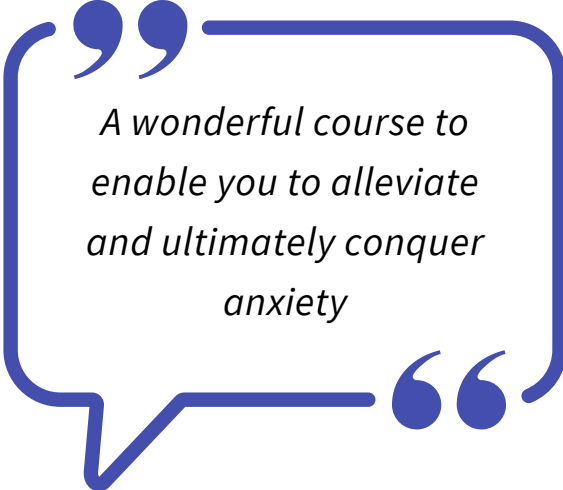
Understanding and Managing Anxiety is a five-week course offered online, based on Cognitive Behavioural Therapy.

We ran 4 courses totalling 40 hours of training, which were attended by **41** participants.

Data analysis from the four groups found significant improvement in wellbeing scores from the start to the end for participants.

A blue speech bubble with a tail pointing towards the bottom right. It contains a quote in italics.

Improves your understanding of what anxiety is.....and the tools to help you manage it

A blue speech bubble with a tail pointing towards the bottom left. It contains a quote in italics.

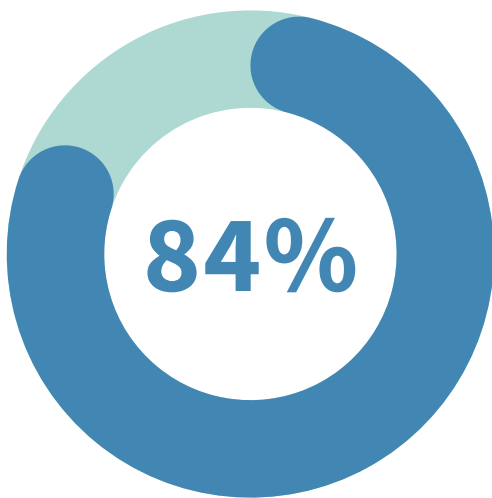
A wonderful course to enable you to alleviate and ultimately conquer anxiety

OUR IMPACT: SUPPORT SERVICES

THERAPY SERVICES

COMPASSION FOCUSED THERAPY

Compassion Focused Therapy is an 8-week group offered in person twice a year, with practical exercises aimed to address the imbalance of high self-criticism and shame. Past participants have reported to have increased self-compassion, improved relationships and generally improved wellbeing.



attendance rate
(out of 24 participants)

100%

of respondents reported that their problem had improved following the group

Gives you tools to be in control in a positive way to move forward with compassion for yourself

I can now counteract negative inner feedback with positive reinforced feedback and compassion

OUR IMPACT: SUPPORT SERVICES

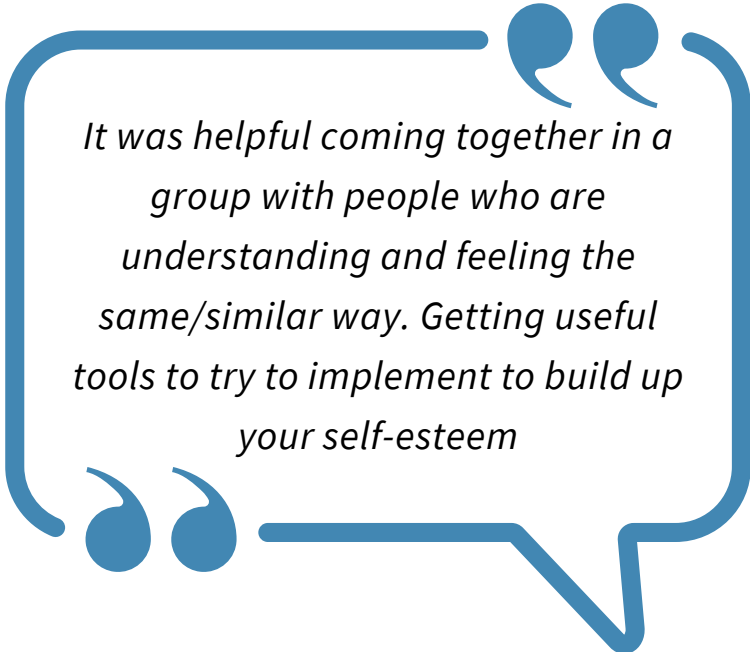
THERAPY SERVICES

BUILDING SELF ESTEEM

Building Self-Esteem is a 5-week group offered in person twice a year, based on Cognitive Behavioural Therapy. This group was developed in collaboration with the CWIC team in the NHS.

19 participants attended, with 100% feedback that the group was positive.

All participants scores on psychometric measures improved with psychological distress decreasing and self-esteem increasing.



It was helpful coming together in a group with people who are understanding and feeling the same/similar way. Getting useful tools to try to implement to build up your self-esteem

OUR IMPACT: SUPPORT SERVICES

THERAPY SERVICES

NATURE THERAPY GROUP

Nature therapy group was a 4-week pilot using guided nature activities, mindfulness practice and therapeutic discussions led by a psychological therapist. It was greatly received with 100% positive feedback from those who completed and is planned to run twice a year as a 6-week group.

There were **7** attendees.

Be brave and go along. You might, like me, reconnect with a lost bit of nature. Embrace it. It will embrace you



OUR IMPACT: SUPPORT SERVICES

THERAPY SERVICES

MINDFULNESS



© Aleksandr Ledogorov

Mindfulness course ran twice as an 8-week group and once as a 6-week group, with three taster sessions.

Over the 3 sessions, **28** participants received 50 hours of mindfulness

It teaches you how to put things in the right place, see them with the right perspective and give them the right importance

Very friendly, constructive, non-judgemental. Very helpful and above all enjoyable

OUR IMPACT: SUPPORT SERVICES

THERAPY SERVICES

RELAXATION

We continued to deliver our drop-in workshop to help people take time out for themselves. Supported by volunteers, a range of relaxation techniques were offered such as; progressive muscle relaxation, breathing exercises, and visualisation.

6

monthly drop-in
sessions run

47

attended

It's 2 hours well spent, and it feels good to meditate in a group as opposed to on your own. A chance to explore types of meditation to see what works best for you. Calming and leave feeling relaxed and more positive



© Urip Dunker

OUR IMPACT: SUPPORT SERVICES

PEER GROUPS & COURSES

We delivered our well known First Steps to Positive Mental Health course 7 times over the year, reaching **61** participants.

This was delivered in various locations around East Lothian and as an online version too.

"It's a very supportive group and helps you become more self-aware and learn tools to help control anxiety. Overall, it makes you feel better about yourself and deserve to feel good about yourself"

FIRST STEPS TO POSITIVE MENTAL HEALTH



© Madison Oren

OUR IMPACT: SUPPORT SERVICES

PEER GROUPS & COURSES

MEN'S PEER SUPPORT GROUPS



Changes Men's Peer Support Group

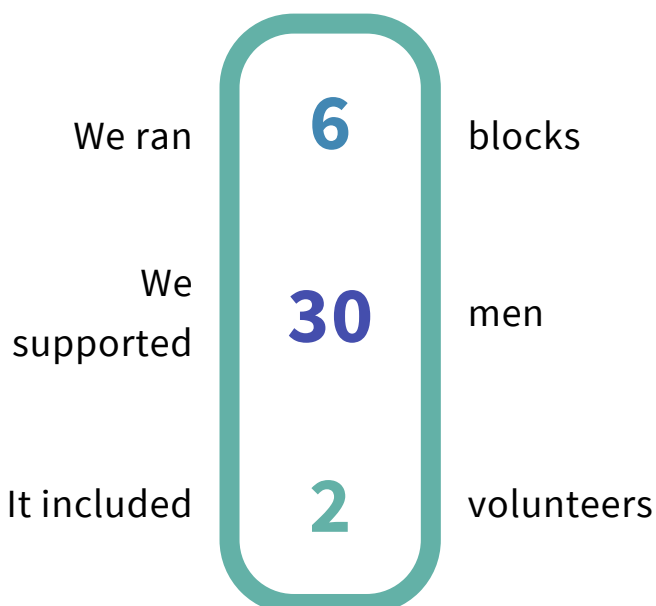
moved back to face to face quickly after Covid, on a Monday evening. Numbers are steady and we have a waiting list.

Changes Men's Telephone Support Calls

continue to offer a call to those who may not be quite ready to join the men's group for various reasons

Changes Men's Group Volunteers

are integral to running the group and we are extremely grateful for the time and energy they put in



“Even if you don't talk much you still feel like you are improving”

OUR IMPACT

ACTIVITIES

BOXERCISE FOR WELLBEING

Thanks to the continuation of funding from Corra Foundation Henry Duncan Grants, we were able to offer further blocks of Boxercise for Wellbeing sessions, which has proved to be a great stress buster.

This model offered outdoor fitness sessions with a supportive instructor (Kim), providing space for a wellbeing check-in and much-needed connection time with others, that the community told us is often missing at the gym.

100% of those who gave feedback to us said there was an **improvement in their stress, anxiety levels, connection and feelings of positivity**

It is one of the best things I have done to help improve my anxiety

I really enjoyed this activity, I hadn't done Boxercise before and Kim was so welcoming and positive. It was really beneficial trying something new and being outdoors and I am really grateful to have been able to access a place

OUR IMPACT: ACTIVITIES

CYCLING GROUPS

Our cycling groups were restarted in August 2022, following a grant from Sparewheels CIC. This allowed us to make a purchase of a police-approved cycle unit. Prestonpans GP Practice permitted us to use a space outside their building and we purchased some new bikes and tools too.

Our volunteer cycle leaders were desperate to get back to supporting people to ride together around the area.

We provided:

8 
blocks of cycle rides,
plus 6 one-off social rides

228 
volunteer hours



© Fat Lads

OUR IMPACT: ACTIVITIES

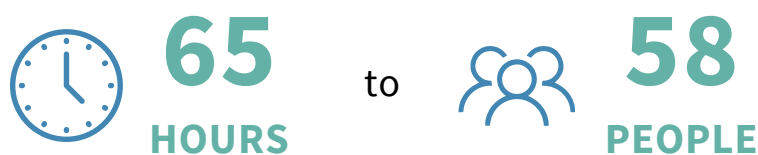
NORDIC WALKING

Our freelance Nordic Walk Instructor led **4** blocks of Level 1, which is a great way in for absolute beginners as she taught the full technique over each block.

For those who have completed Level 1 and wanted to join a group who went out for longer, they accessed our volunteer-led Level 2 group, where we supplied poles for everyone. We ran **4** blocks of Level 2.



In total, we provided:



Nordic walking is great for fitness - British Nordic Walking states:

- Burn around 20% more calories compared to walking without poles
- Release tension in your neck and shoulders
- Improve your posture and gait
- Strengthen your back and abdominal muscles
- Reduce the impact on your joints

OUR IMPACT: ACTIVITIES

THAI CHI

Our freelance instructor, Christine Dodson, continued to offer our popular weekly Tai Chi classes. We delivered **4** Beginners Tai Chi and Chi Gong for Wellbeing and **4** Continuers Tai Chi Groups to **90** participants.

UKULELE

Our volunteer Ukulele tutor has supported **31** number of absolute beginners over **6** courses to pick up a ukulele, learn to tune it, strum it, learn basic chords and play an array of fun songs together. For those who completed the beginner classes, they were invited to a continuers class to expand on their repertoire.



So far, some participants have performed at Changes AGM and the volunteer festive party to the delight of the audience!

TRAINING

With a full year of face-to-face training along with the continuation of the online Crisis Handling Awareness Training, it has been a very busy 12 months.

We provide free training for anyone who lives or works in East Lothian on behalf of the Health and Social Care Partnership. Our suite of training includes Applied Suicide Intervention Skills Training (ASIST), Scottish Mental Health First Aid (SMHFA), safeTALK and Changes Crisis Handling Awareness Training (CHAT).



We trained

131

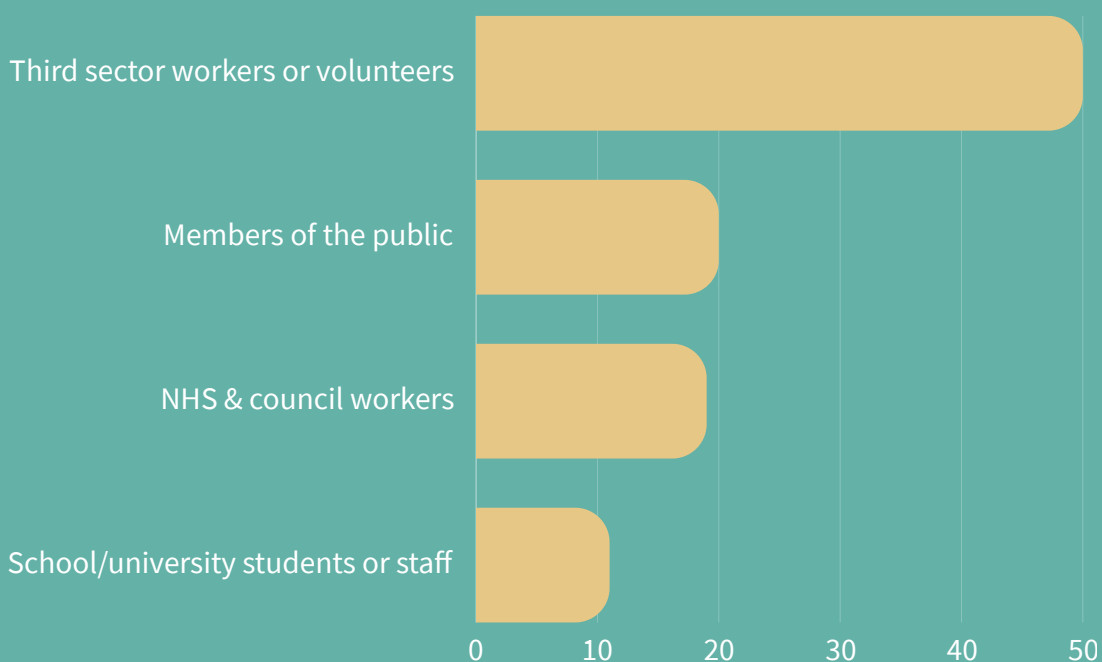
delegates

We ran: **4 SMHFA**

4 ASIST

1 safeTALK

3 CHAT



TRAINING: COURSE FEEDBACK

SMHFA

Really informative, excellent help with strategies that I can implement in my workplace

ASIST

One of the best courses I have ever attended, blending just the right amount of theory with a strong practical element. Great!

CHAT

Brian explained everything clearly, by end of today feeling confident to help someone in a crisis. Feel comfortable supporting and sharing information to help others

safeTALK

I found it well-thought through, informative, and the practical approach to enabling appropriate responses was really helpful

SUICIDE STATISTICS

In 2022-3, the number of suicides in Scotland increased to 762, a rise of 9 people.

In East Lothian itself the number remained the same at 13 suicides. It has been at this number for the last three years now.

There are lots of reasons why suicide occurs, and it is tragic that people feel so overwhelmed that they can see no other way out. It is possible to help someone in these situations if we know how to react and what to do.

The training courses delivered by Changes help people to intervene when suicide might be on someone's mind. Get in touch with us if you would like to help. We can save lives.

safeTALK

It's not an easy subject to talk about but the training gives insight on why it is important to start talking about suicide, it can save lives

VOLUNTEERING

There is no doubt our volunteers enable us to expand, grow and deliver to our community. We are always grateful of the time and care they put into their roles with us. Our volunteers come with a range of great skills and are loyal, staying with us for a good stretch of time.

We have been fortunate to have our new Volunteer Recruitment Officer in post, ensuring our processes are much more streamlined and robust.

We have had volunteers supporting all of these areas of business.

- Office support
- Befriending
- Buddy Walking
- Crisis Handling Awareness Training
- Couch to 5 K running leader
- Cycle leader
- Cycle maintenance
- Groups/course e.g. First Steps, Relaxation, Anxiety
- Men's Group
- Mindfulness
- Nature Projects including ponder wander leader
- Nordic Walks Leader
- Social Committee
- Ukulele Group leader

VOLUNTEERING

We attended the Volunteer Awards again at VCEL, this time with our nominated Nurture by Nature volunteers. We didn't win but we had a great night and felt celebrated nonetheless.



We know our volunteers come to us for a range of reasons; to give back after getting support from us, to enhance their skills, use their free time productively, local to area and passionate about specific activities. We are delighted that a number of our volunteers have used their time with us to build their experience and successfully find employment in the mental health sector.

CALL TO ACTION

We are keen to hear from local people with an interest in the following voluntary roles:

Buddy Walk Volunteers | Befriending Volunteers
Members of the Board of Trustees

LOOKING AHEAD

As demonstrated in the previous pages, 2022-2023 was a year of substantial development and growth.

In 2023-2024 we aim to:

- Strengthen our **impact evaluation**, focusing on the collection of evidence-based metrics for all services provision and then using this information to continually self-assess and improve
- Implement a new **Client Resource Management system**, creating streamlined processes and automated communications where appropriate
- Identify **new funding opportunities** and create new opportunities for positive impact and growth
- Continue to **nurture and grow our existing relationships** through increased communications, and check-ins
- Identify and **recruit for key roles** within the team to ensure a more robust and consistent service delivery experience for our communities
- **Strengthen our Board** through the acquisition of skills and experience not currently represented

LOOKING AHEAD

- **Work more collaboratively** and closely with our core funders HSCP including being actively involved in relevant eco-systems to create further opportunities to learn and develop
- Expand our **Groupwork Therapy Service** with additional staff hours to be provided from NHS East Lothian thanks to a Changes-NHS Groupwork Therapist post to be located within the Changes team
- Promote and publicise Changes services, spreading the word as widely as possible across the community and reducing barriers to access, through the new post of **Communications and Engagement Officer**
- **Bolster, review and challenge our internal processes** to maximise efficiencies, increase understanding, aid onboarding and to enable Changes to be more effective overall
- Strive to ensure **fair and inclusive services** which celebrate and value the diversity of the community of East Lothian. Changes welcomes opportunities to improve equality, diversity and inclusion within the organisation and we will continue to review our progress and champion equalities

FINANCES

Income	2022/2023	2021/2022
East Lothian Council	£9,306	-
Health and Social Care Partnership	£197,162	£189,579
Cycling UK	-	£565
Sparewheels	-	£2,909
Action 15	-	£112,500
Alpkit Foundation	-	£300
Scotmid	-	£400
Corra Foundation (Henry Duncan)	£6,887	£6,261
Corra Foundation (Community Recovery)	-	£13,620
Communities Health and Wellbeing Fund - Nature	£23,655	-
National Lottery - Improving Lives Fund - Befriending	£48,313	-
ELC - PSG Mental Health	£6,100	-
Other grants	-	£750
Donations	£6,383	£15,215
Employment Allowance	£5,000	-

FINANCES

Income	2022/2023	2021/2022
Earned Income	£17,664	£4,610
Interest	£227	£5
Total Income	£320,697	£346,714

Expenditure	2022/2023	2021/2022
Staff and Freelance Costs	£310,585	£194,334
Property Costs	£34,102	£24,613
Administration Costs	£24,487	£20,357
Accountancy Fees	£1,980	£1,800
Service Delivery costs	£14,296	£18,866
Total	£385,450	£259,970

Unrestricted Funds carried forward (to spend 22/23)	£92,078	£96,344
Restricted Funds carried forward (to spend 22/23)	£47,060	£107,462
Designated Fund (to support investment or development work)	£30,202	£30,202

THANK YOU

We thank our core funder, the Health and Social Care Partnership East Lothian for their continued support.



We are also very grateful to the following funders and supporters:

The National Lottery Community Fund

Corra Foundation – Henry Duncan

The Big Lottery

Communities Health & Wellbeing Fund

Special thanks to [HR Dept Edinburgh, Mid and East Lothian](#) for their ongoing HR support

Changes promotes positive mental health and wellbeing through free support services for over 16s living, or registered with a GP, in East Lothian.

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